

CLINICIANS' CULTURAL SENSITIVITY SURVEY (CCSS-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 that clinic, please tell us, on average, how often they did the following:

	Never	Rarely	Some- times	Usually	Always
1. How often did doctors ask if you use alternative medicines?	1	2	3	4	5
2. How often did doctors ask you about whether you use any traditional or home remedies?	1	2	3	4	5
3. How often did doctors ask if your personal life was affecting your health such as worries you might have or stress?	1	2	3	4	5
4. How often did doctors ask how your health was affecting your life?	1	2	3	4	5
5. How often did doctors seem interested in what you thought might be causing your health problem?	1	2	3	4	5
6. How often did doctors really listen to what you thought was causing your health problem?	1	2	3	4	5
7. How often did doctors talk to you about ways to stay healthy?	1	2	3	4	5
8. How often did doctors talk to you about the importance of preventing health problems before you get sick?	1	2	3	4	5
9. How often did doctors ask if you wanted to include a family member or a friend during your medical visit?	1	2	3	4	5
10. How often did doctors ask if you wanted to talk to your family or friends before making a decision about your treatment?	1	2	3	4	5
11. How often did doctors take a few moments to put you at ease before examining you?	1	2	3	4	5
12. How often did doctors make you feel comfortable enough to talk about health concerns that might be embarrassing?	1	2	3	4	5



	Never	Rarely	Some- times	Usually	Always
13. How often did doctors ask if you might have concerns about taking prescription medicines?	1	2	3	4	5
14. How often did doctors ask if you had any religious or spiritual beliefs that might influence your health or health care?	1	2	3	4	5
15. How often did doctors make negative assumptions about your level of education?	1	2	3	4	5
16. How often did doctors assume that you would not understand their explanations?	1	2	3	4	5
17. How often did doctors pay less attention to you because of your race or ethnicity?	1	2	3	4	5
18. How often did you feel discriminated against by doctors because of your race or ethnicity?	1	2	3	4	5
19. How often did you feel discriminated against by office staff because of your race or ethnicity?	1	2	3	4	5
20. How often did office staff make negative assumptions about you because of your race or ethnicity?	1	2	3	4	5

Survey continues on the next page →



These next questions (21-26) are for persons who do not speak English very well.

SUGGESTION FOR INTERVIEWERS: Ask the person, “which language do you prefer for your medical visits?” If they answer “Spanish,” ask questions 21-26.

	Never	Rarely	Some- times	Usually	Always
21. How often did doctors ask what language you wanted to speak in?	1	2	3	4	5
22. How often did doctors ask if you needed an interpreter?	1	2	3	4	5
23. How often did office staff ask you if you needed an interpreter?	1	2	3	4	5
24. How often did you feel discriminated against by doctors because you do not speak English very well or fluently?	1	2	3	4	5
25. How often did you feel ignored by office staff because you do not speak English very well or fluently?	1	2	3	4	5
26. How often did you feel discriminated against by office staff because you do not speak English very well or fluently?	1	2	3	4	5

The last 3 questions are for persons born outside of the United States.

SUGGESTIONS FOR INTERVIEWERS: Ask the person, “in which country were you born?” If they answer a country other than the United States, ask questions 27-29.

27. How often did doctors take into account how being an immigrant might affect your health?	1	2	3	4	5
28. How often did doctors take into account that being an immigrant may make you feel tense or isolated?	1	2	3	4	5
29. How often did doctors take into account that as an immigrant you may be less familiar with the health care system in the U.S.?	1	2	3	4	5

