

---

## Pre-booking experience

Information on advanced access received

Information on advanced access useful

---

Booked an appointment less than 1 year ago

Worried about health

Search for information online

No action to get information or advice

Try to self-treat (e.g. by self-medication)

Talk to a pharmacist

Seek advice from a friend or family member

Look for information elsewhere

Call Info-santé (811)

Go to a hospital emergency room or other clinic

## Questionnaire

Custom-built

GP patient survey

## Booking experience

Wished to have an appointment the same or the next day

Obtained an appointment the same or the next day

Given a choice of schedule or day

No choices given

Given a choice between different professionals (e.g. psy, nurse, physician)

Satisfied with the appointment

Declined the appointment

Telephone consultation

Good booking experience

---

Good usual wait time for an appointment

Organizational accomodation  
Haggerty et al. (2017)

---

## Access experience

## Questionnaire

Good opening hours for appointments

PCAS

---

The problem was aggravated due to a long delay in obtaining care

Did not receive the health services they needed at their clinic

Ever felt abandoned by the health care system

Generic measure of continuity of care  
Haggerty et al. (2012)

---

Easy to reach the clinic for booking

Easy to get health care or advice from the clinic

Regularly have difficulty obtaining care due to lack of availability of their physician

Consulted at another clinic for a minor emergency

- No appointments were available at my clinic
- The next appointment was too far away
- My family physician was not available
- It was too difficult to get through to make an appointment by phone

Organizational accomodation  
Haggerty et al. (2017)

Consulted at a hospital emergency room to obtain health care

- The problem seemed too urgent for a family physician
- My clinic was closed at the time I needed care
- I wanted to see a specialist quickly
- No appointments were available at my clinic
- My family physician was not available
- The next appointment was too far away

---

## Continuity experience

Impression that no one was in charge of my file

Team members did not know recent medical history

Team members did not have access to test results

Team members were not aware of decisions made by another professional on the team

Have had to repeat information that should have been in my file

Have received contradictory information

Generic measure of continuity of care  
Haggerty et al. (2012)

---

No information on how my clinic team works

Team members were not at all or were only sometimes aware of my case

Collaboration among team members is going well

PIVOT

---