

## Satisfaction with your medical care.

### Part A: What do you expect from your medical care?

We would like to know what matters to you, personally, about your medical care.

We will present you with a number of statements. Please tell us how important each statement is for you by ticking the box that you think fits best.

		Not important	Less important	Important	Very important
		1	2	3	4
1	My IBD doctor should take into account my school / job time tables when scheduling appointments if possible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	In emergency situations, I should get an appointment on the same day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	My IBD doctor should not make a difference based on type of insurance (private vs. statutory), e.g. regarding waiting times or medical examinations offered.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	Follow-up prescriptions should be easy to attain (e.g. prescribed by my GP, via mail or in cooperation with my local pharmacy).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	There shouldn't be unnecessary examinations (e.g. no colonoscopy unless it's absolutely essential).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	The liquid laxative for colonoscopies should taste tolerable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	I should be able to exchange experiences with people my age and other IBD patients (e.g. in hospital or at health resorts.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	I should be treated in hospitals (respectively health resorts) specialised in IBD.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	My IBD doctor should work in clean and hygienic premises.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	The doctor's office/outpatient clinic should have a sufficient number of clean restrooms.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11	I should be always treated by one and the same doctor at the doctor's office/outpatient clinic.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12	My IBD doctor should be cooperating with experienced IBD clinics, respectively with a university hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13	The communication between my GP and my IBD doctor should flow smoothly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14	My IBD doctor should have a psychologist / psychotherapist involved in my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

		Not important	Less important	Important	Very important
		1	2	3	4
15	Other specialists should be involved in my treatment (dermatologists, ophthalmologists, rheumatologists).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16	My IBD doctor should be listening and responding to me individually.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17	My IBD doctor should understand the fears and worries that come with this kind of disease.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18	My IBD doctor should talk to me openly about problems and diagnoses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19	My IBD doctor should take into account my current personal and job situation to find the best solution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20	My IBD doctor should devote enough time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21	My IBD doctor should inspire the feeling that it is important to him/her that I feel better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22	My IBD doctor should bear my personal plans for life in mind (education/training, plans for family and future).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23	The nurses at the doctor's office/ outpatient clinic should be friendly and polite.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24	The nurses at the doctor's office/ outpatient clinic should treat me and my illness with understanding and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25	My IBD doctor should explain the disease, treatment etc. in a way which is easy to understand also for young persons.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
26	My IBD doctor should inform me about upcoming examinations and results.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
27	My IBD doctor should listen and respond to my problems at length.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
28	My IBD doctor should have sufficient experience in treating IBD patients.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
29	My IBD doctor's knowledge about IBD should be up to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30	My IBD doctor should not generally resort to steroids but consider other options.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31	I should be involved in decision making with respect to my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32	My IBD doctor should accept it if I wish to get a second opinion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## Part B. What is your experience?

Part A was about learning what matters to you about your medical care.

Now, in Part B, we would like to learn about your personal experience in medical care, once more using the statements we established in Part A. So this part is about evaluating your IBD doctor/ the doctor currently taking care of your IBD treatment.

		No	Not really	In the whole, yes	Yes
		1	2	3	4
1	My IBD doctor takes into account my school / job timetables when scheduling appointments if possible.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2	In emergency situations, I get an appointment on the same day.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3	My IBD doctor does not make a difference based on type of insurance (private vs. statutory), e.g. regarding waiting times or offered medical examinations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4	Follow-up prescriptions are easy to attain (e.g. prescribed by my GP, via mail or in cooperation with my local pharmacy).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5	There are no unnecessary examinations (e.g. no colonoscopy unless it's absolutely necessary).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6	The liquid laxative for colonoscopies tastes tolerable.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7	I am able to exchange experiences with people my age and other IBD patients (e.g. in hospital or at health resorts).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8	I am treated in hospitals (respectively health resorts) specializing in IBD.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9	My IBD doctor works in clean and hygienic premises.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10	The doctor's office / outpatient clinic has a sufficient number of clean restrooms.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11	I am always treated by one and the same doctor at the doctor's office / outpatient clinic.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12	My IBD doctor is cooperating with experienced IBD clinics, respectively with a university hospital.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13	The communication between my GP and my IBD doctor flows smoothly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14	My IBD doctor has a psychologist / psychotherapist included in my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

		No	Not really	In the whole, yes	Yes
		1	2	3	4
15	Other specialists are involved in my treatment (dermatologists, ophthalmologists, rheumatologists).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16	My IBD doctor is listening and responding to me individually.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17	My IBD doctor understands the fears and worries that come with this kind of disease.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18	My IBD doctor talks to me openly about problems and diagnoses.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19	My IBD doctor takes into account my current personal and job situation to find the best solution.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20	My IBD doctor devotes enough time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21	My IBD doctor inspires the feeling that it is important to him / her that I feel better.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22	My IBD doctor bears my personal plans for life in mind (education / training, plans for family and future).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23	The nurses at the doctor's office / outpatient clinic are friendly and polite.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24	The nurses at the doctor's office / outpatient clinic treat me and my illness with understanding and respect.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
25	My IBD doctor explains the disease, treatment etc. in a way which is easy to understand also for young persons.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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27	My IBD doctor listens and responds to my problems at length.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
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29	My IBD doctor's knowledge about IBD is up to date.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
30	My IBD doctor does not generally resort to steroids but considers other options.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
31	I am involved in decision making with respect to my treatment.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
32	My IBD doctor accepts if I wish to get a second opinion.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>