

## Emergency Department Waiting Room Survey

“Hello. I am doing a survey of people in the waiting room about expectations for care. I am hoping you will take 5 minutes to fill out a few brief questions so that we can improve our delivery of care. We are not collecting any personal information that could be linked to you, and your care will not be affected by your participation. Thank you very much.”

1. If we could predict how long you would have to wait to see a physician today, how long would you be willing to wait?
  - a. 0–1 hour
  - b. 1–2 hours
  - c. 2–4 hours
  - d. 4–6 hours
  - e. 6–8 hours
  - f. I will wait as long as I have to until I am seen.
2. How much do your symptoms bother you today?
  - a. Mild – they are tolerable and don’t interfere with my life
  - b. Medium – they interfere with my life but they are bearable
  - c. Severe – they are unbearable
3. How concerned are you about your symptoms today?
  - a. Little – I’m not concerned that they are from a serious or life-threatening problem
  - b. Somewhat – I think they could be from a serious or life-threatening problem
  - c. Very – I’m afraid that they are definitely from a serious or life-threatening problem
4. If you decide to leave the waiting room without being seen by a doctor, what would you do next?
  - a. Go to a different hospital’s emergency room to be seen
  - b. Leave and see my primary care doctor the next day
  - c. Leave and return to the ED the next day
  - d. Leave and not attempt to see a doctor for my health concern again
  - e. I would not leave. I would wait until I can be seen by a doctor.
5. How many times have you visited this emergency department in the past year?
  - a. 0
  - b. 1
  - c. 2–3
  - d. 3–4
  - e. 5–6
  - f. More than 6 times
6. Which of the following comes closest to the way you feel about the problem you came in for today?
  - a. I think any emergency department could handle the problem that I came in for today.
  - b. I think UMMS ED is better for today’s problem than other emergency departments.
  - c. I have special medical problems that UMMC cares for, and UMMC is the only ED I would consider for today’s problem.