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

**Topic: Health Literacy**

**Population Version: Adult**

**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** |
| --- | --- |
| **C-HL1.** In the last 6 months, how often did this provider ask if you had any questions about your health?  1 Never  2 Sometimes  3 Usually  4 Always | After core question 10 |
| **C-HL2.** In the last 6 months, how often did this provider use medical words you did not understand?  1 Never  2 Sometimes  3 Usually  4 Always | After core question 11 |
| **C-HL3.** In the last 6 months, how often did this provider talk too fast when talking with you?  1 Never  2 Sometimes  3 Usually  4 Always | After C-HL2 |
| **C-HL4.** In the last 6 months, how often did this provider talk with you about **the reasons for your visit**?  1 Yes  2 No | After core question 12 |
| **C-HL5.** In the last 6 months, did you talk with this provider about any health questions or concerns?  1 Yes  2 No **→ If No, go to HL9** | After C-HL4 |
| **C-HL6**. In the last 6 months, how often did this provider show interest in your questions or concerns?  1 Never  2 Sometimes  3 Usually  4 Always | After C-HL5  Note: Use with C-HL5 |
| **C-HL7.** In the last 6 months, how often did this provider give you easy to understand information about these health questions or concerns?  1 Never  2 Sometimes  3 Usually  4 Always | After C-HL6  Note: Use with C-HL5 |
| **C-HL8.** In the last 6 months, how often did this provider answer all of your questions?  1 Never  2 Sometimes  3 Usually  4 Always | After C-HL7 |
| **C-HL9.** In the last 6 months, how often did this provider give you all the information you wanted about your health?  1 Never  2 Sometimes  3 Usually  4 Always | After C-HL8 |
| **C-HL10.** In the last 6 months, did you see this provider for a specific illness or for any health condition?  1 Yes  2 No**→ If No, go to core question 14** | After core question 13 |
| **C-HL11.** In the last 6 months, did this provider give you instructions about what to do to take care of this illness or health condition?  1 Yes  2 No**→ If No, go to core question 14** | After C-HL10  Note: Use with C-HL10 |
| **C-HL12**. In the last 6 months, how often were these instructions easy to understand?  1 Never  2 Sometimes  3 Usually  4 Always | After C-HL11  Note: Use with C-HL10 and C-HL11 |
| **C-HL13.** In the last 6 months, how often did this provider ask you to describe how you were going to follow these instructions?  1 Never  2 Sometimes  3 Usually  4 Always | After C-HL12  Note: Use with C-HL10 and C-HL11 |
| **C-HL14.** In the last 6 months, did you **start** a prescription medicine?  1 Yes  2 No**→ If No, go to core question 16** | After core question 15 |
| **C-HL15.** In the last 6 months, how often did this provider give you easy to understand instructions about how to take your medicines?  1 Never  2 Sometimes  3 Usually  4 Always | After C-HL14  Note: Use with C-HL14 |
| **C-HL16.** In the last 6 months, how often did this provider explain the possible side effects of your medicines in a way that was easy to understand?  1 Never  2 Sometimes  3 Usually  4 Always | After C-HL15  Note: Use with C-HL14 |
| **C-HL17.** In the last 6 months, how often did this provider suggest ways to help you remember to take your medicines?  1 Never  2 Sometimes  3 Usually  4 Always | After C-HL16  Note: Use with C-HL14 |
| **C-HL18.** In the last 6 months, before you had a blood test, x-ray, or other test, how often did this provider explain what it was for?  1 Never**→ If Never, go to core question 17**  2 Sometimes  3 Usually  4 Always | After core question 16  Note: Use with C-HL14 |
| **C-HL19.** In the last 6 months, how often was the explanation of what the test was for easy to understand?  1 Never  2 Sometimes  3 Usually  4 Always | After C-HL18  Note: Use with C-HL18 |
| **C-HL20.** In the last 6 months, how often were the results of your blood test, x-ray, or other test easy to understand?  1 Never  2 Sometimes  3 Usually  4 Always | After core question 17 |