**Supplemental Access Items for the CAHPS® Clinician & Group Survey 3.0**

**Population Version: Adult**

**Language: English**

Users of the CAHPS® Clinician & Group Survey are free to incorporate supplemental items in order to meet the needs of their organizations, local markets, and/or audiences. Some items cover events that occur with low frequency in the general population. You should include them only if your sample design is likely to yield a sufficient number of responses to those questions for statistical analysis and reporting.

| **Questions** | **Placement and Other Instructions** |
| --- | --- |
| **AC1.** In the last 6 months, how many days did you usually have to wait for an appointment when you **needed care right away**?  Same day  1 day  2 to 3 days  4 to 7 days  More than 7 days | After core question 6  Note: Do not insert precodes to the left of check boxes |
| **AC2.** In the last 6 months, how many days did you usually have to wait for an appointment for a **check-up or routine care**?  Same day  1 day  2 to 3 days  4 to 7 days  8 to 14 days  15 to 30 days  More than 30 days | After core question 8  Note: Do not insert precodes to the left of check boxes |
| **AC3.** In the last 6 months, did you need care for yourself during evenings, weekends, or holidays?  1 Yes  2 No **→ If No, go to core question 9** | After AC2  Note: If using AC3, change skip pattern for core question 7 to **“If No, go to AC3”** |
| **AC4. I**n the last 6 months, how often were you able to get the care you needed from this provider’s office during evenings, weekends, or holidays?  1 Never  2 Sometimes  3 Usually  4 Always | After AC3  Note: Use with AC3 |
| **AC5.**  In the last 6 months, did you contact this provider’s office with a medical question **after** regular office hours?  1 Yes  2 No **→ If No, go to AC7** | After core question 10  Note: If using AC5, change skip pattern for core question 9 to **“If No, go to AC5”** |
| **AC6.** In the last 6 months, when you contacted this provider’s office **after** regular office hours, how often did you get an answer to your medical question as soon as you needed?  1 Never  2 Sometimes  3 Usually  4 Always | After AC5  Note: Use with AC5 |
| **AC7.**  In the last 6 months, did you need to visit this provider's office **after** regular office hours?  1 Yes  2 No **→ If No, go to AC9** | After AC6 |
| **AC8.** In the last 6 months, how often were you able to get the care you needed from this provider's office **after** regular office hours?  1 Never  2 Sometimes  3 Usually  4 Always | After AC7  Note: Use with AC7 |
| **AC9.** Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see this provider **within 15 minutes** of your appointment time?  1 Never  2 Sometimes  3 Usually  4 Always **→ If Always, go to core question 11** | After AC8 |
| **AC10.** In the last 6 months, after you checked in for your appointment at this provider's office, how often were you kept informed about how long you would need to wait for your appointment to start?  1 Never  2 Sometimes  3 Usually  4 Always | After AC9  Note: Use with AC9 |