

Interviewer ID \_\_\_\_\_  
Date entered in database \_\_\_\_\_

**APPENDIX B After Hours Survey from MAAP-NS Study  
MARSHALL, EG (note, spaces have been reduced for brevity)**

**After Hours Call Survey**

**Practice Information**

Site ID(s) \_\_\_\_\_  
Doctor/primary health care NP's Name(s)  
\_\_\_\_\_  
Doctor/primary health care NP's Phone #  
\_\_\_\_\_  
Doctor/primary health care NP's Location  
\_\_\_\_\_  
Postal Code  
\_\_\_\_\_  
Group Name  
\_\_\_\_\_

Attempt #1: Date \_\_\_\_\_  
Time \_\_\_\_\_  
Result \_\_\_\_\_  
  
Attempt #2: Date \_\_\_\_\_  
Time \_\_\_\_\_  
Result \_\_\_\_\_  
  
Attempt #3: Date \_\_\_\_\_  
Time \_\_\_\_\_  
Result \_\_\_\_\_

Attempt #4: Date \_\_\_\_\_  
Time \_\_\_\_\_  
Result \_\_\_\_\_  
  
Attempt #5: Date \_\_\_\_\_  
Time \_\_\_\_\_  
Result \_\_\_\_\_  
  
(\*\*If you cannot complete in 5 attempts, note call result and enter in database)  
  
Total Number of Calls \_\_\_\_\_

1. Call SURVEY COMPLETED:

- Result:  Live person answered. Number of rings \_\_\_\_\_  
On hold for \_\_\_\_\_ minutes (*Skip to "If person Answers" Section*)  
 Answering machine picked up. Number of rings \_\_\_\_\_ (*Skip to "If Answering machine picks up"*)  
COULD NOT COMPLETE:  
 After 5 attempts, could not complete  
 Number Not in Service  
 Wrong Number  
 Doctor/primary health care NP no longer there. How long have they been gone?  
 Don't know  
 \_\_\_\_\_ months  
 Refused  
 Other. Please specify \_\_\_\_\_

**If answering machine picks up....**

- 1a. Please record the script of the message. *Text*
- 1b. How many times did you need to call back to record contents of message? \_\_\_\_\_
- 1c. Was the message clear?  Very clear  
 Somewhat clear  
 Not at all clear
- 1d. Why was it unclear?  Spoke too fast  
 Used unfamiliar words  
 Spoke too soft  
 Other.  
Specify \_\_\_\_\_

2. Are the doctor/primary health care NP's names mentioned in the message?  Yes  No

- 3a. Hours of operation provided?  Yes  No (*Skip to Question 3c.*)  
3b. What are the hours? *Text*

Interviewer ID \_\_\_\_\_  
Date entered in database \_\_\_\_\_

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3c. Do they mention when they will reopen?  Yes  No

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4. Can you leave a message?  Yes  No

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5a. Is 811 mentioned?  Yes  No (Skip to Question 6)

5b. Are you provided with an explanation of 811 services?  Yes  No

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5c. Do they explain when it would be appropriate to contact 811?  Yes  No

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6a. Is 911 mentioned?  Yes  No

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6b. Do they explain when it would be appropriate to call 911?  Yes  No

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7a. Is the Emergency Department mentioned?  Yes  No

7b. Do they explain when it would be appropriate to go to the Emergency Department?  Yes  No

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8a. Are any other services mentioned?  Yes  No (Skip to Question 9)

8b. Specify services.  Walk-in Clinic  
 Collaborative Emergency Centres  
 Other. Please Specify \_\_\_\_\_

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9. Would they connect you to a doctor on call?  Yes  No

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10. Other Comments \_\_\_\_\_

**If person answers....**

Hi, is this the office of Dr. \_\_\_\_\_ / Name of primary health care NP? If yes, continue...

*Hello, my name is XXX and I am calling from Dalhousie University. We are conducting a study in conjunction with the Nova Scotia Department of Health and Wellness and Capital District Health Authority. We have previously sent a letter to your practice about this study.*

*Is this an answering service?*  Yes  No

*What is the name of this practice (ensure correct spelling)?* \_\_\_\_\_

*Could you please tell me the names of the other physicians and primary health care nurse practitioners in the practice?*

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i. Is the office open?  Yes (Ask Qii. then call back after hours)  No

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ii. What are the regular office hours for this number? \_\_\_\_\_ Text (Then thank them and disconnect)