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<tbody>
<tr>
<td>PROJECT</td>
<td>&quot;RUSSIA&quot;</td>
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<tr>
<td>MEDICAL SERVICES</td>
<td>20TH ROUND</td>
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<tr>
<td>SITET</td>
<td>1a.  [ CODE OF REGION______________________________</td>
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<tr>
<td>FAMILYt</td>
<td>3a.  [ NUMBER OF FAMILY</td>
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<tr>
<td>PERSONT</td>
<td>4.  [ NUMBER OF FAMILY MEMBER</td>
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<td>ITGENDER</td>
<td>5.  [ SEX OF RESPONDENT:</td>
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<td>MALE...................................................................1]</td>
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<td>FEMALE..................................................................2]</td>
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<tr>
<td>ITINTDAY</td>
<td>7.  [ DATE OF INTERVIEW:  DAY</td>
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<td>ITINTMON</td>
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<td>MONTH</td>
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<tr>
<td>ITINTHRS</td>
<td>8.  [ DURATION OF INTERVIEW:</td>
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<td>ITINTMIN</td>
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<td>HOURS</td>
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<td>MINUTES</td>
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<tr>
<td>ITNTNUM</td>
<td>10.  [ NUMBER OF INTERVIEWER</td>
<td></td>
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</tr>
</tbody>
</table>

2011
I, ___________________________________________________________,
[ INTERVIEWER! WRITE IN FULL YOUR LAST NAME, FIRST NAME, AND MIDDLE NAME! ]

have presented the rules and conditions of the survey to the respondent and obtained his/her consent to participate in the survey.

Interviewer’s signature ________________________________

Date ____________________________

I, ______________________________________________________________________,
[ INTERVIEWER! WRITE IN FULL YOUR LAST NAME, FIRST NAME, AND PATRONYMIC NAME! ]

have presented the rules and conditions of the survey to the parents of the child, who is 14-18 years old, and have obtained their permission for the child to participate in the survey.

Interviewer’s signature ________________________________

Date ____________________________
Now I want to ask about a very important part of life: health and medical care.

<table>
<thead>
<tr>
<th>ISSMEDIN 1.(2.2.) Do you have supplementary voluntary health insurance, with some form of service from an insurance firm, polyclinic, hospital, or medical center?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes.................................................................................. 1</td>
</tr>
<tr>
<td>No .................................................................................. 2</td>
</tr>
<tr>
<td>DOESN’T KNOW.................................................................... 7</td>
</tr>
<tr>
<td>REFUSES TO ANSWER.............................................................8</td>
</tr>
</tbody>
</table>

2.(3.1.) Who pays for this supplementary health insurance?

<table>
<thead>
<tr>
<th>ISSMSELF 1. You, yourself ......................................................</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes ...... 1 →</td>
</tr>
<tr>
<td>No ...... 2 ISSNSEL</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ISSMENTR 2. Your enterprise or organization ......................</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes ...... 1 →</td>
</tr>
<tr>
<td>No ...... 2 ISSMENT</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ISSMOTH 4. Others--who exactly? .........................................</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes ...... 1 →</td>
</tr>
<tr>
<td>No ...... 2 ISSMOTA</td>
</tr>
</tbody>
</table>

| ISSMOTH 2. (char) INTERVIEWER! WRITE DOWN. ] ____________________________ |

3.(82.) Why don’t you have a contract on voluntary health insurance?

<table>
<thead>
<tr>
<th>ITWHYN1 3.82. DO NOT KNOW WHAT IS VOLUNTARY HEALTH INSURANCE ..................... 01</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENOUGH MEDICAL SERVICES WHICH ARE BEING PROVIDED FREE OF CHARGE 02</td>
</tr>
<tr>
<td>PREFER TO PAY DIRECTLY ON RENDERING MEDICAL HELP, NOT TO BUY HEALTH INSURANCE IN ADVANCE ......................................................... 03</td>
</tr>
<tr>
<td>VOLUNTARY HEALTH INSURANCE POLICIES ARE VERY EXPENSIVE .............. 04</td>
</tr>
<tr>
<td>DON’T SATISFY WITH THE SET OF MEDICAL SERVICES, PROVIDED UNDER THE VOLUNTARY HEALTH INSURANCE ......................................................... 05</td>
</tr>
<tr>
<td>DISSATISFIED WITH MEDICAL INSTITUTIONS IN WHICH YOU CAN GET HELP FOR VOLUNTARY HEALTH INSURANCE ......................................................... 06</td>
</tr>
<tr>
<td>OTHER.................................................................................. 07</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ITWHYN2 WHAT EXACTLY? [INTERVIEWER! WRITE DOWN]</th>
</tr>
</thead>
<tbody>
<tr>
<td>DON’T KNOW................................................................. 97</td>
</tr>
<tr>
<td>REFUSE TO ANSWER........................................................... 98</td>
</tr>
</tbody>
</table>
Tell me, please: How often do you go to the doctor during the year?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Several times per month</td>
<td>1</td>
</tr>
<tr>
<td>Once a month</td>
<td>2</td>
</tr>
<tr>
<td>2-3 times a year</td>
<td>3</td>
</tr>
<tr>
<td>Once a year</td>
<td>4</td>
</tr>
<tr>
<td>Less than once a year</td>
<td>5</td>
</tr>
<tr>
<td>DOESN’T KNOW</td>
<td>7</td>
</tr>
<tr>
<td>REFUSES TO ANSWER</td>
<td>8</td>
</tr>
</tbody>
</table>

Tell me, please, how many times did you or somebody for you call “Ambulance in the last 12 months”?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEVER</td>
<td>96</td>
</tr>
<tr>
<td>DON’T KNOW</td>
<td>97</td>
</tr>
<tr>
<td>REFUSE TO ANSWER</td>
<td>98</td>
</tr>
</tbody>
</table>

How many times in the last 12 months did you or people who were near you pay money or made presents to employees of “Ambulance”?

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEVER</td>
<td>96</td>
</tr>
<tr>
<td>DON’T KNOW</td>
<td>97</td>
</tr>
<tr>
<td>REFUSE TO ANSWER</td>
<td>98</td>
</tr>
</tbody>
</table>

Did you pay to employees of “Ambulance” because …?

