

# Telemedicine for Pediatric Primary Care: Satisfaction Survey

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This is a questionnaire designed to be completed by caregivers in an urgent care, emergency department, or ambulatory care setting. The tool includes questions to assess attitudes of telemedicine.

**Telemedicine for Pediatric Primary Care: Satisfaction Survey**  
**GENERAL EXPERIENCE WITH ACCESS TO CARE FOR ACUTE ILLNESS**

1. Date \_\_\_/\_\_\_/\_\_\_(mm/dd/yy)                      2. Interviewer \_\_\_\_\_
3. Type of Interview \_\_\_\_\_

*Script: Hello, my name is \_\_\_\_\_. I am with Telemedicine at Strong Memorial Hospital and I would like to talk with you about your experience getting health care for your children when they are sick. It's just a quick interview and our goal is to improve the quality of care wherever you get it.*

*All information is completely confidential and neither your name nor your children's names will be associated with any of your responses. Your participation is completely voluntary. (You can refuse to answer any questions and you may stop this interview at any time).*

*Is it OK to go ahead?*

**RESPONDENT AND INDEX CHILD**

4. Are you usually the person who makes health care decisions, or participates in health care decisions?  
 Yes → Next Question (#5)  
 No → **Terminate Interview.** *"I appreciate that you are willing to speak with me. I need to interview someone who is involved with health care decisions. Can you suggest who that might be, and how I might contact that person?"*
5. How old are your children?    \_\_\_    \_\_\_    \_\_\_    \_\_\_    \_\_\_    \_\_\_    \_\_\_    \_\_\_    \_\_\_
6. Are they boys or girls?        \_\_\_    \_\_\_    \_\_\_    \_\_\_    \_\_\_    \_\_\_    \_\_\_    \_\_\_    \_\_\_
7. What is your relationship to these children (this child)?    *(Check all that apply)*  
 mother     father     grandmother     aunt     other, specify: \_\_\_\_\_
8. Do the children go to school or child care?  Yes  No  
 school     child care     both     neither     other: \_\_\_\_\_

**NON-TELEMEDICINE EXPERIENCE WITH ILLNESS**

**School Health Office**

9. In the past 12 months, have you sent a child to school with a health problem that you wanted the school nurse to look at?  Yes  No
10. If yes, about how many times did this occur? *(circle the answer)*  

1	2	3	4 or more
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                      \_\_\_\_\_ *(exact number)*

## Regular Doctor's Office

11. In the last 12 months, have any of the children been seen for illness or injury at their regular doctor's office?

Yes → How often? \_\_\_\_\_ Where is that? \_\_\_\_\_

No → **Skip to Question 24**

12.  Yes  No Does it usually take a long time to speak with someone when you call?

13.  Yes  No Are appointments usually available at convenient times?

14.  Yes  No Do you usually have to miss some work or school to bring the children there?

15.  Yes  No Do the children usually have to miss some school or day care to be seen?

16. How long do you usually wait to be seen after you get there?

< 10 min  10 to 15 min  > 15 but < 30  > 30 minutes \_\_\_\_\_

17.  Yes  No Have you had any other problems with this doctor's office? Specify: \_\_\_\_\_

18. What was the worst problem? #\_\_\_\_  No Problem  
(Any response among #12 – #17 that is red indicates a "Problem")

19. On a scale of 1 (for not bad) to 4 (for very bad), how bad was that?

Not bad  1  2  3  4  Very bad

20. How do you usually get there? (no need to prompt)

walked

own car or household member's car

friend or family car (different household)

taxi

bus

other, specify: \_\_\_\_\_

21. About how long does it usually take for you to get there (from wherever you started)?

< 10 min  10 to 15 min  > 15 but < 30 min  > 30 minutes \_\_\_\_\_

22. On a scale of 1 (for not at all satisfied) to 10 (for very satisfied), how satisfied have you been with the care the children receive at the doctor's office?

