

## Section D

### CONSIDER THE FOLLOWING SCENARIOS

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61. Mary has a serious health problem and knows that she will soon die. Every time she visits her doctor she asks him about her treatment and how much her condition is deteriorating. She wants to be able to plan for the future and make arrangements for her family once she dies. The doctor always tells her not to worry, that things are under control, and that he knows what he is doing.

How would you rate Mary's experience of getting involved in making decisions about her care or treatment as much as she wanted?

**READ**

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

62. John has a stomach ulcer and was advised to have surgery. His doctor told him it could be arranged only after 3 months as there were other patients on the waiting list. He now sees the doctor only when he has some discomfort and needs to arrange about 2 weeks in advance a time to meet him.

How would you rate John's experience of getting prompt attention?

**READ**

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

63. Romero has tuberculosis and needs to see his doctor in the primary care centre every month to renew his prescription. He lives in a village 5 miles (8 km) away and must walk each time to see the doctor. Some days when he gets to the hospital he learns that the doctor is away on leave and Romero must come back without medicines and make the trip again the next day. Once when he coughed up blood at night and became very breathless his relatives had to borrow a neighbour's cart to take him to the hospital.

How would you rate Romero's experience of getting prompt attention?

**READ**

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

64. Sarah visits her doctor regularly because of back pain. She has discussed alternative treatment with her doctor such as special back exercises, acupuncture, yoga and change in lifestyle, but he only believes in medication. Whenever the pain has got worse, he has adjusted the medication by prescribing higher doses. Despite the side effects that Sarah is having, drowsiness, nausea and migraines, he will not consider other options.  
How would you rate Sarah's experience of getting involved in making decisions about her care or treatment as much as she wanted?

**READ**

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

65. Henry has recently been diagnosed as having diabetes. The first time he went to the clinic he had to have blood tests, eye check ups and other routine tests. The nurse explained every procedure in detail and asked him for his consent before doing any tests.  
How would you rate Henry's experience of getting involved in making decisions about his care or treatment as much as he wanted?

**READ**

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

66. Bob broke his arm a few months ago and had to have a series of X-rays. Initially, the doctors told him about his fractures and explained what they were going to do. After that, they sent him for some other tests all over the hospital without explaining why. Although Bob asked what was happening, the doctors ignored him, saying they were busy.  
How would you rate Bob's experience of getting involved in making decisions about his care or treatment as much as he wanted?

**READ**

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

67. Kofi has had a heart operation last year. He is now doing well and is on regular medication. He lives outside the city and has to drive once every 3 months to see his doctor. One night he had chest pain and called an ambulance and managed to get to the hospital in 30 minutes. How would you rate Kofi's experience of getting prompt attention?

**READ**

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

68. Donna suffers from difficulty breathing and has wheezing attacks almost every week. She lives across the street from the city hospital and can get to the emergency room within 5 minutes of an attack. Within 10 minutes of getting to the emergency room she is given an injection that relieves her distress.

How would you rate Donna's experience of getting prompt attention?

**READ**

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

69. John has been diagnosed as having HIV. The doctor has been very supportive at the health centre he usually goes to. He has spent time discussing the different drug therapies, the psychological support that is available, and the medical care that he may need. Although he has advised John to start taking medication, he has asked John to decide what he wants to do. How would you rate John's experience of getting involved in making decisions about his care or treatment as much as he wanted?

**READ**

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

70. Gabriel has a history of chest pain. He usually goes to the local public hospital for his check-ups. One day he had severe pain in his chest and had to have emergency care. As soon as he got there, the doctors had to quickly run tests and take a blood sample. They did not ask for his permission as there was no time and they were concerned about his condition.

How would you rate Gabriel's experience of getting involved in making decisions about his care or treatment as much as he wanted?

**READ**

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

71. Allan has had backaches for several years. The local hospital is always busy and he has to wait about 3 hours each time he has to see a doctor. At times he has to come away without seeing the doctor. He has been advised to get a special test and will have to wait for 6 weeks before he can get it done as the machine in the hospital is booked.

How would you rate Allan's experience of getting prompt attention?

**READ**

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

72. Stan fell down from a ladder and broke his leg one evening. He had to be taken to the district hospital, about 10 miles away (15 km), in a private car. He had to wait for an hour in the hospital for the surgeon to arrive and could be operated on only the next day.

How would you rate Stan's experience of getting prompt attention?

**READ**

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

73. Tara is always tired and has no energy to do anything. She gave birth to a baby girl two months ago. The doctor has told her that she may be suffering from post-natal depression. After discussing her condition with her, he has suggested that she could either try some anti-depressants or, if she prefers, go to a counsellor.

How would you rate Tara's experience of getting involved in making decisions about her care or treatment as much as she wanted?

**READ**

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

74. Niels has a kidney disease and has to go to the hospital every month for a check up. He sees his regular physician at a pre-arranged time and can reach the hospital on a local bus within 15 minutes. In the past six months, he has had to phone his doctor twice for urgent advice about his medication and has received the information he required right away.

How would you rate Niels' experience of getting prompt attention?

**READ**

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