<table>
<thead>
<tr>
<th>Reason</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>You knew, based on personal experience or from your acquaintances, that you should pay to employees of “Ambulance”</td>
<td>1</td>
</tr>
<tr>
<td>Paid on request of employees of “Ambulance”</td>
<td>2</td>
</tr>
<tr>
<td>Wanted to thank employees of “Ambulance”</td>
<td>3</td>
</tr>
<tr>
<td>DON’T KNOW</td>
<td>7</td>
</tr>
<tr>
<td>REFUSE TO ANSWER</td>
<td>8</td>
</tr>
</tbody>
</table>

Last time you paid to employees of “Ambulance” …?

<table>
<thead>
<tr>
<th>Service</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>For drugs and bandaging material</td>
<td>1</td>
</tr>
<tr>
<td>For provided help</td>
<td>1</td>
</tr>
<tr>
<td>For taking you to good hospital</td>
<td>1</td>
</tr>
<tr>
<td>Other, for what exactly?</td>
<td>1</td>
</tr>
</tbody>
</table>

[INTERVIEWER! WRITE DOWN]
9. (87.) How much did you pay to employees of “Ambulance” – with money or presents - last time? Please, give the answer in rubles.

_______________________ RUBLES

DON’T KNOW................................. 997
REFUSE TO ANSWER.......................... 998

10. (5.) Have you had any health problems in the last 30 days?

Yes................................................................. 1  → [ SKIP TO 12. ]
No ................................................................. 2
DOESN’T KNOW.............................................. 7
REFUSES TO ANSWER............................... 8

11. (5.1.) Perhaps in the last 30 days you did not feel well, for example, had a headache, sore throat, or toothache, or had a cold or upset stomach, a slightly elevated temperature, or a burn, injury, or scratch?

Yes................................................................. 1
No ................................................................. 2  → [ SKIP TO 20. ON PAGE XX ]
DOESN’T KNOW.............................................. 7  → [ SKIP TO 20. ON PAGE XX ]
REFUSES TO ANSWER............................... 8  → [ SKIP TO 20. ON PAGE XX ]

12. (58.) What did you do to address your health problems in the past 30 days?

Went to medical institutions or health workers only for dental care........................................... 1  → [ SKIP TO 66. ON PAGE XX ]
Went to medical institutions or health workers only for non-dental care.................................... 2
Went to medical institutions or health workers for both – dental and non-dental care .................. 3
Did not go to health workers, but treated self.............. 4  → [ SKIP TO 20. ON PAGE XX ]
DOESN’T KNOW.............................................. 7  → [ SKIP TO 20. ON PAGE XX ]
REFUSES TO ANSWER............................... 8  → [ SKIP TO 20. ON PAGE XX ]

13. (59.) In the last 30 days did you apply for out-patient/ambulatory care? Please, don’t take into account dental care or dental prosthetics. You will tell about it later. Did you go to:

<table>
<thead>
<tr>
<th>ITSTPOAC</th>
<th>1. A regional, city, state, or village polyclinic</th>
<th>Yes</th>
<th>No</th>
<th>D/K</th>
<th>REFUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITCOPOAC</td>
<td>2. A commercial polyclinic</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>ITSTHOAC</td>
<td>3. A regional, city, state, or village hospital</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>ITCOHOAC</td>
<td>4. A commercial hospital</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>TPRPHAC</td>
<td>5. A private physician</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>
14.(88.) To whom, how and how much, did you or your family pay for outpatient not dental help, rendered to you by doctors during the last 30 days ...?

**How much did you pay in rubles?**

| 1. Paid officially at a cashier’s office in accordance with official rules or with the medical enterprise’s official prices | Yes | 1 ⇒ | 9997 9998 |
| No | 2 | ITPOFPA |

2. Paid unofficially, through hand-to-hand monetary transactions, without any documents

| Yes | 1 ⇒ | 9997 9998 |
| No | 2 | ITPUNOPA |

3. Paid unofficially, through gift-giving

| Yes | 1 ⇒ | 9997 9998 |
| No | 2 | ITGIFOPA |

15.(15.) Let’s talk about your last visit to health care professional during last 30 days. Have you paid for this visit it doesn’t matter whether it was money or presents?

**Did you pay?**

| Yes | 1 ⇒ | 9997 9998 |
| No | 2 | ITPADTP |

**How much D/K REFUSES in rubles?**

| 1. Paid officially at a cashier’s office in accordance with official rules or with the medical enterprise’s official prices | Yes | 1 ⇒ | 9997 9998 |
| No | 2 | ITPOFOPA |

2. Paid unofficially, through hand-to-hand monetary transactions without any documents

| Yes | 1 ⇒ | 9997 9998 |
| No | 2 | ITPUNOPA |

3. Paid unofficially, through gift-giving.......

| Yes | 1 ⇒ | 9997 9998 |
| No | 2 | ITGIFOPA |

16.(60.) To whom, how, and how much did you pay for this visit?

**Did you pay?**

| Yes | 1 ⇒ | 9997 9998 |
| No | 2 | ITPADTP |

**How much D/K REFUSES in rubles?**

17.(17.) Except this visiting of health care professional have you taken any additional inspection or procedures?

| Yes | 1 ⇒ | 9997 9998 |
| No | 2 | ITADTC |

18.(18.) Did you pay for this inspection or procedures it doesn’t matter whether it was money or presents?

| Yes | 1 ⇒ | 9997 9998 |
| No | 2 | ITPAYADT |
To whom, how, and how much did you pay?

<table>
<thead>
<tr>
<th>Did you pay?</th>
<th>How much in rubles?</th>
<th>D/K</th>
<th>REFUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ITPOFINC</strong></td>
<td>1. Paid officially at a cashier’s office in accordance with official rules or with the medical enterprise’s official prices</td>
<td>Yes . . . 1 ⇒ 9997</td>
<td>9998</td>
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<tr>
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<td>No . . . 2</td>
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<tr>
<td><strong>ITPUNINC</strong></td>
<td>2. Paid unofficially through hand-to-hand monetary transactions without any documents</td>
<td>Yes . . . 1 ⇒ 9997</td>
<td>9998</td>
</tr>
<tr>
<td></td>
<td>No . . . 2</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>ITGIFINC</strong></td>
<td>3. Paid unofficially through gift-giving</td>
<td>Yes . . . 1 ⇒ 9997</td>
<td>9998</td>
</tr>
<tr>
<td></td>
<td>No . . . 2</td>
<td></td>
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</tbody>
</table>

Did you or your family incur any expenses on medicines or dressing materials for your home treatment in the last 30 days? Do not count any expenditures on medicines for treatment in hospital, expenditures on vitamins or probiotics.

