#### The Patient's Needs Scale – Pre visit (PNSPre)

Below, you will find a list of statements referring to various elements of a visit at a doctor's office. Under each statement there is a 7-point response scale. **Please mark with an X the number that describes best, how important to you is a particular element of the visit**. Number 1 indicates that it is completely irrelevant for you, and number 7 – that it is very relevant. We ask for honest answers for all questions.

During this visit it's important to me, that the doctor ...

1.	finds the cause of my symptoms.	
	1 2 3 4 5 6	<b>-</b> 7□
	Completely irrelevant Ve	ry relevant
2.	tells me about the probable course of my treatment.	
	1 2 3 4 5 6	- 7□
	Completely irrelevant Ve.	ry relevant
3.	explains possible consequences of illness.	
	1 2 3 4 5 6	<b>-</b> 7□
		ry relevant
Du	Ouring this visit it's important to me, that the doctor	
1.	presents the results of my tests.	
	1 2 3 4 5 6	
	Completely irrelevant Ve	ry relevant
2.	gives me some advice about medications I'm taking.	
	1 2 3 4 5 6	- 7□
	Completely irrelevant Very	relevant
3.	presents recommendations for the treatment.	
	1 2 3 4 5 6	- 7□
	Completely irrelevant Ve	ry relevant
Du	During this visit it's important to me, that the doctor	
1.	telles with me about how I feel and how I	
	1 2 3 4 5 6	- 7□
		ry relevant
	gives me reassurance	
2.		7.II
	1□ 2□ 3□ 4□ 5□ 6□  Completely irrelevant  Ve	- /⊔ ry relevant
	Compactly in elevania ve	y recevant
2	shows me his care.	
3.	1 2 3 4 5 6	<b>-</b> 7□
		ry relevant
	- ₹	-

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## During this visit it's important to me, that the doctor ... ... talks with me about what harms my health. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 Completely irrelevant Very relevant ... suggests what I can do to improve my functioning in everyday life. 2. 1 ----- 2 ---- 3 ----- 4 ----- 5 ----- 6 ----- 7 Completely irrelevant Very relevant ... encourages me to make health-promoting changes (i.e. proper diet, physical activity). 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 Completely irrelevant Very relevant During this visit it's important to me, that the doctor ... ... suggests how to maintain social relationships. 1 ------ 2 ------ 3 ------ 4 ------ 5 ------ 6 ------ 7 -----Completely irrelevant ... talks with me about how to spend time actively. 1 ----- 2 ---- 3 ----- 4 ---- 5 ----- 6 ----- 7 Completely irrelevant Very relevant ... suggests ways of maintaining life satisfaction. 1 ----- 2 ---- 3 ----- 4 ---- 5 ----- 6 ----- 7 Completely irrelevant Very relevant During this visit it's important to me, that the doctor ... ... is benevolent towards me. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7

Completely irrelevant ... treats me seriously. 1 ------ 2 ----- 3 ------ 4 ------ 5 ------ 6 ------ 7 -----Completely irrelevant Very relevant ... shows me respect. 1 ------ 2 ------ 3 ------ 4 ------ 5 ------ 6 ------ 7 Completely irrelevant Very relevant

## **Communication Scale – Pre visit (CSPre)**

Below you'll find a list of various behaviors of a doctor during a visit. Like previously, we ask to mark with an X the square with a number that is the closest to your opinion how relevant for you are particular actions/behaviors of a doctor during the visit.

It'	s important for me that the doctor	Completely irrelevant	Very relevant
1.	greets me in a kind manner.	1 2 3 4 5 6	5□ 7□
2.	discusses with me the reason of a visit.	1 2 3 4 5 6	5□ 7□
3.	listens to me carefully.	1 2 3 4 5 6	5 7
4.	shows understanding for my problems.	1 2 3 4 5 6	□ 7□
5.	makes sure he understood me correctly.	1 2 3 4 5 6	5 7
6.	encourages me to ask questions.	1 2 3 4 5 6	□ 7□
7.	answers all my questions.	1 2 3 4 5 6	5 7
8.	makes sure if I understood him correctly.	1 2 3 4 5 6	□ 7□
9.	uses language I can understand.	1 2 3 4 5 6	5 7
10.	summarizes topics we've discussed.	1 2 3 4 5 6	□ 7□
It'	s important for me that the doctor	Completely irrelevant	Very relevant
11.	informs me about the examination.	1 2 3 4 5 6	5□ 7□
12.	cares about my comfort during the examination (i.e. measuring blood pressure).	1 2 3 4 5 6	□ 7□
13	provides as much time as I need for each part of the visit(the interview, preparation for the examination, thinking, etc.).	1 2 3 4 5 6	; 7□

