**Supplemental Items for the CAHPS® Cancer Care Survey**

**Topic: Access**

**Population Version: Adult**

**Language: English**

Users of the [CAHPS® Cancer Care Survey](https://www.ahrq.gov/cahps/surveys-guidance/cancer/index.html) are free to incorporate supplemental items in order to meet the needs of their organizations, local markets, and/or audiences. These supplemental items can be inserted into any of the three versions of the Cancer Care Survey. To make the wording of the items consistent with the core items, please replace the bracketed references to [CANCER TREATMENT MODALITY] with the appropriate term: radiation therapy, drug therapy, or cancer surgery.

Please note: Some items cover events that occur with low frequency in the general population. You should include them only if your sample design is likely to yield a sufficient number of responses to those questions for statistical analysis and reporting.

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| **Questions** | **Placement and Other Instructions** |
| **N-AC1.** In the last 6 months, did you contact this cancer center with a medical question **after** **regular office hours**?1[ ]  Yes2[ ]  No → **If No, go to #AC3** | After core question 18 |
| **N-AC2.** In the last 6 months, when you contacted this cancer center **after** **regular office hours**, how often did you get an answer to your medical question as soon as you needed?1[ ]  Never2[ ]  Sometimes3[ ]  Usually4[ ]  Always  | After N-AC1 |
| **N-AC3.** Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did you see the person you came to see **within 15 minutes** of your appointment time?1[ ]  Never2[ ]  Sometimes3[ ]  Usually4[ ]  Always | After N-AC2 |