Yes........................................................................................... 1
No ........................................................................................... 2 → [ SKIP TO 20. ]
DOESN’T KNOW........................................................................ 7 → [ SKIP TO 20. ]
REFUSES TO ANSWER....................................................................... 8 → [ SKIP TO 20. ]

How much did you pay for them?

_______ RUBLES

DOESN’T KNOW........................................................................... 997
REFUSES TO ANSWER....................................................................... 998

In the last 30 days did you miss any work or study days due to illness?

Yes........................................................................................... 1
No ........................................................................................... 2 → [ SKIP TO 23.1 ]
DOESN’T KNOW........................................................................... 7 → [ SKIP TO 23.1]
REFUSES TO ANSWER....................................................................... 8 → [ SKIP TO 23.1]

How many days in total did you miss due to illness in the last 30 days?

_______ DAYS

DOESN’T KNOW........................................................................... 97
REFUSES TO ANSWER....................................................................... 98

In the last 12 months did you miss any work or study days due to illness?

Yes........................................................................................... 1
No ........................................................................................... 2 ⇒ [SKIP TO 24. ON PAGE 8]
DIDN’T WORK, DIDN’T STUDY.................................................. 6 ⇒ [SKIP TO 24. ON PAGE 8]
DON’T KNOW................................................................................ 7 ⇒ [SKIP TO 24. ON PAGE 8]
REFUSE TO ANSWER ..................................................................... 8 ⇒ [SKIP TO 24. ON PAGE 8]
**ITDTOTIL**

23.2.(90.) How many days in total did you miss due to illness in the last 12 months?

- __________ DAYS
- DON’T KNOW ................................................................. 97
- REFUSE TO ANSWER .................................................. 98

**ITHOSLM**

24.(20.) Have you been in the hospital in the last three months?

- Yes....................................................................................... 1
- No ..................................................................................... 2 → [ SKIP TO 31. ON PAGE XX ]
- DOESN’T KNOW ............................................................ 7 → [ SKIP TO 31. ON PAGE XX ]
- REFUSES TO ANSWER ................................................... 8 → [ SKIP TO 31. ON PAGE XX ]

**ITDYSOS**

25.(23.) How many days in total in the last three months did you spend in the hospital?

- __________ DAYS
- DOESN’T KNOW ............................................................ 97
- REFUSES TO ANSWER ................................................... 98

**ITDYSOS**

26.(68.) In which of the following facilities were you hospitalized in the last three months?

<table>
<thead>
<tr>
<th>Facility</th>
<th>Yes</th>
<th>No</th>
<th>D/K</th>
<th>REFUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. In state, municipal hospital</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>2. In an institutional hospital</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>3. In a commercial hospital</td>
<td>1</td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>

**ITPAYMED**

27.(25.1.) Did you receive medicine, syringes, and dressing materials that were necessary for your treatment in a hospital, for free or did you pay for them with money or gifts?

- All medicines, syringes, and dressing materials were received free.............................................. 1 → [ SKIP TO 29. ]
- Some medicines, syringes, and dressing materials were received free of charge, and some we paid for......... 2
- We paid for all medicines, syringes, and dressing materials ......................................................... 3
- DOESN’T KNOW ............................................................ 7 → [ SKIP TO 29. ]
- REFUSES TO ANSWER ................................................... 8 → [ SKIP TO 29. ]
28.(69.) To whom, how, and how much did you or your family pay for medicines, syringes and dressing materials in the last 3 months when you were in the hospital or hospitals?

**ITPOFMED**
1. Paid officially at the cashier’s office of the hospital you were in according to official rules or the medical enterprise’s official prices ...... Yes . . . .1 ⇒| ________ | 9997 9998
   No . . . .2 ITPOFMEA

**ITPUNMED**
2. You paid unofficially by giving money or gifts directly to a doctor or medical staff of the hospital you were in......................................................... Yes . . . .1 ⇒| ________ | 9997 9998
   No . . . .2 ITPUNMEA

**ITBOUMED**
3. Somebody bought medicine, syringes and dressing materials for treatment in the hospital in pharmacies outside of hospital............................ Yes . . . .1 ⇒| ________ | 9997 9998
   No . . . .2 ITPBOUME

**ITPDHOSP**
29.(24.1.) Did you pay for a stay in hospital, medical services and treatment, not including payments for medicine, syringes and dressing materials it doesn’t matter whether it was money or presents?

Yes................................................................. 1
No .................................................................... 2 → [ SKIP TO 31. ]
DOESN’T KNOW.................................................. 7 → [ SKIP TO 31. ]
REFUSES TO ANSWER........................................... 8→ [ SKIP TO 31. ]

30.(70.) To whom, how, and how much did you or your family pay in the last three months for a stay in the hospital, medical services and treatment, not including payments for medicine, syringes and dressing materials?

**ITPOFHOC**
1. You paid officially in a cashier’s office in accordance with the official rules or the medical enterprise’s official prices ................................................... Yes . . . .1 ⇒| ________ | 9997 9998
   No . . . .2 ITPOFHOA

**ITPUNHOC**
2. You paid unofficially through hand-to-hand monetary transactions without any documents .............. Yes . . . .1 ⇒| ________ | 9997 9998
   No . . . .2 ITPUNHOA

**ITGIFHOC**
3. You paid unofficially through gift-giving.............. Yes . . . .1 ⇒| ________ | 9997 9998
   No . . . .2 ITGIFHOA

**IRAPDECA**
31.(76.) Did you apply for dental care, including dental prosthetics, in the past three months?

Yes................................................................. 1
No .................................................................... 2 → [ SKIP TO 26. ]
DOESN’T KNOW.................................................. 7 → [ SKIP TO 26. ]
REFUSES TO ANSWER........................................... 8→ [ SKIP TO 26. ]
32. In what kind of facility did you apply for dental care in the last three months?

