**Supplemental Access Items for the CAHPS® Clinician & Group Survey 3.0**

**Population Version: Child**

**Language: English**

Users of the CAHPS® Clinician & Group Survey are free to incorporate supplemental items in order to meet the needs of their organizations, local markets, and/or audiences. 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.

| **Questions** | **Placement and Other Instructions** |
| --- | --- |
| **AC1.** In the last 6 months, how many days did you usually have to wait for an appointment when your child **needed care right away**?  Same day  1 day  2 to 3 days  4 to 7 days  More than 7 days | After core question 13  Note: Do not insert precodes to the left of check boxes |
| **AC2.** In the last 6 months, how many days did you usually have to wait for an appointment for a **check-up or routine care** for your child?  Same day  1 day  2 to 3 days  4 to 7 days  8 to 14 days  15 to 30 days  More than 30 days | After core question 15  Note: Do not insert precodes to the left of check boxes |
| **AC3.** In the last 6 months, did your child need care during evenings, weekends, or holidays?  1 Yes  2 No **→ If No, go to core question 16** | After AC2  Note: If using AC3, change skip pattern for core question 14 to **“If No, go to AC3”** |
| **AC4.** In the last 6 months, how often were you able to get the care your child needed from this provider’s office during evenings, weekends, or holidays?  1 Never  2 Sometimes  3 Usually  4 Always | After AC3  Note: Use with AC3 |
| **AC5.** In the last 6 months, did you contact this provider’s office with a medical question about your child **after** regular office hours?  1 Yes  2 No **→ If No, go to AC7** | After core question 17  Note: If using AC5, change skip pattern for core question 16 to **“If No, go to AC5”** |
| **AC6.** In the last 6 months, when you contacted this provider’s office **after** regular office hours, how often did you get an answer to your medical question as soon as you needed?  1 Never  2 Sometimes  3 Usually  4 Always | After AC5  Note: Use with AC5 |
| **AC7.** In the last 6 months, did your child need to visit this provider's office **after** regular office hours?  1 Yes  2 No **→ If No, go to AC9** | After AC6 |
| **AC8.** In the last 6 months, how often were you able to get the care your child needed from this provider's office **after** regular office hours?  1 Never  2 Sometimes  3 Usually  4 Always | After AC7  Note: Use with AC7 |
| **AC9.** Wait time includes time spent in the waiting room and exam room. In the last 6 months, how often did your child see this provider **within 15 minutes** of your child’s appointment time?  1 Never  2 Sometimes  3 Usually  4 Always **→ If Always, go to core question 18** | After AC8 |
| **AC10.** In the last 6 months, after you checked in for your child’s appointment at this provider's office, how often were you kept informed about how long you would need to wait for your child’s appointment to start?  1 Never  2 Sometimes  3 Usually  4 Always | After AC9  Note: Use with AC9 |