Building Trades National Medical Screening Program

P.O. Box 900960 • Seattle, WA 98109 • 1-800-866-9663

Name: __________________________

Quality Control Survey

The following questions relate to the medical screening program provided for construction and maintenance workers who worked at this DOE site. Your answers to these questions will help improve the program. Thank you for your time.

Finding Out About the Program

1. How did you find out about BTMed? (Check all that apply.)
   - Your union
   - A letter to your home
   - A public announcement on radio, television or in newspaper
   - A current or past employer
   - A telephone call to your home
   - Other (please describe): __________________________

2. When you first heard about BTMed, was it clear that DOE wanted to provide medical screenings to workers who may have developed health problems related to their work at this DOE site?
   - Yes
   - No

3. When you first heard about BTMed, did you have all the information you needed to decide if you wanted to take part? (Check the best answer.)
   - Yes, I knew I wanted to take part.
   - Yes, I knew I wanted to take part but I had a few questions.
   - No, I had to get more information before I decided to take part.

4. Was written information about BTMed clear and understandable?
   - Yes, it was written clearly and understandably.
   - No, it was not written clearly and understandably.

Visit us at: www.btmed.org
Interview About Your Work

5. How was your work history interview conducted?
☐ I was interviewed in person (face to face).
☐ I was interviewed on the telephone.
☐ I self-interviewed on the BTMed website (skip to question 8).
☐ I was not interviewed. (skip to question 8).

6. Thinking about your work history interview, please rate the following:

a. How respectfully and courteously you were treated by the interviewer:

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<th>No Experience</th>
<th>Poor</th>
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b. How well the interviewer explained what the information would be used for (to decide what type of medical exam you should have):

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c. How clearly the interviewer asked the questions:

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d. How clearly the interviewer listened to you:

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e. How well you were able to recall the details of your work at Department of Energy facilities:

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f. Amount of time you were given to answer the interviewer’s questions:

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7. Please list any comments about the interview:


\[ \text{Visit to the Doctor} \]

8. Did you see a doctor as part of BTMed?
   ☐ Yes
   ☐ No (If no, skip to question 12.)

9. Were you asked to pay for the doctor appointment?
   ☐ No
   ☐ Yes (Please describe what happened.)

10. Thinking about your visit to the doctor as part of BTMed, how would you rate the following?

   a. Ease of making an appointment:
      
      No Experience Poor Fair Good Very Good Excellent
      ☐ ☐ ☐ ☐ ☐ ☐

   b. Length of time you had to wait between making an appointment and the day of the visit:
      
      No Experience Poor Fair Good Very Good Excellent
      ☐ ☐ ☐ ☐ ☐ ☐

   c. Distance you had to travel to get to the doctor’s office:
      
      No Experience Poor Fair Good Very Good Excellent
      ☐ ☐ ☐ ☐ ☐ ☐

   d. Length of time you had to wait from the time of your appointment until you saw the doctor:
      
      No Experience Poor Fair Good Very Good Excellent
      ☐ ☐ ☐ ☐ ☐ ☐
e. Courtesy and respect with which you were treated by the staff at the doctor's office:

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g. Attention given to what you had to say:

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h. Effectiveness of the doctor in explaining things in a way that you could understand:

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i. Amount of time you had with the doctor and staff during your visit:

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j. Thoroughness of treatment you received:

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k. Adequacy of the medical facility:

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l. Clarity of any educational materials you received with your results letter:

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m. Your overall satisfaction with the doctor’s appointment:

- No Experience
- Poor
- Fair
- Good
- Very Good
- Excellent

11. Please give any comments about the doctor visit:

Getting Follow-Up From the Doctor Visit

12. Did you get a medical report in the mail after your exam?
   - Yes
   - No (If no, please skip to question 18.)
   - I don’t remember

13. How many weeks after the exam did you get the report?
   - Between two and four weeks
   - Between four and six weeks
   - Between six and eight weeks
   - More than eight weeks

14. Was the report presented in a clear, understandable way?
   - Yes
   - No

15. With the report, did you get a letter saying you needed more tests?
   - Yes
   - No
16. If the letter said you do need more tests, have you contacted a doctor to arrange for the tests you need?
☐ Yes
☐ No

17. Please list any comments about the medical report:
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________

Other Questions

18. All things considered, how satisfied are you with the Building Trades National Medical Screening Program?
☐ Completely satisfied
☐ Very satisfied
☐ Somewhat satisfied
☐ Neither satisfied nor dissatisfied
☐ Somewhat dissatisfied
☐ Very dissatisfied
☐ Completely dissatisfied

19. Please list any additional comments:
_________________________________________________________________________
_________________________________________________________________________
_________________________________________________________________________