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**US:**  
Interview dates: July 9-14, 2009  
Interviews: 1,004 adults  
**Canada:**  
Interview dates US: June 5-7, 2009  
Interviews: 1,010 adults

**Ipsos/McClatchy Poll  
PROJECT #81-4621-23**

**NOTE: all results shown are percentages unless otherwise labeled.**

*These are some of the findings of two Ipsos polls conducted in June and July. For the US survey, conducted July 9-14, 2009, a national sample of 1,004 adults aged 18 and older from Ipsos' U.S. online panel were interviewed online. For the survey of Canadians, conducted June 5-7, 2009, a national sample of 1,010 adults aged 18 and older from Ipsos' Canadian online panel was interviewed online. In both cases, weighting was then employed to balance demographics and ensure that the sample's composition reflects that of the adult population according to national Census data and to provide results intended to approximate the sample universe. A survey with an unweighted probability sample of 1,000 adults and a 100% response rate would have an estimated margin of error of +/- 3.1 percentage points 19 times out of 20 of what the results would have been had the entire adult population of the United States or Canada had been polled. All sample surveys and polls may be subject to other sources of error, including, but not limited to coverage error, and measurement error.*

**Thinking about your experience with the health care services in your community, please use a scale of 0 to 10, where 0 means not at all and 10 means completely, to indicate whether or not each statement describes your experience:**

**Summary:**

<b>% Describes (6-10 on a 0-10 scale)</b>	<b>U.S.</b>	<b>Canada</b>	<b>Difference</b>
I am treated with respect and dignity by the health care providers I encounter	68%	75%	-7%
I am able to get in to see my family physician quickly when I need to	59%	52%	7%
Health care providers always explain the potential risks or side-effects of any treatment or procedure that is being offered to me	58%	63%	-5%
The health care services in my community are patient-centered – meaning that the health care services in my community provide me with timely access to a full range of services that meet my needs and preferences and I am treated with dignity and respect*	56%	55%	1%
I do not have to have the same medical tests repeated simply because I am seeing different medical professionals, they all have access to my test results	52%	48%	4%
I currently have access to all of the health care services I need without it costing me more than I can afford	49%	65%	-16%
When I arrive for scheduled health care appointments I am not kept waiting	48%	38%	10%
I do not have to wait a long time for an appointment when I am referred to a specialist	47%	26%	21%
I can easily access health services on evenings and weekends if I need them	44%	43%	1%
I do not have to repeat my health history each time I encounter a different health provider	37%	36%	1%
I do not have to be the one responsible for informing my family physician about other health care services I may have received such as hospitalization	34%	35%	-1%

\*asked in Canada as an agree/disagree on a 0-10 scale

**Detailed Tables:**

**I do not have to repeat my health history each time I encounter a different health provider**

	<b>US</b>	<b>Canada</b>
10 - Completely describes	13%	11%
9	6%	6%
8	6%	6%
7	5%	6%
6	8%	7%
5	15%	13%
4	6%	6%
3	4%	7%
2	6%	7%
1	4%	7%
0 - Doesn't describe at all	17%	13%
Don't know	13%	12%

**I do not have to have the same medical tests repeated simply because I am seeing different medical professionals, they all have access to my test results**

	<b>US</b>	<b>Canada</b>
10 - Completely describes	20%	17%
9	8%	8%
8	9%	9%
7	7%	8%
6	8%	5%
5	13%	10%
4	4%	3%
3	3%	3%
2	3%	3%
1	2%	3%
0 - Doesn't describe at all	7%	9%
Don't know	16%	20%

**I do not have to be the one responsible for informing my family physician about other health care services I may have received such as hospitalization**

	<b>US</b>	<b>Canada</b>
10 - Completely describes	12%	13%
9	5%	4%
8	5%	6%
7	6%	5%
6	6%	8%
5	15%	14%
4	4%	5%
3	5%	5%
2	5%	5%
1	4%	5%
0 - Doesn't describe at all	14%	13%
Don't know	20%	18%

**I can easily access health services on evenings and weekends if I need them**

	<b>US</b>	<b>Canada</b>
10 - Completely describes	13%	12%
9	5%	6%
8	8%	9%
7	9%	9%
6	9%	7%
5	14%	13%
4	5%	6%
3	5%	6%
2	4%	5%
1	5%	6%
0 - Doesn't describe at all	11%	13%
Don't know	13%	8%

**I do not have to wait a long time for an appointment when I am referred to a specialist**

	<b>US</b>	<b>Canada</b>
10 - Completely describes	11%	5%
9	7%	3%
8	10%	4%
7	10%	7%
6	9%	6%
5	14%	12%
4	6%	8%
3	4%	8%
2	4%	9%
1	3%	8%
0 - Doesn't describe at all	7%	19%
Don't know	15%	11%

**I am able to get in to see my family physician quickly when I need to**

	<b>US</b>	<b>Canada</b>
10 - Completely describes	19%	17%
9	11%	9%
8	11%	9%
7	9%	9%
6	9%	8%
5	11%	11%
4	4%	5%
3	4%	6%
2	3%	4%
1	3%	4%
0 - Doesn't describe at all	6%	12%
Don't know	11%	5%

**Health care providers always explain the potential risks or side-effects of any treatment or procedure that is being offered to me**

	<b>US</b>	<b>Canada</b>
10 - Completely describes	18%	20%
9	10%	9%
8	12%	13%
7	9%	11%
6	9%	10%
5	13%	12%
4	5%	5%
3	4%	5%
2	3%	4%
1	2%	2%
0 - Doesn't describe at all	5%	3%
Don't know	11%	7%

**When I arrive for scheduled health care appointments I am not kept waiting**

	<b>US</b>	<b>Canada</b>
10 - Completely describes	10%	8%
9	9%	4%
8	11%	8%
7	9%	9%
6	9%	9%
5	15%	12%
4	5%	7%
3	5%	9%
2	6%	10%
1	4%	5%
0 - Doesn't describe at all	9%	15%
Don't know	9%	4%

**I am treated with respect and dignity by the health care providers I encounter**

	US	Canada
10 - Completely describes	26%	26%
9	12%	14%
8	14%	17%
7	9%	13%
6	7%	6%
5	12%	10%
4	4%	3%
3	2%	3%
2	2%	3%
1	1%	0%
0 - Doesn't describe at all	3%	3%
Don't know	8%	4%

**I currently have access to all of the health care services I need without it costing me more than I can afford**

	US	Canada
10 - Completely describes	18%	27%
9	7%	11%
8	10%	12%
7	6%	8%
6	8%	8%
5	14%	8%
4	5%	4%
3	3%	3%
2	3%	4%
1	2%	3%
0 - Doesn't describe at all	15%	8%
Don't know	9%	6%

**The health care services in my community are patient-centered - meaning that the health care services in my community provide me with timely access to a full range of services that meet my needs and preferences and I am treated with dignity and respect**

US		Canada	
10 - Completely describes	17%	10 - Completely agree	11%
9	11%	9	5%
8	11%	8	11%
7	8%	7	15%
6	10%	6	13%
5	14%	5	15%
4	4%	4	8%
3	3%	3	8%
2	3%	2	5%
1	2%	1	3%
0 - Doesn't describe at all	7%	0 - Completely disagree	7%
Don't know	12%		