

Questionnaire for Emergency Department Patients – PSP-FICU Study

This questionnaire was specifically developed for the PSP-FICU study investigating patient care pathways and factors influencing the choice between Emergency Departments and Out-of-Hours Primary Care.

1. What is today's date?

2. What time is it?

3. Sex

- Female
- Male

4. How old are you?

- 18–25 years
- 26–40 years
- 41–60 years
- 61–74 years
- 75 years and older

5. What is your nationality?

- French
- Other

6. What is your highest level of education?

- No diploma
- Middle school certificate
- Technical/vocational diploma
- High school diploma
- Higher education

7. Are you covered by the French national health insurance system?

- Yes
- No
- Do not know

8. Do you have supplementary health insurance?

- Yes – Complementary Solidarity Health Insurance
- Yes – Private supplementary insurance
- No
- Do not know

9. Do you have a primary care physician (general practitioner)?

- Yes
- No
- Do not know

10. When was your last consultation with your general practitioner?

- Less than one day ago
- Less than one week ago
- Less than one month ago
- Less than one year ago
- Other

11. Did you come to the Emergency Department on your own initiative?

- Yes
- No

12. If no, who advised you to come to the Emergency Department?

- General practitioner
- Out-of-hours physician
- SOS Médecins
- Specialist physician
- Emergency medical dispatch center (15)
- Firefighters
- Healthcare professional
- Family member
- Friend / neighbor
- Other

13. Before coming to the Emergency Department, did you try to contact a general practitioner?

- Yes
- No

14. If you tried to contact a physician, what happened?

- The physician advised me by phone to go to the Emergency Department
- After clinical examination, the physician advised me to go to the Emergency Department
- The answering machine advised me to go to the Emergency Department
- The physician was unavailable and I did not want to consult the replacement physician
- I received no response
- Other

15. If you did not try to contact a physician, why?

- I do not live in the area
- I do not have a general practitioner
- I do not know how to contact the physician
- I think the physician is unavailable
- The clinic is too far away
- Consultation hours are not suitable
- I cannot afford the consultation
- I do not wish to inform the physician
- General practitioners do not manage my health problem
- Other

16. What was the reason for your consultation today?

17. How long ago did this health problem begin?

18. Why did you choose the Emergency Department instead of a general practitioner?

- I do not have a general practitioner
- My physician could not see me
- I believe my condition is urgent and requires hospital care
- I usually come to the hospital
- All additional examinations are available at the hospital
- The Emergency Department is open 24/7
- No appointment is required
- There is less waiting time
- The consultation is free of charge
- Other

19. Do you agree with the following statements about the hospital?

I feel better treated at the hospital in case of emergency

- Agree
- Disagree

The hospital is more discreet and anonymous

- Agree
- Disagree

At the hospital, everything can be done in the same place

- Agree
- Disagree

There will always be someone available to take care of me at the hospital

- Agree
- Disagree

Waiting time is shorter at the hospital

- Agree
- Disagree

Consultation at the hospital is free of charge

- Agree
- Disagree

General practitioners are not suitable for emergencies

- Agree
- Disagree

It is not possible to consult a general practitioner outside office hours

- Agree
- Disagree

20. Have you consulted the Emergency Department during the last 12 months?

- No
- Yes – How many times?

21. Why did you not consult an out-of-hours primary care center instead?

Thank you for completing this questionnaire.

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10. When was your last consultation with your general practitioner?

- Less than one day ago
- Less than one week ago
- Less than one month ago
- Less than one year ago
- Other

11. Did you come to the out-of-hours primary care center on your own initiative?

- Yes
- No

12. If no, who advised you to come?

- General practitioner
- Emergency Department staff
- SOS Médecins
- Specialist physician
- Emergency medical dispatch center (15)
- Firefighters
- Healthcare professional
- Family member
- Friend / neighbor
- Other

13. Before coming, did you try to contact a general practitioner?

- Yes
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14. If you tried to contact a physician, what happened?

- The physician advised me by phone to attend the out-of-hours primary care center
- After clinical examination, the physician advised me to attend the out-of-hours primary care center
- The answering machine advised me to attend the out-of-hours primary care center
- The physician was unavailable
- I received no response
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- I do not wish to inform the physician
- General practitioners do not manage my health problem
- Other

16. What was the reason for your consultation today?

17. How long ago did this health problem begin?

18. Why did you choose the out-of-hours primary care center instead of the Emergency Department?

- The center is more accessible
- Waiting time would be longer in the Emergency Department
- My condition does not require hospital care
- I am familiar with this care center
- There is continuity of care and follow-up
- I needed a prescription or service not available in the Emergency Department
- I trust this local healthcare system
- I believe the cost of care is lower
- Other

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Thank you for completing this questionnaire.