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Yes</th>
<th>No</th>
<th>D/K</th>
<th>REFUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>In state, municipal hospital</td>
<td></td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>In institutional hospital</td>
<td></td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
<tr>
<td>In a commercial hospital, commercial room</td>
<td></td>
<td>2</td>
<td>7</td>
<td>8</td>
</tr>
</tbody>
</table>

33. To whom, how, and how much did you or your family pay for dental services in the last three months?

<table>
<thead>
<tr>
<th>Payment Method</th>
<th>Did you pay?</th>
<th>How much in rubles?</th>
<th>D/K</th>
<th>REFUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officially in cashier’s office</td>
<td>Yes</td>
<td></td>
<td>9997 9998</td>
<td>2</td>
</tr>
<tr>
<td>Unofficially through hand-to-hand</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>gift-giving</td>
<td>Yes</td>
<td></td>
<td>9997 9998</td>
<td>2</td>
</tr>
<tr>
<td>Unofficially through gift-giving</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

34. Tell me, please: In the last three months have you seen a doctor for a medical checkup, not because you were sick?

<table>
<thead>
<tr>
<th>Response</th>
<th>1</th>
<th>2</th>
<th>7</th>
<th>8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>1</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>2</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Doesn’t know</td>
<td>7</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Refuses to answer</td>
<td>8</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

35. To whom, how, and how much did you or your family pay for this medical checkup in the last three months?

<table>
<thead>
<tr>
<th>Payment Method</th>
<th>Did you pay?</th>
<th>How much in rubles?</th>
<th>D/K</th>
<th>REFUSES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Officially in cashier’s office</td>
<td>Yes</td>
<td></td>
<td>9997 9998</td>
<td>2</td>
</tr>
<tr>
<td>Unofficially through hand-to-hand</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>gift-giving</td>
<td>Yes</td>
<td></td>
<td>9997 9998</td>
<td>2</td>
</tr>
<tr>
<td>Unofficially through gift-giving</td>
<td>No</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
36. (91.) What will you do, if you may choose, where to get necessary medical services for official prices with identical cost of services: You would visit…?

- Only governmental medical institution ........................................ 1
- Only private medical institution ................................................... 2
- It makes no difference to you ....................................................... 3
- DON’T KNOW ........................................................................... 7
- REFUSE TO ANSWER .................................................................. 8

37. (53.) Tell me, please, do you have a regular physician, whom you consult about all your health issues?

- Yes.................................................................................................. 1 → [ SKIP TO 39. ON PAGE XX ]
- No .................................................................................................... 2
- DOESN’T KNOW............................................................................. 7
- REFUSES TO ANSWER.................................................................. 8

38. (54.) Do you have a doctor, whom you can see if it is necessary?

- Yes.................................................................................................. 1 ⇒ [SKIP TO 40. ON PAGE XX ]
- No .................................................................................................... 2 ⇒ [SKIP TO 40. ON PAGE XX ]
- DOESN’T KNOW............................................................................. 7 ⇒ [SKIP TO 40. ON PAGE XX ]
- REFUSES TO ANSWER.................................................................. 8 ⇒ [SKIP TO 40. ON PAGE XX ]

39. (92.) Name the medical institution, where this doctor generally receives.

[ CARD M_2, YOU MAY MARK ONLY ONE ANSWER ]

- REGIONAL/CITY HOSPITAL, TO WHICH YOU ASSIGNED ACCORDING TO REGISTRATION/HABITATION ................................................. 01
- HOSPITAL, TO WHICH YOU ASSIGNED ACCORDING TO VOLUNTARY HEALTH INSURANCE ........................................................................... 02
- OTHER REGIONAL/CITY HOSPITAL.................................................. 03
- OFFICE OF GENERAL PRACTITIONER, FAMILY DOCTOR ..................... 04
- OTHER PUBLIC OR MUNICIPAL MEDICAL INSTITUTION (CLINIC, MATERNITY WELFARE CENTRE, DIAGNOSTIC CENTRE, SPECIALIZED/PROFILE CENTRE, INSTITUTE: FEDERAL, REGIONAL OR CITY, OTHER) ................................................................. 05
- HOSPITAL AT THE ENTERPRISE/ORGANIZATION, WHERE YOU WORK/STUDY ............ 06
- PRIVATE MEDICAL INSTITUTION (CLINIC, CENTRE, OTHER)................................. 07
- PRIVATE DOCTOR, IF THE DOCTOR DOES NOT WORK IN ONE EARLIER LISTED INSTITUTION................................................................. 08
- OTHER HOSPITALS ......................................................................... 09
- DON’T KNOW ................................................................................. 97
- REFUSE TO ANSWER...................................................................... 98
ITMINCOS 40.(93.) Let’s talk about medical outpatient help or consultation, anyone, except dentistry. Is there a medical institution where you constantly visit or to which you usually address?

Yes ......................................... 1
No ........................................... 2 ⇒ [SKIP TO 47. ON PAGE 13]
DON'T KNOW ........................ 7 ⇒ [SKIP TO 47. ON PAGE 13]
REFUSE TO ANSWER ............ 8 ⇒ [SKIP TO 47. ON PAGE 13]

ITWHMICS 41.(94.) What kind of medical facility is it? If there are several facilities, name those, which you consider “the main”.

[ CARD M_3. YOU MAY MARK ONLY ONE ANSWER]

REGIONAL/CITY HOSPITAL, TO WHICH YOU ASSIGNED ACCORDING TO REGISTRATION/HABITATION ...................................................................................................................... 01
HOSPITAL, TO WHICH YOU ASSIGNED ACCORDING TO VOLUNTARY HEALTH INSURANCE .................................................................................................................... 02
OTHER REGIONAL/CITY HOSPITAL ........................................................................ 03
OFFICE OF GENERAL PRACTITIONER, FAMILY DOCTOR ................................... 04
OTHER PUBLIC OR MUNICIPAL MEDICAL INSTITUTION (CLINIC, MATERNITY WELFARE CENTRE, DIAGNOSTIC CENTRE, SPECIALIZED/PROFILE CENTRE, INSTITUTE: FEDERAL, REGIONAL OR CITY, OTHER) ............................................................. 05
HOSPITAL AT THE ENTERPRISE/ORGANIZATION, WHERE YOU WORK/STUDY .... 06
PRIVATE MEDICAL INSTITUTION (CLINIC, CENTRE, OTHER) .................................. 07
OTHER HOSPITALS ........................................................................................................ 08
DON'T KNOW ............................................................................................................ 09
REFUSE TO ANSWER .............................................................................................. 97

ITCEI2Y 42.(95.) In the last 2 years – 24 months before this poll – have you ever changed the main medical facility, which you constantly visit?

Yes ................................................................. 1
No ............................................................... 2 ⇒ [SKIP TO 45. ON PAGE 13]
DON’T KNOW ........................................... 7 ⇒ [SKIP TO 45. ON PAGE 13]
REFUSE TO ANSWER ................................. 8 ⇒ [SKIP TO 45. ON PAGE 13]

ITCHMIAC 43.(96.) You changed the medical institution...?

