

INTERPERSONAL PROCESSES OF CARE SURVEY: SHORT FORM (IPC-18)

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	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 really find out what your concerns were?	1	2	3	4	5
4. How often did doctors let you say what you thought was important?	1	2	3	4	5
5. How often did doctors take your health concerns very seriously?	1	2	3	4	5
6. How often did doctors explain your test results such as blood tests, x-rays, or cancer screening tests?	1	2	3	4	5
7. How often did doctors clearly explain the results of your physical exam?	1	2	3	4	5
8. How often did you and your doctors work out a treatment plan together?	1	2	3	4	5
9. If there were treatment choices, how often did doctors ask if you would like to help decide your treatment?	1	2	3	4	5
10. How often were doctors concerned about your feelings?	1	2	3	4	5
11. How often did doctors really respect you as a person?	1	2	3	4	5
12. How often did doctors treat you as an equal?	1	2	3	4	5
13. How often did doctors pay less attention to you because of your race or ethnicity?	1	2	3	4	5
14. How often did you feel discriminated against by doctors because of your race or ethnicity?	1	2	3	4	5
15. How often was office staff rude to you?	1	2	3	4	5
16. How often did office staff talk down to you?	1	2	3	4	5
17. How often did office staff give you a hard time?	1	2	3	4	5
18. How often did office staff have a negative attitude toward you?	1	2	3	4	5

