

Section C

CONSIDER THE FOLLOWING SCENARIOS

61. Joseph had to stay in hospital for ten days after a road traffic accident. The nurses asked his family not to visit him as the hospital was crowded with patients, and visitors, they said, "added to their workload". Though regular meals were provided in the hospital, Joseph's family thought they would treat him to some of his favourite dishes. Both Joseph and his brother were soundly scolded that day and told to mind the rules of the hospital. When Joseph asked if he could visit a place of worship the nurse in charge said that he could not leave the hospital.

How would you rate Joseph's experience of how the hospital allowed him to interact with family and friends or to continue religious customs during his stay?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

62. Polly had to be in hospital for a long time after being involved in a car accident. The hospital staff encouraged her family to visit her daily at any time they could. Her mother often brought her sweets and cakes. Her family would take her to visit a place of worship once a week and spend time praying together.

How would you rate Polly's experience of how the hospital allowed her to interact with family and friends or to continue religious customs during her stay?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

63. Alfred has a family physician whom he consults regularly. Recently, friends advised him to consult an alternative medicine provider for a skin problem. When he asked for a referral, his doctor told him this was not possible and sent him to a skin specialist instead.

How would you rate Alfred's experience of being able to use a health care provider or service of his choice?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

64. Tamara had to recuperate in hospital for two weeks after a bad fall. Her family visited her regularly during the visiting hours, but she was bored during the rest of the day. The hospital had no common room and patients were not encouraged to go to each other's rooms to chat. There was however a little library in the hospital which she visited and the nurses sometimes brought her the daily newspaper.

How would you rate Tamara's experience of how the hospital allowed her to interact with family and friends?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

65. Andrew goes to the local general hospital. The hospital is large and has several specialties. Depending on his complaints he can decide which department to go to. Once he is registered in a department he must see only the person assigned to him that day.

How would you rate Andrew's experience of being able to use a health care provider or service of his choice?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

66. Nathan has been having headaches for the past year. Initially his general practitioner gave medicines but that did not help. He asked to be referred to a specialist. He has been investigated and detected to have a brain tumour that will require surgery. He knows a famous surgeon and has been able to fix up a date for the surgery by him this month.

How would you rate Nathan's experience of being able to use a health care provider or service of his choice?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

67. Dora had to stay in hospital for two weeks when she broke her leg. Her husband and children were all working far from the hospital and they found it difficult to come and visit her, particularly since the visiting time allowed was very short. Her mother could not visit her at all as the visiting hours did not suit her.

How would you rate Dora's experience of how the hospital allowed her to interact with family and friends?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

68. William has had stomach problems for several years. He has been referred to many doctors but has had to follow only the suggestions made by his family doctor. His requests to see a particularly well known stomach specialist have been turned down by his insurance system.

How would you rate William's experience of being able to use a health care provider or service of his choice?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

69. Asefa had to be in hospital for a long time undergoing tests in preparation for his by-pass surgery. His family came to see him during the visiting hours but for the rest of the day he saw the hospital staff only when they came to attend to him. He was told not to listen to his little radio even though he was not disturbing anybody, and his request to have the local spiritual leader visit him was also discouraged on the grounds that other patients would be disturbed.

How would you rate Asefa's experience of how the hospital allowed him to interact with family and friends or to continue religious customs during his stay?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

70. Simon has joint pains and breathlessness. He sees two specialists for these problems once every 2 months. Recently, as his breathlessness was worsening, he asked to see a heart specialist and his medicines were adjusted. He sees his general physician regularly to get his prescriptions.

How would you rate Simon's experience of being able to use a health care provider or service of his choice?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

71. Carol had to be in hospital over a long period, because her illness was difficult to diagnose. The hospital staff were very considerate in allowing her family to see her and be with her as much as possible. Whenever Carol wanted to contact her family, they would allow her to use the phone. Knowing that Carol was worried, the hospital staff arranged for her to visit regularly a place of worship.

How would you rate Carol's experience of how the hospital allowed her to interact with family and friends?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

72. Penelope had to stay in hospital for two weeks after undergoing surgery. Her family hated coming to see her, because even during visiting time the hospital staff made them feel very unwelcome. Whenever her family brought her some sweets or cakes from home, the nurses would grumble saying that Penelope was being fussy about the hospital food. Penelope would have liked to have her closest friends visit her but the nurses did not encourage this.

How would you rate Penelope's experience of how the hospital allowed her to interact with family and friends?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

73. Pascal needs to go to the local hospital for his blood pressure. Each time he goes he is seen by a different doctor. When he asked to see his previous doctor, he was told that it was not possible. Once when he was very sick and had been feeling dizzy he asked to see another doctor or specialist but was told that he cannot decide whom he should see.

How would you rate Pascal's experience of being able to use a health care provider or service of his choice?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA

74. Michael goes to the community health centre for his epilepsy. He has to go on a certain day of the week because the team that sees him is available only on those days. Of the four members in the team, though he sees a neurologist each time, he cannot choose whom he will see because he gets sent to whoever is free at the time.

How would you rate Michael's experience of being able to use a health care provider or service of his choice?

READ

- 1 - Very good
- 2 - Good
- 3 - Moderate
- 4 - Bad, or
- 5 - Very Bad
- 6 - DK/NA