On your own decision ........................................ 1
Or due to circumstances beyond your control – in connection with a change of residence, registration, work, closing of medical facility, because your doctor change the place of work, etc ........................................ 2 ⇒ [SKIP TO 45. ON PAGE 13]
DON’T KNOW ........................................... 7 ⇒ [SKIP TO 45. ON PAGE 13]
REFUSE TO ANSWER ................................... 8 ⇒ [SKIP TO 45. ON PAGE 13]
44. (97.) Why did you change the medical facility? Name one-two main reasons.

CARD M_4.

[ ] DISSATISFACTION WITH QUALIFICATION OF THE MEDICAL STAFF
    [ ] NOT CONFIDENT IN CORRECTNESS OF THEIR RECOMMENDATION/TREATMENT
    [ ] DISSATISFACTION WITH ATTITUDE TO PATIENTS
    [ ] DIFFICULTIES OF MAKING AN APPOINTMENT TO DOCTORS
    [ ] DIFFICULTIES WITH GETTING NECESSARY TESTS, PROCEDURES
    [ ] LONG QUEUES, TOO MUCH TIME TO WAIT
    [ ] OTHER

WHAT EXACTLY? [INTERVIEWER! WRITE DOWN]

DON'T KNOW

REFUSE TO ANSWER

97
98

45. (98.) In the last 2 years – 24 months before this poll – have you ever changed the general practitioner in the medical facility, which you constantly visit?

Yes .............................................................. 1

No ............................................................. 2 ⇒ [SKIP TO 47.]

DON'T KNOW ................................................. 7 ⇒ [SKIP TO 47.]

REFUSE TO ANSWER ........................................ 8 ⇒ [SKIP TO 47.]

46. (99.) You changed the general practitioner …?

On your own decision ......................................... 1

Or due to circumstances beyond your control – the doctor who worked in this medical facility changed the workplace, the medical facility itself was re-organized etc. ................. 2

DON'T KNOW .................................................... 7

REFUSE TO ANSWER ........................................ 8

47. (100.) We’ve already spoken about seeing a doctor and having medical exams in the last 30 days. Let’s now talk about last 2 years – 24 months before this poll. Did you consult a doctor in connection with disease or check up, or preventive examination? Don’t consider calls for ambulance or requests for hospitalization.

Yes .............................................................. 1

No, there was no necessity ................................. 2 ⇒ [SKIP TO 61. JN PAGE 19]

DON'T KNOW .................................................... 7 ⇒ [SKIP TO 61. JN PAGE 19]

REFUSE TO ANSWER ........................................ 8 ⇒ [SKIP TO 61. JN PAGE 19]
48.(101.) How many times have you consulted the doctor in the last 2 years?  
If it was the case (at an acute disease or an aggravation of chronic disease) when you had to visit the same doctor several times, consider it as one visit.
If it was the case when you had to visit different doctors, count the total number of doctors you consulted with.
If you just had regular tests, count it as one visit.

<table>
<thead>
<tr>
<th>CASES OF VISITS</th>
<th>D/K</th>
</tr>
</thead>
<tbody>
<tr>
<td>DON'T KNOW</td>
<td>97</td>
</tr>
<tr>
<td>REFUSE TO ANSWER</td>
<td>98</td>
</tr>
</tbody>
</table>

50.(103.) In the last 2 years – 24 months before this poll – among all the counted cases of visiting doctors were there such cases, when you could choose where to go and whom to visit and you did make your choice between two or more...?

[ INTERVIEWER! IF RESPONDENT ANSWERED THAT HE OR SHE HAD CHOOSEN A DOCTOR OR A MEDICAL INSTITUTION, I.E. MARKED CODE “1” EVEN IF ONE TIME, GO TO QUESTION 52 ON PAGE XX ]
51.(104.) You said that in the last 2 years, you did not have a chance to choose a medical facility or a doctor. What were the reasons that you did not have a chance to choose? Choose no more than two reasons.

[ CARD M_5. ]

MY CONSTANT DOCTOR IS GOOD FOR ME, IN CASE OF NECESSITY I FOLLOW HIS ADVISE TO VISIT OTHER DOCTORS.........................................................01
WHEN THERE WAS A NEED TO GET MEDICAL HELP, THERE WAS NO TIME TO SEARCH OR CHOOSE A MEDICAL FACILITY OR A DOCTOR.........................02
OTHER DOCTORS/MEDICAL FACILITY ARE QUIET FAR, IT IS DIFFICULT FOR ME TO REACH THEM.................................................................03
THERE WAS NO OTHER CHOICES KNEW ABOUT........................................04
VISITING OTHER MEDICAL FACILITY OR OTHER DOCTOR DEMANDED THE PAYMENT AND I DID NOT HAVE MONEY TO PAY................................05
IT’S NOT VERY IMPORTANT FOR ME WHICH MEDICAL FACILITY OR DOCTOR TO VISIT)......................................................................................06
OTHER........................................................................................................07

WHAT EXACTLY? [INTERVIEWER! WRITE DOWN]

DON’T KNOW .................................................................................................97
REFUSE TO ANSWER....................................................................................98

52.(105.) Now tell me, please, about the last case in the last two years, when You had to choose a doctor or a hospital. In this case did you visit the practitioner or the specialist?

GENERAL PRACTITIONER ..................................................1
SPECIALIST .........................................................................................2 ⇒ [SKIP TO 54. ON PAGE 16]
DON’T KNOW .................................................................7 ⇒ [SKIP TO 55. ON PAGE 17]
REFUSE TO ANSWER ...............................................................8 ⇒ [SKIP TO 55. ON PAGE 17]

53.(106.) Why did you have to choose a general practitioner or a hospital, in which it was possible to get the help of general practitioner? Name the main reason.