It's important for me that the doctor	Completely Very irrelevant relevant
explains treatment options available in my situation	1 2 3 4 5 6 7
explains why I should comply to the presented recommendations.	1 2 3 4 5 6 7
makes sure I'll be able to comply to the recommendations.	1 2 3 4 5 6 7
writes down main recommendations for me (medications, dosage, etc).	1 2 3 4 5 6 7
18 discusses the plan of further treatment.	1 2 3 4 5 6 7
19 summarizes briefly the entire visit.	1 2 3 4 5 6 7
It's important for me that the doctor	Completely Very irrelevant relevant
encourages me to participate in making	
decisions.	1 2 3 4 5 6 7
	1 2 3 4 5 6 7 1 2 3 4 5 6 7 7
decisions gives me opportunity to express my	1 2 3 4 5 6 7
decisions.  gives me opportunity to express my opinion.  takes my opinion into account in making	1 2 3 4 5 6 7
decisions.  gives me opportunity to express my opinion.  takes my opinion into account in making decisions.  creates the atmosphere that allows to	1
decisions.  gives me opportunity to express my opinion.  takes my opinion into account in making decisions.  creates the atmosphere that allows to discuss intimate issues freely.	1
decisions.  gives me opportunity to express my opinion.  takes my opinion into account in making decisions.  creates the atmosphere that allows to discuss intimate issues freely.  notices my feelings and accepts them.  takes care of a good atmosphere during	1

# **General information**

1.	Age:	Gender: $F \square M \square$
3.	Marital status:	
	□ single	□ separated/divorced
	□ partnership/marriage	□ widowed
4.	Education:	
	□ primary	□ secondary (with matura exam)
	□ voccational	□ higher
	☐ secondary (without matura exam)	
5.	Place of residence:	
	□ rural area	□ large town (101-500 thousands citizens)
	□ small town (up to 20 thousands, citizens)	□ Warsaw
	☐ medium town (21-100 thousands. citizens)	□ other city (above 500 thousands citizens)
6.	Who do you live with? [one or more "X"]	
	□ alone	□ with other members of my family
	□ with a spouse/partner	$\square$ with other persons, not members of the family
	□ with children	□ in the old people's home
	□ with grandchildren	
7.	What is your professional status? [one or more "X"]	
	□ professionally active – working full time	□ retired
	□ professionally active – part time	□ annuitant
		$\square$ unemployed
8.	What is your financial situation?	
	□ poor □ rather □ average poor	□ rather □ good good

	Health status
1.	How do you evaluate your health? (in comparison with people of similar age)  □ very good □ good □ average □ poor □ very poor
2.	Have you attended within past 6 months: [one or more "X"]:  In the hospital  □ Emergency room, without need to stay in the hospital  □ hospital for a surgery or other procedure  □ hospital for treatment or observation (other than a surgery)  □ none of the above
3.	How many diseases have you had/have you been currently treated for?
	$\Box$ none $\Box$ 1 disease $\Box$ 2-3 diseases $\Box$ 4-5 diseases $\Box$ 6 or more diseases
4.	Please specify to what extent your health limits your ability to maitain the following: [one,,X" for each statement]:
	Doesn't limit Limits a little Limits Limits very at all moderately much
	Full body hygene 1□ 2□ 4□

Dressing

Shopping

Driving

Commuting

Preparing and eating meals

Moving around the house

Reading and watching TV

Dealing with official matters

Medication taking

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1□ ------ 2□ ------ 4□

1□ ------ 2□ ------ 4□

1□ ------ 4□

 $1 \square ----- 2 \square ----- 3 \square ----- 4 \square$ 

 $1 \square ----- 2 \square ----- 3 \square ----- 4 \square$ 

1□ ----- 2□ ------ 4□

 $1 \square - - - - 2 \square - - - - - 4 \square$ 

 $1 \square - - - - 2 \square - - - - 4 \square$ 

1□ ------ 4□

# Today's visit to the doctor

When answering questions below, please refer to the today's visit to the doctor.

1.	How long have you been attending this doctor?  ☐ it was my first visit	☐ I attend longer, please	specify number of years
2.	How often have you attended this doctor within last y	year?	
	$\square$ not at all $\square$ 1 – 2 times	$\square$ 3 – 7 times	□ 8 or more times
3.	How long have your been waiting for this visit since your been waiting for this visit since you visit on the same day  □ up to 3 days	you've made an appointme  ☐ 1 to 2 weeks ☐ more than 2 weeks ☐ I don't remember	nt?
	$\Box 4 - 7 \text{ days}$	Li don t lemember	
4.	How easy was it to schedule a visit to this doctor?  □ very easy □ easy □ mode easy	erately   difficult	□ very difficult
5.	What is the aim of your today's visit? [one or more "X'	7	
	<ul> <li>□ asking for advice</li> <li>□ treatment (i.e. prescribing medicines, referring to tests, etc.)</li> <li>□ referral to a specialist</li> <li>□ referral to medical tests</li> </ul>	□ check-up □ signing documents □ other	
	TIME FOR A VISIT	T TO THE DOCTOR	