Not at all satisfied  1  2  3  4  5  6  7  8  9  10  Very Satisfied

**If response is greater than 4, ask:**

23. Would you recommend this office to a friend for their child?

Yes  No

Script: "Now I'm going to ask you the same questions. But this time for the ED, urgent care or walk-in clinic."

**Emergency Department, Urgent Care Center or Walk-in Clinic** (Check here if not used in past 12 mo. )

24. In the last 12 months, have any of the children been seen for illness or injury at the emergency department, urgent care center or a walk-in clinic?

- Yes** → Continue below:  
 **No** → **Skip to Question 37**

Which one or ones?

- emergency department     urgent care center     walk-in clinic (check all types that apply)

Which one have you used most frequently? Type, (e.g., ED) \_\_\_\_\_

Name, (e.g., RGH) \_\_\_\_\_

Script: "For the one you use most frequently:"

25.  **Yes**  **No** Does it usually take a long time to speak with someone when you arrive?
26.  **Yes**  **No** **If not an ED visit:** Are appointments usually available at convenient times?
27.  **Yes**  **No** Do you usually have to miss some work or school to bring the children there?
28.  **Yes**  **No** Do the children usually have to miss some school or day care to be seen?
29. How long do you usually wait to be seen after you get there?  
 < 10 min     10 to 15 min     > 15 but < 30 min     > 30 minutes \_\_\_\_\_
30.  **Yes**  **No** Have you had any other problems with an ED, urgent care or walk-in visit? Specify:  
\_\_\_\_\_

31. What was the biggest problem? #\_\_\_\_  No Problem  
(Any response among #25 – #30 that is **red** indicates a "Problem")

32. On a scale of 1 (for not bad) to 4 (for very bad), how bad was that?

Not bad    1    2    3    4    Very bad

33. How do you usually get there? (no need to prompt)

- walked  
 own car or household member's car  
 friend or family car (different household)  
 taxi  
 bus  
 other, specify: \_\_\_\_\_

34. About how long does it usually take for you to get there, door to door (from wherever you started)?

- < 10 min     10 to 15 min     > 15 but < 30 min     > 30 minutes \_\_\_\_\_

35. On a scale of 1 (for not at all satisfied) to 10 (for very satisfied), how satisfied have you been with the care the children received?

Not at all satisfied 1 2 3 4 5 6 7 8 9 10 Very Satisfied

***If response is greater than 4, ask:***

36. Would you recommend this location to a friend for their child?

Yes  No

### TELEMEDICINE KNOWLEDGE AND EXPERIENCE

37. Have you ever heard about telemedicine as a way to get care for ill children?

**Yes → Skip to Question 40**

**No → continue below:**

**Script:**

- *“Let me tell you a little bit about telemedicine – It’s a way for your children to be seen and treated by their own doctor without having to go to the doctor’s office or Emergency Department. Instead, they can be seen at school or daycare – or you can go to a nearby neighborhood site and see the doctor on the computer.*
- *We send technicians to the site where they take pictures of problem areas (ears, eyes, throat, skin) take recordings of the heart and lungs and put them all into the computer where the doctor can see and hear them. They also do throat and fungal cultures.*
- *The doctor will make a diagnosis, prescribe medicine and can have it sent to a nearby pharmacy. They’ll either talk to you through the computer or call you to let you know what’s going on and how to treat it.*
- *Telemedicine is perfect for common childhood illnesses and problems like rashes, colds, pinkeye and ear infections. For more serious problems your doctor or school nurse would recommend going to the doctor’s office or ED.*

38. Now that you’ve heard about telemedicine, if your child had one of these problems, how likely would you be to choose telemedicine instead of taking the child to the ED, a walk-in clinic, or urgent care? On a scale of 1 (for very unlikely) to 4 (for very likely).

Very Unlikely 1 2 3 4 Very Likely

39. How likely would you be to choose a telemedicine visit for one of these problems instead of waiting for a next-morning appointment? Please answer on a scale of 1 (for very unlikely) to 4 (for very likely).