[ CARD M_6. ]

DID NOT LIKE THE FORMER DOCTOR (NOT ENOUGH ATTENTION, NO CONFIDENCE IN CORRECTNESS RECOMMENDATION/TREATMENT ............................................01
THE FORMER WAS GOOD, BUT HAD TO WAIT LONG (LONG QUEUES)..................02
THE FORMER DOCTOR WAS GOOD, BUT IN THIS PARTICULAR CASE HE COULD NOT HELP, GIVE NECESSARY SERVICE (MADE A PRESCRIPTION, DIRECTION, ETC) ..................................................................................03
COULD NOT VISIT THE FORMER DOCTOR (AS THE DOCTOR DID NOT ACCEPT, AND THE HELP WAS NEEDED URGENTLY, THE FORMER DOCTOR CHANGED THE PLACE OF WORK ETC) ............................................04
DID NOT LIKE THE HOSPITAL VISITED EARLIER ................................................05
THERE WAS NO CONSTANTLY VISITED HOSPITAL ........................................06
OTHER .......................................................................................................07

WHAT EXACTLY? [INTERVIEWER! WRITE DOWN]

DON’T KNOW .................................................................................................97
REFUSE TO ANSWER....................................................................................98
54. (107.) Why in that case did you have to choose a specialist? Name the main reason.

[ CARD M_7. ]

DID NOT LIKE THE SPECIALIST TO WHOM YOU WERE DIRECTED (GET NOT ENOUGH ATTENTION, THERE IS NO CONFIDENCE IN RECOMMENDATIONS)........................................ 01
SHOULD WAIT LONG FOR APPOINTMENT. IT IS DIFFICULT TO MAKE AN APPOINTMENT TO THE SPECIALIST TO WHOM YOU WERE DIRECTED............. 02
WERE DIRECTED TO THE SPECIALIST, BUT NO CONCRETE DOCTOR NAME WAS GIVEN, THEREFORE IT WAS NECESSARY TO CHOOSE................................. 03
DID NOT LIKE THE DOCTOR YOU EARLIER CONSULTED WITH THE SAME PROBLEM04
HAD TO WAIT TOO LONG OR DIFFICULT TO MAKE AN APPOINTMENT TO THE DOCTOR WhOM YOU EARLIER CONSULTED WITH THE SAME PROBLEM............ 05
LIKE THE SPECIALIST, BUT IN THIS CASE HE COULD NOT PROVIDE A NECESSARY HELP................................................................. 06
COULD NOT VISIT THE DOCTOR WHOM YOU EARLIER VISITED WITH THE SAME PROBLEM (THE DOCTOR DID NOT ACCEPT, AND THE URGENT HELP WAS NEEDED ETC)................................................................. 07
INDEPENDENTLY DECIDED THAT YOU NEED THE CONSULTATION/HELP OF SPECIALIST NO ONE RECOMMENDED................................................. 08
OTHER............................................................................................................... 09

55. (108.) Which of the given statements describes best of all, how did you make your choice? Choose one, please.

[ CARD M_8. ]

CHOSEN WHICH HOSPITAL/MEDICAL FACILITY TO VISIT ......................................... 1
CHOSEN THE DOCTOR, AND IT WASN'T IMPORTANT WHERE HE RECEIVES ........... 2
CHOSEN FROM THOSE DOCTORS WHO WORK AT THE SAME HOSPITAL/MEDICAL FACILITY ........................................................................... 3
CHOSEN A DOCTOR AND A HOSPITAL/MEDICAL FACILITY; BOTH THE DOCTOR AND THE HOSPITAL WERE EQUALLY IMPORTANT .................. 4
DON'T KNOW .................................................................................................... 4
REFUSE TO ANSWER.......................................................................................... 8
56. (109.) What sources of information did you use while choosing a doctor or a medical institution? You may choose several answers.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITREDCHD</td>
<td>RECOMMENDATIONS OF THE DOCTOR, WHO DIRECTED YOU ON THE CONSULTATION/EXAMINATION</td>
<td>01</td>
</tr>
<tr>
<td>ITROMWCD</td>
<td>RECOMMENDATIONS OF OTHER MEDICAL WORKERS, WHO ARE NOT YOUR RELATIVES, FRIENDS</td>
<td>02</td>
</tr>
<tr>
<td>ITRMWRCD</td>
<td>RECOMMENDATIONS OF MEDICAL WORKERS AMONG RELATIVES, FRIENDS, ACQUAINTANCES</td>
<td>03</td>
</tr>
<tr>
<td>ITRORCHD</td>
<td>RECOMMENDATIONS OF OTHER RELATIVES, FRIENDS, ACQUAINTANCES WHO ARE NOT MEDICAL WORKERS</td>
<td>04</td>
</tr>
<tr>
<td>ITANCDH</td>
<td>ADS IN NEWSPAPER, ON TV, FLYERS, COUPONS, ETC</td>
<td>05</td>
</tr>
<tr>
<td>ITADICHD</td>
<td>ADS ON INTERNET</td>
<td>06</td>
</tr>
<tr>
<td>ITOTSCDF</td>
<td>WHAT EXACTLY? [INTERVIEWER! WRITE DOWN]</td>
<td>07</td>
</tr>
<tr>
<td>ITWWNCHA</td>
<td>WHEN YOU WERE CHOOSING WHOM/WHERE TO ADDRESS, YOU WANTED…?</td>
<td></td>
</tr>
<tr>
<td>ITINWDOC</td>
<td>IN WHICH MEDICAL FACILITY DID THE DOCTOR YOU’D CHOSEN WORK? CHOOSE, PLEASE, ONE ANSWER</td>
<td></td>
</tr>
</tbody>
</table>

57. (110.) When you were choosing whom/where to address, you wanted…?

- To get medical help only for free ........................................... 1
- To get help for free, but you were also ready to pay .......... 2
- You were looking for paid medical help ..................................... 3
- MADE NO DIFFERENCE ................................................................. 6
- DON’T KNOW .................................................................................... 7
- REFUSE TO ANSWER .......................................................................... 8

58. (111.) In which medical facility did the doctor you’d chosen work? Choose, please, one answer.

