

Patient experience rating of explanations	
Survey Question	How would you rate the way your doctor explained things in a way you could understand in your most recent visit? ▪ Excellent ▪ Very good ▪ Good ▪ Fair ▪ Poor
Description	Patient's rating of the way their regular family doctor explained things in a way they could easily understand in their most recent visit.
Data Source	HQCA Primary Care Patient Experience survey.
Assumptions	None.
Exclusions	General exclusion criteria for the HQCA Primary Care Patient Experience Survey include: ▪ Patients under 16 years of age ▪ Patients who do not have a regular family physician ▪ Patients who have not visited their regular family physician in the previous year ▪ Patients who have not visited one of 16 emergency departments are part of the HQCA EDPEC survey, as described above.
Limitations	Results can only be considered generalizable to a population of patients who visited one of 16 EDPEC emergency departments, completed the EDPEC survey, agreed to participate in further research, and provided an email address to the HQCA.