Very Unlikely 1 2 3 4 Very Likely

**→ Skip to Question 65 (Demographics)**

40. Have any of the children ever used telemedicine?

**Yes, → Skip to Question 46**

**No → continue below:**

**Heard about telemedicine (but no telemed visit):**

41. Who did you hear about telemedicine from? (Check all that apply)

- Friend, neighbor or relative
- Someone from my child's doctor's office
- Someone at one of my children's school or childcare
- Other: Please specify \_\_\_\_\_

42. Have you ever asked for a telemedicine visit for one of the children?  Yes  No

*If Yes:* Why didn't you have a visit? \_\_\_\_\_

43. Has anyone from the doctor's office ever asked you to consider telemedicine for a specific illness in one of the children?  Yes  No

*If Yes:* Why didn't you have a visit? \_\_\_\_\_

***Script:***

- *It's a way for your children to be seen and treated by their own doctor without having to go to the doctor's office or Emergency Department. Instead, they can be seen at school or daycare – or you can go to a nearby neighborhood site and see the doctor on the computer.*
- *We send technicians to the site where they take pictures of problem areas (ears, eyes, throat, skin) take recordings of the heart and lungs and put them all into the computer where the doctor can see and hear them. They also do throat and fungal cultures.*
- *The doctor will make a diagnosis, prescribe medicine and can have it sent to a nearby pharmacy. They'll either talk to you through the computer or call you to let you know what's going on and how to treat it.*
- *Many people find telemedicine visits much easier than coming into the office or emergency department. It's perfect for common childhood illnesses and problems like rashes, colds, pinkeye and ear infections.*

44. Now that you know a little more about telemedicine, if your child had one of these problems, how likely would you be to choose telemedicine instead of taking your child to the ED, a walk-in clinic, or urgent care? On a scale of 1 (for very unlikely) to 4 (for very likely).

Very Unlikely    1    2    3    4    Very Likely

45. How likely would you be to choose a telemedicine visit for one of these problems instead of waiting for a next-morning appointment? Please answer on a scale of 1 (for very unlikely) to 4 (for very likely).

Very Unlikely    1    2    3    4    Very Likely

→ ***Skip to Question 65 (Demographics)***

**Prior Experience with Telemedicine:**

46. Where have any of the children ever used telemedicine? (Complete for all that apply)



**Note to interviewer:** Items # 60-64 are asked of all respondents with telemedicine experience.

60. On a scale from 1 (for strongly disagree) to 4 (for strongly agree), would you say the telemedicine doctor was a good listener and understood your concerns? (Note: For child care or school visits, the telemed doctor often speaks to the parent by phone, so this question applies in those instances.)

Strongly disagree 1 2 3 4 Strongly agree  Not applicable, did not speak with doctor

61. On a scale of 1 (for not at all satisfied) to 10 (for very satisfied), how satisfied have you been with the care the children received?

Not at all satisfied 1 2 3 4 5 6 7 8 9 10 Very Satisfied

62. How would you compare telemedicine to other places you have used for the children's health care, on a scale of 1 (for Much worse) to 5 (for Much better)?

Much Worse 1 2 3 4 5 Much Better

63. Would you recommend telemedicine to a friend for their child?

Yes  No

64. Do you have any other comments about your experience with telemedicine? Please elaborate.

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**Demographic Questions**

65. Racially, would you say you were White, Black, Asian, Native American or other?

White  Black  Asian  Native American  Other

66. Are you Hispanic?

Yes  No

*"If you have any questions or concerns about this survey, please call \_\_\_\_\_ at \_\_\_\_\_."*

**SURVEY ENDED:** *"Thank you very much for your time."*



## **SURVEYOR'S INFO SHEET**

**Question #3 Type of Interview:** Enter either: phone, videoconference or in-person

**Items #17, #30, #55:** *These questions ask about duration of wait to be seen. **If** the respondent chooses that as the biggest problem, accept that as the answer no matter how long the wait.*

**Remember to Offer handout:** *“If you want to give us your name and address, we can send you some information in the mail about how to schedule a visit as well as where our neighborhood sites are located.”*