As part of the American Board of Internal Medicine (ABIM) Continuous Professional Development Program, you have been selected to answer the following questions about your doctor. This is a voluntary activity and you may decline to participate.

**Doctor’s Name:**

**Doctor’s ID Number:**

**Due Date:**

- PLEASE USE A TOUCH-TONE TELEPHONE. A rotary phone, or push-button phone that is set to ‘pulse’ cannot access the system.
- DIAL 1-800-841-6024. Using your telephone keypad, enter the Doctor’s ID Number listed above.
- USING YOUR TELEPHONE KEYPAD, PLEASE RATE YOUR DOCTOR IN EACH OF THE AREAS LISTED BELOW.
- DO NOT MAIL THIS SURVEY TO THE ABIM OR YOUR DOCTOR. If there is a problem with the telephone system, or you have any questions, please call 1-800-441-2246, ext. 3583.
- YOUR ANSWERS WILL BE CONFIDENTIAL. You do not have to provide any personal information, and the ABIM assures you that your confidentiality is preserved by removing all individual identifying characteristics following data analysis and validation.

<table>
<thead>
<tr>
<th>HOW IS THIS DOCTOR AT . . .</th>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
<th>Unable to Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Telling you everything; being truthful, upfront and frank; not keeping things from you that you should know</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>#</td>
</tr>
<tr>
<td>2. Greeting you warmly; calling you by the name you prefer; being friendly, never crabby or rude</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>#</td>
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<tr>
<td>3. Treating you like you’re on the same level; never “talking down” to you or treating you like a child</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>#</td>
</tr>
<tr>
<td>4. Letting you tell your story; listening carefully; asking thoughtful questions; not interrupting you while you’re talking</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>#</td>
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<tr>
<td>5. Showing interest in you as a person; not acting bored or ignoring what you have to say</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>#</td>
</tr>
<tr>
<td>6. Warning you during the physical exam about what he/she is going to do and why; telling you what he/she finds</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
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</tbody>
</table>
7. Discussing options with you; asking your opinion; offering choices and letting you help decide what to do; asking what you think before telling you what to do

8. Encouraging you to ask questions; answering them clearly; never avoiding your questions or lecturing you

9. Explaining what you need to know about your problems, how and why they occurred, and what to expect next

10. Using words you can understand when explaining your problems and treatment; explaining any technical medical terms in plain language

**RATING SCALE**

<table>
<thead>
<tr>
<th>Poor</th>
<th>Fair</th>
<th>Good</th>
<th>Very Good</th>
<th>Excellent</th>
<th>Unable to Evaluate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>#</td>
</tr>
</tbody>
</table>

The following questions are asked for statistical purposes. Your responses are confidential.

11. Please enter your age:  
12. Please enter your gender:
   1. Male
   2. Female

13. In general, how is your health:  
   1. Poor  
   2. Fair  
   3. Good  
   4. Very Good  
   5. Excellent

14. Is this doctor your primary care doctor whom you see for general care or a consultant or specialist whom you see for a particular health-related problem?
   1. Primary Care Doctor  
   2. Consultant

15. How long have you been under this doctor’s care?  
   1. This was my 1st visit  
   2. Less than 6 months  
   3. 6 months to 1 year  
   4. More than 1 year

16. How many visits did you make to this doctor in the past 12 months?
   1. 1-3  
   2. 4-7  
   3. More than 7

17. Would you recommend this physician to a friend or relative?
   1. Yes  
   2. No

18. Please enter your telephone number including your area code:  
   ( _ _ _ ) - _ _ _ - _ _ _ _

Thank you for completing your assessment of this doctor as part of the ABIM Continuous Professional Development Program.
Note 1: Reprinted with permission from the American Board of Internal Medicine, www.abim.org.

Note 2: Examples of supporting references are below.