Herschel Horowitz Center for Health Literacy (UMD-SPH)
Qualitative Exit Interviews with Patients of FQHCs

INTERVIEW GUIDE

Background/Introduction

Thank you for taking the time to speak with me today about your clinic experience today. I work with the University of Maryland, looking at ways to help the people who work here and in other clinics make visits as comfortable as possible for patients, starting when you first arrive and how you are treated throughout your visit. I will learn a lot from talking to you and other patients who are here today – but I will not ask for your name, so you can be sure whatever you say will be completely confidential – that is, no one who works here will know who said what. There are no right or wrong answers – this is completely about your opinion.

Discussion questions

A. Arrival experience

0. Was this a visit for:
   a. Routine care/no problems to take care of
   b. Treatment – to take care of a problem

1. Is this the first time you have been here, or have you been here before?

2. How easy or difficult was it to find the clinic the first time you came here?

3. What made it easy or difficult? (Wait for response, but then prompt if necessary)
   a. The directions you were given.
   b. The directions you found on your own were not accurate.
   c. The signs when you got nearby.
   d. The people you saw when you got nearby.
   e. The security guard or other people you asked for help.
   f. You had to take a different bus or train than you are used to taking.
   g. Anything else that I have not mentioned?

B. Wait time

1. How long did you wait for your appointment after you arrived here?
2. Was that shorter than usual (if you’ve been here before) or shorter than other clinics’ wait time?
3. Longer than usual (if you’ve been here before) or longer than other clinics’ wait time.
4. How comfortable was the place where you waited?
5. What made it comfortable or uncomfortable? (Will wait for response but then prompt: e.g., distance from restroom, comfortable chairs, video/TV, reading materials, toys/place for children)
C. **During the visit**

1. How many different people did you see today?
2. For example: a receptionist, a hygienist, a dentist, etc.

For each of the following questions about your experience today, you can say “yes” or “they need to improve.” Would you say that....

1. You were greeted in a way that made you feel comfortable?

   For most questions:
   --Will remind respondent to answer “Yes” or “They need to improve on that”
   --Say, “Please give me an example of what made you feel that way” to obtain more details about the patient’s experience and what constitutes a positive or negative experience.
   --Will clarify if there were encounters with different people whether the experiences were similar or different with those people.

2. Were you were treated with respect?

3. Did everyone here pay enough attention to you – for example, they looked at you, and seemed to listen carefully to anything you said or help make you comfortable trying to talk about your health with them?

4. Did the people you talked to seem to understand your main health concerns?

   4a. How could you tell?

5. When you met with the dentist or hygienist, did anyone ask you questions?

6. When you were speaking, did people here let you talk and let you talk without interrupting?

7. Did you receive information that you felt you needed today?

8. Did anyone show you how to do anything to take care of your mouth or teeth?

9. Did anyone ask you to show them how you do something to take care of your mouth or teeth?

10. Did anyone encourage you to ask questions?

   10a. Did you ask any?

11. Did anyone tell you about what you need to do now about your mouth and teeth – for example, change something you do at home? Or make another appointment for a specific procedure?

12. Did the people here spend enough time with you?
D. Patient advice and ideas

1. If you had a chance to tell the people who are in charge what you think they can do to make patients’ visits to the clinic easier and more comfortable. What ideas would you give them – your ideas can be about anything at all?

Total time: @ 15