# The Patient's Satisfaction with a Visit Scale- Post visit (SVSPost)

1.	Would you recommend this	doctor to yo	our family/fri	ends?			
	1 2	3□	4□	5□	6□	7□	
	definitely no				d	efinitely yes	
2.	Would you like to come to	this doctor a	gain?				
	1 2	3□	4□	5□	6□	7□	
	definitely no					definitely yes	
3.	If it was easy to change a cl	inic – would	l you still cor	ne to this one	?		
	1 2	3□	4□	5□	6□	7□	
	definitely no					definitely yes	
1.	How satisfied are you wih	t this visit at	the doctor?				
	1 2	3□	4□	5□	6□	7□	
	definitely dissatisfied				de	efinitely satisfied	
2.	Have your hopes for this vis	sit been fulfi	lled?				
	1 2	3□	4□	5□	6□	7□	
	definitely no					definitely yes	
3.	How satisfied are you with	the time the	doctor has sp	ent on the co	onsultation?		
	1 2	3□	4□	5□	6□	7□	
	definitely dissatisfied				de	efinitely satisfied	
4.	Considering registration, tra	vel, waiting	time, help yo	ou received,	etc., was the	visit worth coming for	or?
	1 2	3□	4	5□	6	7□	
	definitely no					definitely yes	
	How long have you been wai	ting in the w	aiting room	for this visit?			
	□less than 15 minutes □ a	pproximatel	y half and ho	ur □1 h	our or longe	r □don't remembe	er

#### The Patient's Needs Scale – Post visit (PNSPost)

### **During this visit the doctor ...** ... found the cause of my symptoms. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 Completely irrelevant Very relevant ... presented me the probable course of my treatment. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 Completely irrelevant Very relevant ... explained possible consequences of illness. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 Completely irrelevant Very relevant During this visit the doctor ... ... presented the results of my tests. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 Completely irrelevant Very relevant ... gave me some advice about medications I take. 1 ----- 2 ---- 3 ----- 4 ----- 5 ----- 6 ----- 7 Completely irrelevant Very relevant ... presented recommendations for my treatment. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 Completely irrelevant During this visit the doctor ... ... talked to me about how I felt and how I coped. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 Completely irrelevant Very relevant ... gave me reassurance. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 Completely irrelevant Very relevant ... showed me his care. 1 ----- 2 ---- 3 ----- 4 ----- 5 ---- 6 ----- 7 Completely irrelevant Very relevant

# **During this visit the doctor ...**... talked with me about what harme my health $1 \square ------ 2 \square ------ 3 \square ------ 4$

Completely irrelevant

1.	tarked with the about what	narme my	neam.			
	1 2	3 🗆	4□	5□	6□	7□
	Completely irrelevant					Very relevant
2.	suggested what I can do to	improve m	y functioning	g in everyday	life.	
	1 2	3□	4	5□	6□	7□
	Completely irrelevant					Very relevant
3.	encouraged me to make he	alth-promo	ting changes	(i.e. proper d	liet, physic	cal activity).
	1 2	3 🗆	4□	5□	6□	7□
	Completely irrelevant					Very relevant
Du	ring this visit the doctor					
1.	suggested how to maintain	social rela	tionships.			
	1 2	3 🗆	4□	5 🗆	6□	7□
	Completely irrelevant					Very relevant
2.	talked with me about how	to spend tir	me actively.			
	1 2	3 🗆	4□	5 <del></del>	6□	7□
	Completely irrelevant					Very relevant
3.	suggested ways of maintain	ning life sa	tisfaction.			
	1 2	3□	4□	5 🗆	6□	7□
	Completely irrelevant					Very relevant
	During this visit the doct					
1.	was benevolent towards m					
	1 2	3 🗆	4	5□	6□	
	Completely irrelevant					Very relevant
2.	treated me seriously.					
	1 2	3□	4	5□	6	7□
	Completely irrelevant					Very relevant
3.	showed me respect.					
	1 2	3 🗆	4□	5□	6□	7□

