### Access to Health Services Survey-2003

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<tbody>
<tr>
<td>IDSAM</td>
<td>Serial number</td>
<td>Number</td>
<td>7</td>
<td>1</td>
<td>Numerical</td>
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</tbody>
</table>

Are there any of the following facilities in your locality?

- **AC01A** Physician Clinic: 1= Yes, 2= No, 3= DK
- **AC01B** Health Center: 1= Yes, 2= No, 3= DK
- **AC01C** Hospital: 1= Yes, 2= No, 3= DK
- **AC01D** Pharmacy: 1= Yes, 2= No, 3= DK
- **AC01E** Mobile Clinic: 1= Yes, 2= No, 3= DK
- **AC01F** Other: 1= Yes, 2= No, 3= DK

How far is the closest health facility from your HH?
Distance in Kilometers (00= less than 1 km, 99= unable to estimate the distance)

During the last 6 months did you need to receive a health service?
1= Yes, 2= No

During the last 6 months did any of your family members need to receive a health service?
1= Yes, 2= No

What was the health problem?
1. Chronic Disease
2. Routine Check up
3. Physical Health Problem
4. Urgent Case
5. Psychological Case
6. Injury\ Accident
7. Child Immunization
8. Antenatal Care
9. More than One Problem
10. Other

When do you need the health service?
1. At Day
2. At Night
3. Not Sure

From your perspective what was the health service you have needed?
1. Care from Physician
2. Care from Specialist
3. Repeated visits to have a special medical care
4. Surgery
5. Diagnostic tests
6. Delivery Care
7. Antenatal care
8. Child care
9. Don’t know
10. Other

Receiving the health Service.
1= Yes, 2= No, 3= DK

When you need a service, did you receive it……
1. In the same day
2. In the next day
3. 3 days or more

Reasons for not receiving health services in the same day.

- **AC09bA** A. Service not Available in the Region
- **AC09bB** B. Service not Available at that time
- **AC09bC** C. High Cost
- **AC09bD** D. Don’t know where to go
- **AC09bE** E. Israeli Measures\ Closure
- **AC09bF** F. Difficulty to Reach Service
- **AC09bG** G. Transportation not available
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| AC09bH        | H. Staff not Available  
I. Other   | 1= Yes  
2= No  
3= DK  
1= Yes  
2= No  
3= DK | 1  | 32 | Numerical |
| AC10          | Mainly, where did you receive the health service? | 1. Physician Clinic  
2. Governmental Hospital  
3. Private Hospital/ Health Center  
4. NGO's Hospital/ Health Center  
5. UNRWA Hospital/ Health Center  
6. Governmental Health Center  
7. Other | 1 | 34 | Numerical |
| AC11          | The provider of the health service | 1. Family Doctor  
2. Physician  
3. Specialist  
4. Nurse  
5. Health Worker  
6. Other | 1 | 35 | Numerical |
| AC12A         | Accessibility | 1= Yes  
2= No | 1 | 36 | Numerical |
| AC12B         | Quality of Service | 1= Yes  
2= No | 1 | 37 | Numerical |
| AC12C         | Availability of Health Insurance | 1= Yes  
2= No | 1 | 38 | Numerical |
| AC12D         | Less Cost | 1= Yes  
2= No | 1 | 39 | Numerical |
| AC12E         | Trust the Staff | 1= Yes  
2= No | 1 | 40 | Numerical |
| AC12F         | Specialty of the Service | 1= Yes  
2= No | 1 | 41 | Numerical |
| AC12G         | No other Choice | 1= Yes  
2= No | 1 | 42 | Numerical |
| AC12H         | Israeli Measures | 1= Yes  
2= No | 1 | 43 | Numerical |
| AC12I         | Other | 1= Yes  
2= No | 1 | 44 | Numerical |
| AC13A         | Take an Appointment | 1= Yes  
2= No | 1 | 45 | Numerical |
| AC13B         | Contact the Doctor | 1= Yes  
2= No | 1 | 46 | Numerical |
| AC13C         | Wait For Long Time | 1= Yes  
2= No | 1 | 47 | Numerical |
| AC13D         | Service Not Available\ Closed | 1= Yes  
2= No | 1 | 48 | Numerical |
| AC13E         | Service Not Available in the Region | 1= Yes  
2= No | 1 | 49 | Numerical |
| AC13F         | Transportation | 1= Yes  
2= No | 1 | 50 | Numerical |
| AC13G         | Israeli Closure | 1= Yes  
2= No | 1 | 51 | Numerical |
| AC13H         | No Staff | 1= Yes  
2= No | 1 | 52 | Numerical |
| AC13I         | Medications Deficiency | 1= Yes  
2= No | 1 | 53 | Numerical |
| AC13J         | Specialist is not available | 1= Yes  
2= No | 1 | 54 | Numerical |
| AC13K         | Equipments Deficiency | 1= Yes  
2= No | 1 | 55 | Numerical |
| AC13L         | Other | 1= Yes  
2= No | 1 | 56 | Numerical |
| AC14          | Transportation used to reach the place. | 1. Ambulance  
2. Public Transportation  
3. Private Care  
4. Cart  
5. walking  
6. More than one mean | 1 | 57 | Numerical |
| AC15          | Time needed to reach the service. | Time in minutes  
(999= DK) | 3 | 58 | Numerical |
| AC16          | Time needed to reach the service at the ordinary time. | Time in minutes  
(999= DK) | 3 | 61 | Numerical |
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| AC17          | How do you describe the distance to the health facility in which you have received the health service last time? | 1. Too long  
2. Long  
3. Medium  
4. Short  
5. Too short | 1 | 64 | Numerical |
| AC18          | Time spent in waiting at the health facility before receiving the health service | Time in minutes  
(999= DK) | 3 | 65 | Numerical |
| AC19          | How do you describe the time you have waited at the health facility? | 1. Very short  
2. Short  
3. Medium  
4. Long  
5. Very long | 1 | 68 | Numerical |
| AC20          | How much time did the health provider spend while checking you? | Time in minutes  
(999= DK) | 3 | 69 | Numerical |
| AC21          | How do you describe your Satisfaction degree regarding health service you have received | 1. Totally Satisfied  
2. Satisfied to some Extent  
3. Unsatisfied to some Extent  
4. Totally Unsatisfied | 1 | 72 | Numerical |

