

Patient experience rating of explanations	
Survey Question	<p>How would you rate the way your doctor explained things in a way you could understand in your most recent visit?</p> <ul style="list-style-type: none"> ▪ Excellent ▪ Very good ▪ Good ▪ Fair ▪ Poor
Description	<p>Patient's rating of the way their regular family doctor explained things in a way they could easily understand in their most recent visit.</p>
Data Source	<p>HQA Primary Care Patient Experience survey.</p>
Assumptions	<p>None.</p>
Exclusions	<p>General exclusion criteria for the HQA Primary Care Patient Experience Survey include:</p> <ul style="list-style-type: none"> ▪ 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 HQA EDPEC survey, as described above.
Limitations	<p>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 HQA.</p>