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Very relevant

# **Communication Scale – Post Visit (CSPost)**

During this visit the doctor	Definitely yes Definitely no
greeted me in a kind manner.	1 2 3 4 5 6 7
2 discussed with me the reason of a visit.	1 2 3 4 5 6 7
3 listened to me carefully.	1 2 3 4 5 6 7
4 showed understanding for my problems.	. 1 2 3 4 5 6 7
5 made sure he understood me correctly.	1 2 3 4 5 6 7
6 encouraged me to ask questions.	1 2 3 4 5 6 7
7 answered all my questions.	1 2 3 4 5 6 7
8 made sure if I understood him correctly.	. 1 2 3 4 5 6 7
9 used language I could understand.	1 2 3 4 5 6 7
10 summarized topics we had discussed.	1 2 3 4 5 6 7
During this visit the doctor	Definitely yes Definitely no
informed me about the examination.	1 2 3 4 5 6 7
cared about my comfort during the examination (i.e. measuring blood pressure).	1 2 3 4 5 6 7
provided as much time as I needed for each part of the visit(the interview, preparation for the examination, thinking, etc.).	1 2 3 4 5 6 7

During this visit the doctor	Definitely yes Definitely no
explained treatment options available in my situation	1 2 3 4 5 6 7
explained why I should comply to the presented recommendations.	1 2 3 4 5 6 7
made sure I would be able to comply to the recommendations.	1 2 3 4 5 6 7
wrote down main recommendations for me (medications, dosage, etc).	1 2 3 4 5 6 7
discussed the plan of further treatment.	1 2 3 4 5 6 7
19 summarized briefly the entire visit.	1 2 3 4 5 6 7
During this visit the doctor	Definitely yes Definitely no
encouraged me to participate in making decisions.	1 2 3 4 5 6 7
	1 2 3 4 5 6 7 1 2 3 4 5 6 7
decisions.  gave me opportunity to express my	
decisions.  gave me opportunity to express my opinion.  took my opinion into account in making	1 2 3 4 5 6 7
decisions.  gave me opportunity to express my opinion.  took my opinion into account in making decisions.  created the atmosphere that allowed to	1 2 3 4 5 6 7 1 2 3 4 5 6 7 7
decisions.  gave me opportunity to express my opinion.  took my opinion into account in making decisions.  created the atmosphere that allowed to discuss intimate issues freely.	1 2 3 4 5 6 7    1 2 3 4 5 6 7    1 2 3 4 5 6 7    1 2 3 4 5 6 7
decisions.  gave me opportunity to express my opinion.  took my opinion into account in making decisions.  created the atmosphere that allowed to discuss intimate issues freely.  noticed my feelings and accepted them.  took care of a good atmosphere during	1

## **The Attitude Toward Illness and Treatment Scale – Post (ATITSPost)**

Statements below refer to your today's visit to the doctor. Please, mark with an X the number on the scale from 1 to 7, which describes your response best.

Due to this visit at the doctor ...

5.	I understand the nature and causes of my ailments.			
	1 2 3 4 5	6□	7□	
	definitely no		definitely yes	
6.	I know available treatment options for my ailments.			
	1 2 3 4 5	6□	7□	
	definitely no		definitely yes	
7.	I understand the results of all my medical tests.			
	1 2 3 4 5	6□	7□	
	definitely no		definitely yes	
8.	I know how each of my medications works.			
	1 2 3 4 5	6□	7□	
	definitely no		definitely yes	
9.	I know how to prevent further problems with my health.			
	1 2 3 4 5	6□	7□	
	definitely no		definitely yes	
10.	I know how to sustain or improve health according to my age.			
	1 2 3 4 5	6□	7□	
	definitely no		definitely yes	
Due	e to this visit at the doctor			
11.	I'll be able to cope with the treatment and compliance.			
	1 2 3 4 5	6□	7□	
	definitely no	<u> </u>	definitely yes	
12.	I think I can influence how I'll feel in the future.			
	1 2 3 4 5	6□	7□	
	definitely no		definitely yes	
13.	I understand that my active participation in treatment and disea	ase preven	tion is important for	r my
	functioning and performance.			
	1 2 3 4 5	6□	7□	
	definitely no		definitely yes	

## Due to this visit at the doctor ... ... I feel calmer. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 definitely no ... I believe the treatment will be effective. 2. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 definitely no ... I hope my health will improve. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 definitely no Due to this visit at the doctor ... ... I feel depressed. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 definitely no ... I have fears about my symptoms. 2. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 definitely no definitely yes ... I doubt that improvement in my functioning is possible. 1 ----- 2 ---- 3 ----- 4 ----- 5 ----- 6 ----- 7 definitely no definitely yes Due to this visit at the doctor ... ... I'm going to comply to the recommendations conscientiously. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 definitely yes definitely no ... I'm going to find out more about my health state. 1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7 definitely no definitely yes

... I'm making a plan how to comply to the recommendations.

... I'm going to participate in the treatment actively.

definitely no

definitely no

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1 ------ 2 ------ 3 ------ 4 ------ 5 ------ 6 ------ 7

1 ----- 2 ----- 3 ----- 4 ----- 5 ----- 6 ----- 7

definitely yes

definitely yes