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>ITCHD</td>
<td>REGIONAL/CITY HOSPITAL, TO WHICH YOU ASSIGNED ACCORDING TO REGISTRATION/HABITATION</td>
<td>01</td>
</tr>
<tr>
<td>ITCHD</td>
<td>HOSPITAL, TO WHICH YOU ASSIGNED ACCORDING TO VOLUNTARY HEALTH INSURANCE</td>
<td>02</td>
</tr>
<tr>
<td>ITCHD</td>
<td>OTHER REGIONAL/CITY HOSPITAL</td>
<td>03</td>
</tr>
<tr>
<td>ITCHD</td>
<td>OFFICE OF GENERAL PRACTITIONER, FAMILY DOCTOR</td>
<td>04</td>
</tr>
<tr>
<td>ITCHD</td>
<td>OTHER PUBLIC OR MUNICIPAL MEDICAL INSTITUTION (CLINIC, MATERNITY WELFARE CENTRE, DIAGNOSTIC CENTRE, SPECIALIZED/PROFILE CENTRE, INSTITUTE: FEDERAL, REGIONAL OR CITY, OTHER)</td>
<td>05</td>
</tr>
<tr>
<td>ITCHD</td>
<td>HOSPITAL AT THE ENTERPRISE/ORGANIZATION, WHERE YOU WORK/STUDY…... 06</td>
<td></td>
</tr>
<tr>
<td>ITCHD</td>
<td>PRIVATE MEDICAL INSTITUTION (CLINIC, CENTRE, OTHER)................................</td>
<td>07</td>
</tr>
<tr>
<td>ITCHD</td>
<td>PRIVATE DOCTOR, IF THE DOCTOR DOES NOT WORK IN ONE EARLIER LISTED INSTITUTION</td>
<td>08</td>
</tr>
<tr>
<td>ITCHD</td>
<td>OTHER HOSPITALS</td>
<td>09</td>
</tr>
<tr>
<td>ITCHD</td>
<td>DON’T KNOW</td>
<td>97</td>
</tr>
<tr>
<td>ITCHD</td>
<td>REFUSE TO ANSWER</td>
<td>98</td>
</tr>
</tbody>
</table>
59. (112.) Please give one answer to the following question: Did you get the help from this doctor/at this medical facility … ?

Free of charge .................................................. 1
You paid officially .............................................. 2
You paid unofficially ......................................... 3
You paid officially and unofficially ...................... 4
STILL IN THE PROCESS OF GETTING MEDICAL HELP ...... 6
DON’T KNOW ..................................................... 7
REFUSE TO ANSWER ........................................... 8

60. (113.) Why did you choose this doctor/medical facility? Name one-two main reasons.

IT WAS FREE OF CHARGE .................................................. 01
THE PRICE WAS ACCEPTABLE ......................................... 02
IT WAS THE QUICKEST POSSIBILITY TO GET THE HELP, DID NOT HAVE TO WAIT .............................................. 03
CONVENIENT PLACE OF RECEPTION (THE DOCTOR COULD COME TO YOUR HOUSE, NOT FAR FROM YOUR HOUSE) ........................................ 04
«GOOD» QUALITY OF SERVICE / «HIGH» COMPETENCE OF THE STAFF / «GOOD» REPUTATION .................................. 05
FOLLOWED THE RECOMMENDATIONS OF THE ACQUAINTANCES/DOCTORS ........................................ 06
ELSEWHERE REFUSED TO HELP .................................... 07
OTHER ........................................................................ 08

WHAT EXACTLY? [INTERVIEWER: WRITE DOWN]

DON’T KNOW ............................................................. 97
REFUSE TO ANSWER .................................................. 98

61. (114.) We already have spoken about hospitalization in the last 3 months, and in the last 3 years – 36 months before this poll – did it happen that you needed an operation, or another treatment in a hospital?

Yes.................................................................
No................................................................. 2 ⇒ [INTERVIEW IS FINISHED]
DON’T KNOW .................................................. 7 ⇒ [INTERVIEW IS FINISHED]
REFUSE TO ANSWER ........................................... 8 ⇒ [INTERVIEW IS FINISHED]

62. (115.) Did you always have the opportunity to visit a hospital or there were cases, when you had no place to visit?

ALWAYS HAVE A POSSIBILITY TO VISIT THE HOSPITAL ............ 1
THERE WERE CASES, WHEN YOU HAD NO PLACE TO VISIT .......... 2
DON’T KNOW ...................................................... 7
REFUSE TO ANSWER .............................................. 8

63. (116.) In the last 3 years – 36 months before this poll – have you been hospitalized?

Yes.................................................................
No................................................................. 2 ⇒ [INTERVIEW IS FINISHED]
DON’T KNOW .................................................. 7 ⇒ [INTERVIEW IS FINISHED]
REFUSE TO ANSWER ........................................... 8 ⇒ [INTERVIEW IS FINISHED]
64. (117.) How many times in the last 3 years you stayed in the hospital? Please, don't count one-day consultation, or tests, or diagnostic exams in the counseling department of hospitals.

- [ ] TIMES
- DON'T KNOW .......................................................... 7
- REFUSE TO ANSWER ................................................. 8

65. (118.) In the last 3 years among all these cases of staying in the hospital, were there such cases when you could choose where to address, and you personally did choose among two or more hospitals?

- Yes .............................................................................. 1
- No .............................................................................. 2 ⇒ [SKIP TO 67.]
- DON'T KNOW .......................................................... 7 ⇒ [SKIP TO 67.]
- REFUSE TO ANSWER ................................................. 8 ⇒ [SKIP TO 67.]

66. (119.) How many times did it happen?

- [ ] TIMES .......................................................... ⇒ [SKIP TO 68. ON PAGE 21]
- DON'T KNOW .......................................................... 97 ⇒ [SKIP TO 68. ON PAGE 21]
- REFUSE TO ANSWER ................................................. 98 ⇒ [SKIP TO 68. ON PAGE 21]

67. (120.) You said that in the last 3 years there were no cases when you chosen the hospital. Why you did not have to choose. Choose no more than two reasons.

[CARD M_12.]

- THERE IS A PERMANENT, «PROVED» HOSPITAL, THE DOCTOR, WHOM YOU LIKE........................................................................................................... 01
- WHEN NEEDED TO GO TO THE HOSPITAL, THERE WAS NO TIME TO SEARCH OR CHOOSE THE HOSPITAL ........................................................................ 02
- THERE WAS NO CHOICES – ONLY ONE HOSPITAL AVAILABLE TO GET HELP ........................................................................................................ 03
- OTHER HOSPITAL ARE LOCATED VERY FAR ............................................................................................................................ 04
- TO CHOOSE THE HOSPITAL, ONE SHOULD HAVE MONEY, WHICH I DID NOT HAVE ........................................................................................................ 05
- THE ISSUE OF CHOOSING THE HOSPITAL IS NOT IMPORTANT ....................................................................................................................... 06
- WAS DIRECTED TO THE HOSPITAL BY CLINIC OR TAKEN BY AMBULANCE ......................................................................................... 07
- OTHER FAMILY MEMBER CHOSE FOR ME ........................................................................................................................................ 08
- OTHER ............................................................................ 09

WHAT EXACTLY? [INTERVIEWER! WRITE DOWN]

- DON'T KNOW .......................................................... 97
- REFUSE TO ANSWER ................................................. 98

[INTERVIEWER! INTERVIEW IS FINISHED]
68. (121.) Now tell me please about the last case in the last 3 years, when you had to choose for yourself a hospital. Did you plan this hospitalization in advance or it was an emergency, unexpected hospitalization?

