

28. During this hospital stay, when doctors, nurses, or other hospital staff first came to care for you, how often did they introduce themselves?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

29. Did you have pain during this hospital stay?

¹ ☐ Yes
² ☐ No

30. During this hospital stay, did you have to ask for pain medicine?

¹ ☐ Yes
² ☐ No → If No, Go to
Question 32

31. How often did doctors, nurses or other hospital staff respond quickly when you asked for pain medicine?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

32. During this hospital stay, how often was your pain well controlled?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

33. During this hospital stay, how often did the doctors, nurses or other hospital staff do everything they could to help you with your pain?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

34. We want to ask you about medical procedures and tests, for example, drawing blood, taking x-rays, and applying and removing stitches and bandages.

During this hospital stay did you have any medical procedures or tests?

¹ ☐ Yes
² ☐ No → If No, Go to
Question 36

35. How often were these tests and procedures done without causing you too much pain?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

36. During this hospital stay, were you given any new medicine that you had not taken before?

¹ ☐ Yes
² ☐ No → If No, Go to
Question 42

37. Before giving you any new medicine, how often did doctors, nurses, or other hospital staff tell you the name of the medicine?

¹ ☐ Never
² ☐ Sometimes
³ ☐ Usually
⁴ ☐ Always

38. Before giving you any new medicine, how often did doctors,