

Measure # 66: Interpersonal Processes of Care Survey (IPC-II)

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Additional Notes:

- Information about the development and scoring of the Interpersonal Processes of Care Survey is available at <http://dqim.ucsf.edu/cadc/mm/ipcare.html>.

INTERPERSONAL PROCESSES OF CARE SURVEY: IPC-29

The next questions are about your experiences talking with your doctor(s) at ____ [*clinic name*] over the past 12 months. If you see more than one doctor at _____, please tell us, on average, how often they did the following:

	Never	Rarely	Sometimes	Usually	Always
1. How often did doctors speak too fast?	1	2	3	4	5
2. How often did doctors use words that were hard to understand?	1	2	3	4	5
3. How often did doctors ignore what you told them?	1	2	3	4	5
4. How often did doctors appear to be distracted when they were with you?	1	2	3	4	5
5. How often did doctors seem bothered if you asked several questions?	1	2	3	4	5
6. How often did doctors really find out what your concerns were?	1	2	3	4	5
7. How often did doctors let you say what you thought was important?	1	2	3	4	5
8. How often did doctors take your health concerns very seriously?	1	2	3	4	5
9. How often did doctors explain your test results such as blood tests, x-rays, or cancer screening tests?	1	2	3	4	5
10. How often did doctors clearly explain the results of your physical exam?	1	2	3	4	5
11. How often did doctors tell you what could happen if you didn't take a medicine that they prescribed for you?	1	2	3	4	5
12. How often did doctors tell you about side effects you might get from a medicine?	1	2	3	4	5

Now I have some questions about how you and your medical doctors decide about your health care.

	Never	Rarely	Sometimes	Usually	Always
13. How often did doctors ask if you would have any problems following what they recommended?	1	2	3	4	5
14. How often did doctors ask if you felt you could do the recommended treatment?	1	2	3	4	5
15. How often did you and your doctors work out a treatment plan together?	1	2	3	4	5
16. If there were treatment choices, how often did doctors ask if you would like to help decide your treatment?	1	2	3	4	5

These questions are about the personal interactions between you and your doctor(s). Please continue to think about your experiences over the past 12 months. First,

	Never	Rarely	Sometimes	Usually	Always
17. How often were doctors compassionate?	1	2	3	4	5
18. How often did doctors give you support and encouragement?	1	2	3	4	5
19. How often were doctors concerned about your feelings?	1	2	3	4	5
20. How often did doctors really respect you as a person?	1	2	3	4	5
21. How often did doctors treat you as an equal?	1	2	3	4	5
22. How often did doctors make assumptions about your level of education?	1	2	3	4	5
23. How often did doctors make assumptions about your income?	1	2	3	4	5
24. How often did doctors pay less attention to you because of your race or ethnicity?	1	2	3	4	5
25. How often did you feel discriminated against by doctors because of your race or ethnicity?	1	2	3	4	5

The next four questions ask about the doctor's front office staff, meaning the receptionist or the person you talk to on the phone to make an appointment.

	Never	Rarely	Sometimes	Usually	Always
26. How often were office staff rude to you?	1	2	3	4	5
27. How often did office staff talk down to you?	1	2	3	4	5
28. How often did office staff give you a hard time?	1	2	3	4	5
29. How often did office staff have a negative attitude toward you?	1	2	3	4	5