

Faculty of Medicine  
**Department of Family Medicine**  
*Impacting Communities*

### After Hours Practice Survey

This is a summary of the types of questions posed by the research assistant. For detailed information about the wording of questions, please contact the Principal Investigator, Dr. Emily Gard Marshall [emily.marshall@dal.ca].

#### Practice Information

Site ID \_\_\_\_\_  
 Doctor's Telephone Number \_\_\_\_\_  
 Doctor's First Name \_\_\_\_\_  
 Doctor's Last Name \_\_\_\_\_  
 Doctor's Location \_\_\_\_\_  
 Postal Code \_\_\_\_\_  
 Group \_\_\_\_\_

Attempt #1: Date \_\_\_\_\_  
 Time \_\_\_\_\_

(\*\*If you cannot complete in 5 attempts, note call result and enter in database)

Call Result:

- Live person answered  
 Number of rings \_\_\_\_\_ (Skip to Question A1)
- Answering machine picked up  
 Number of rings \_\_\_\_\_ (Skip to Question D1)
- No Answer (kept ringing)
- Number Not in Service
- Wrong Number
- Other. Please specify \_\_\_\_\_
- Busy Signal
- Doctor no longer there...  
 For how long has the doctor been gone?  
 \_\_\_\_\_
- Refused

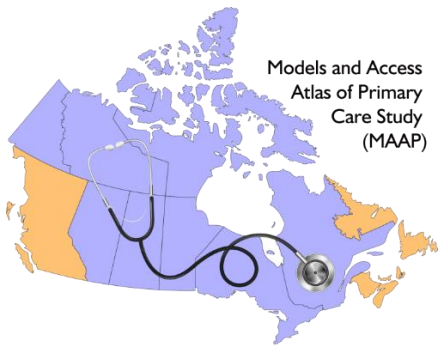
#### ***If answering machine picks up....***

*Research assistant records information from the answering machine message, playing it as many times as required to gather all of the information.*

1. Answering machine message clarity and content.
2. Hours of operation and services offered.
3. Ability to leave a message.
4. Instructions for alternate sources of care (811, 911, emergency department, doctor on call etc.).

#### ***If person answers....***

1. Is this an answering service?
2. Is the office open?
3. What are the regular office hours?



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