

Appendix

Questionnaire

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Questionnaire for household interview

Assess accessibility to primary care by households in urban area of Danang city, Vietnam. (Only ask the mother of household, in case she is absent, go to another household and return later)

Date of survey:.....

Place of survey: Commune:.....District:.....City:.....

Household code:.....

Interviewer's name:

I. General information of household:

1. Could you please tell me how long have your family been living at this address?

1.1. Less than 3 months [] 1.2. 3 months but less than 6 months []

1.3. 6 months but less than 1 year [] 1.4. 1 year or more []

2. Could you please tell me some information about your family members?

(Interviewer fills the table with only members who are living in household)

1	Number of family member (including you)	
2	Number of children	
3	Number of children under 6	
4	Number of elderly > 60	
5	Number of members having health insurance	

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3. Is this your own house:

3.1. Yes []

3.2. No []

3.2.1. Rent [] How much do you pay/month

3.2.1. Other []

II. Geographical accessibility:

4. When you or your family member got ill, where did you often go to:

4.1. Community health center (CHC) [] Ask Q.6

4.2. Other (District health center, hospital, private clinic [] Ask Q.5

5. When you or your family member got illness, you didn't go to community health center, please answer these questions:

ID	Questions	Yes	No
5.1	It is far from your home?		
5.2	Is the way to get there difficult?		
5.3	Are the doctor's consultation hours convenient?		
5.4	Do you think that doctor there prescribes expensive medicines?		
5.5	Do you believe that doctor/physician there can treat you well?		
5.6	Do you have to wait for doctor too long when you get there?		
5.7	Does the consulting room at community health center provide privacy for patients to be examined?		

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6. Approximately how far is it from your home to the community health center you often went to when you or your family member got illness?

6.1. Less than 2kms []

6.2. 2kms - 3kms []

6.3. 3kms - 5kms []

6.4. More than 5kms []

7. If you were going to community health center for your illness or your family member's illness, how would you usually get there:

7.1. By your car []

7.2. By your motorcycle []

7.3. By your bicycle []

7.4. Walk []

7.5. You rent taxi, motorcycle [] How much:

8. Approximately how long would it take you to get there from you home?

8.1. About 10 minutes []

8.2. About 20 minutes []

8.3. About 30 minutes []

8.4. More than 30 minutes []

9. Do you have any difficulty at all with the way getting to community health center:

9.1. Very difficult [] Ask Q.10

9.2. Difficult [] Ask Q.10

9.3. Easy [] Ask Q.11

9.4. Very easy [] Ask Q.11

10. What makes it difficult to you?

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III. Functional accessibility

11. Can you meet doctor or physician at community health center at any time you want?

11.1. Yes [] ask Q.12

11.2. No [] Ask Q.11.a

11.a. What time is the doctor or physician not available?

12. Is the doctor's available time convenient for you?

12.1. Very convenient []

12.2. Convenient []

12.3. Inconvenient []

12.4. Very inconvenient []

13. When you arrived at the commune health center how long did you usually wait to be registered?

13.1. About 10 minutes []

13.2. About 20 minutes []

13.3. About 30 minutes []

13.4. More than 30 minutes []

14. How long did you usually wait to meet doctor at CHC from the time you were registered?

14.1. About 10 minutes []

14.2. About 20 minutes []

14.3. About 30 minutes []

14.4. More than 30 minutes []

15. How satisfied are you with the waiting time at the community health center?

15.1. Strongly satisfied []

15.2. Satisfied []

15.3. Dissatisfied []

15.4. Strongly Dissatisfied []

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16. Is there a receptionist or someone who works as a receptionist at the health service facility you often visited?

16.1. Yes [] ask Q. 17

16.2. No [] ask Q.18

17. How satisfied are you with the reception service?

17.1. Strongly satisfied []

17.2. Satisfied []

17.3. Dissatisfied []

17.4. Strongly Dissatisfied []

18. Was the community health station crowded?

18.1. Yes []

18.2. No []

19. Does the community health center have waiting seats?

19.1. Yes []

19.2. No []

20. When you met doctor or physician, was he/she welcome?

20.1. Yes []

20.2. No []

21. Did he/she give you a chance to talk about your disease, to ask?

21.1. Yes []

21.2. No []

22. After doctor/physician prescribe medicine, is medicine available at the community health center to buy?

22.1. Yes [] Ask Q.23.

22.2. No [] Ask Q.24

23. Is it convenient for you to buy medicine at the community health center?

23.1. Yes []

23.2. No [] Ask Q.23.a

23.a. Why it is not convenient for you?

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24. How satisfied are you with the quality of treatment at the community health service?

24.1. Strongly satisfied [] 24.2. Satisfied []

24.3. Dissatisfied [] 24.4. Strongly Dissatisfied []

IV. Financial accessibility:

25. Was the price for consultation at community health center expensive?

25.1. Yes [] 25.2. No []

26. Did doctor at community health center often prescribe expensive medicine?

26.1. Yes [] 26.2. No []

V. Cultural accessibility:

27. Does the consulting room at community health center provide privacy (that people outside can not see in) for patients to be examined?

27.1. Yes [] 27.2. No []

Curriculum Vitae

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