1. PLANNED IN ADVANCE
2. EMERGENCY, UNEXPECTED HOSPITALIZATION
7. DON'T KNOW
8. REFUSE TO ANSWER

69. (122.) Were you directed to this hospitalization?

1. Yes
2. No
7. DON'T KNOW
8. REFUSE TO ANSWER

70. (123.) How did you find out about different options for hospitalization when you chosen the hospital? You may give several answers.

1. THE DOCTOR OFFERED OPTIONS OF THE HOSPITALIZATION
2. FROM ADS IN THE NEWSPAPER, ON TV, FLYERS, COUPONS, ETC.
3. FROM THE MEDICAL WORKERS AMONG RELATIVES, FRIENDS, ACQUAINTANCES
4. FROM OTHER RELATIVES, FRIENDS, ACQUAINTANCES WHO ARE NOT MEDICAL WORKERS
5. FROM THE RECOMMENDATIONS OF MEDICAL WORKERS FROM THE MEDICAL INSTITUTIONS, VISITED IN THE PAST, EXCEPT RELATIVES, FRIENDS, ACQUAINTANCES
6. ADS ON INTERNET
7. OTHER
97. DON'T KNOW
98. REFUSE TO ANSWER

71. (124.) When you chosen a hospital, you wanted…?

1. To get medical help only for free
2. To get help for free, but you were also ready to pay
3. You we looking for paid medical help
6. MADE NO DIFFERENCE
7. DON'T KNOW
8. REFUSE TO ANSWER
Which hospital did you finally choose? Choose please one answer.

City hospital, clinic .............................................................. 1
Regional hospital, clinic ......................................................... 2
Central, district, local hospital .................................................. 3
Federal center, clinic .............................................................. 4
Private clinic, hospital ............................................................. 5
Other ....................................................................................... 6
DON'T KNOW ........................................................................... 7
REFUSAL TO ANSWER ............................................................ 8

Why did you finally choose that hospital? Name one-two main reasons.

THE PRICE WAS ACCEPTABLE .................................................. 01
IT WAS THE QUICKEST POSSIBILITY TO GET THE HELP, DID NOT HAVE TO WAIT ......................................................... 02
CONVENIENT PLACE OF RECEPTION (NOT FAR FROM YOUR HOUSE) .............................................................. 03
«GOOD» QUALITY OF SERVICE / «HIGH» COMPETENCE OF THE STAFF / «GOOD» REPUTATION ............................................. 04
FOLLOWED THE RECOMMENDATIONS OF THE ACQUAINTANCES/DOCTORS ........................................................... 05
ELSEWHERE REFUSED TO HELP ........................................................................................................................................................................... 06
OTHER ....................................................................................... 07

WHAT EXACTLY? [INTERVIEWER! WRITE DOWN] .................................................................

DON'T KNOW ........................................................................... 97
REFUSE TO ANSWER ............................................................... 98

Please, give one answer to the following question: Did you get the help at this hospital...

Free of charge ........................................................................... 1
You paid officially ...................................................................... 2
You paid unofficially ................................................................... 3
You paid officially and unofficially ............................................. 4
STILL IN THE PROCESS OF GETTING MEDICAL HELP ......................................................... 6
DON'T KNOW ........................................................................... 7
REFUSAL TO ANSWER ............................................................... 8

THANK YOU!
S. SECTION “INTERVIEWER’S REMARKS”

1. [ NOTE IF ANYONE WAS PRESENT DURING THE INTERVIEW, EVEN IF ONLY FOR A FEW MINUTES:  
   YES  NO  
   ITHHPRES  1. SOME OTHER MEMBER OF THE HOUSEHOLD .................. 1 ........ 2  
   ITOTPRES  2. OTHER PEOPLE, NOT MEMBERS OF THIS HOUSEHOLD ........ 1 ........ 2 ]  

2. [ ASSESS THE RESPONDENT’S ATTITUDE TOWARD THE INTERVIEW. THE RESPONDENT WAS:  
   FRIENDLY, INTERESTED .............................................. 1  
   NOT PARTICULARLY INTERESTED .................................... 2  
   IMPATIENT, WORRIED .................................................. 3  
   HOSTILE ........................................................................ 4 ]  

3. [ NOTE HOW THE RESPONDENT UNDERSTOOD THE QUESTIONS:  
   WELL ........................................................................... 1  
   NOT VERY WELL ............................................................ 2  
   POORLY ......................................................................... 3 ]  

4. [ ASSESS THE RESPONDENT’S BEHAVIOR DURING THE INTERVIEW. THE RESPONDENT:  
   WAS NERVOUS ............................................................... 1  
   WAS OCCASIONALLY NERVOUS ........................................ 2  
   FELT COMFORTABLE ...................................................... 3 ]  

5. [ ASSESS THE RESPONDENT’S SHARPNESS:  
   VERY SLOW-WITTED ....................................................... 1  
   SLOW-WITTED, NEEDED EXPLANATIONS ............................. 2  
   AS BRIGHT AS THE MAJORITY OF RESPONDENTS ............... 3  
   NOTABLY BRIGHTER THAN THE MAJORITY ............................ 4 ]  

6. [ ASSESS THE SINCERITY AND OPENNESS OF THE RESPONDENT. THE RESPONDENT WAS:  
   VERY INTROVERTED, INSINCERE ...................................... 1  
   AS SINCERE AND OPEN AS MOST RESPONDENTS ............... 2  
   MORE SINCERE AND OPEN THAN MOST .............................. 3 ]  

7. [ ASSESS WHETHER IN YOUR OPINION THE INFORMATION GIVEN ABOUT FOOD CONSUMPTION IS RELIABLE:  
   RELIABLE ...................................................................... 1  
   INFORMATION INADEQUATE TO ASSESS ............................ 2  
   NOT RELIABLE .................................................................. 3 ]  

I confirm that I completed the interview according to the instructions using the personal interview method, with the respondent chosen according to the instructions. 

Signature  __________________________________________