### How do you evaluate your satisfaction about the followings

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| AC22A         | Treatment by of staff | 1. Totally Satisfied  
2. Satisfied to some Extent  
3. Unsatisfied to some Extent  
5. not applicable | 1 | 73 | Numerical |
| AC22B         | Cleaning | | | | |
| AC22C         | Order in the place | | | | |
| AC22D         | Availability of equipments | | | | |
| AC22E         | Availability of Medicine | | | | |
| AC22F         | Food, if it was hospital | | | | |
| AC22G         | Experience and skills of the staff | | | | |

### Reasons for not receiving the health service

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| AC23A         | Service not Available in the Region | 1= Yes  
2= No | 1 | 80 | Numerical |
| AC23B         | Service not Available at that time | 1= Yes  
2= No | 1 | 81 | Numerical |
| AC23C         | Waiting too Long at the health clinic / Center | 1= Yes  
2= No | 1 | 82 | Numerical |
| AC23D         | Busy | 1= Yes  
2= No | 1 | 83 | Numerical |
| AC23E         | High Cost | 1= Yes  
2= No | 1 | 84 | Numerical |
| AC23F         | Don’t know where to go | 1= Yes  
2= No | 1 | 85 | Numerical |
| AC23G         | Don’t want to receive treatment | 1= Yes  
2= No | 1 | 86 | Numerical |
| AC23H         | Israeli Measures\ Closure | 1= Yes  
2= No | 1 | 87 | Numerical |
| AC23I         | Difficulty to Reach Service | 1= Yes  
2= No | 1 | 88 | Numerical |
| AC23J         | Transportation not available | 1= Yes  
2= No | 1 | 89 | Numerical |
| AC23K         | Staff not Available | 1= Yes  
2= No | 1 | 90 | Numerical |
| AC23L         | Other | 1= Yes  
2= No | 1 | 91 | Numerical |
| AC24          | During the last 6 months did you need any Medical Consultation? | 1= Yes  
2= No | 1 | 92 | Numerical |
| AC25          | During the last 6 months did any of member of your family need any Medical Consultation? | 1= Yes  
2= No  
3= DK | 1 | 93 | Numerical |
| AC26          | Did you/ s/he receive the consultation? | 1= Yes  
2= No  
3= DK | 1 | 94 | Numerical |
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| AC27          | Provider of consultation | 1. Family Doctor  
2. Physician  
3. Specialist  
4. Nurse  
5. Health Worker  
6. Other | 1 | 95 | Numerical |
| AC28          | The main place of the consultation. | 1. Physician Clinic  
2. Governmental Hospital  
3. Private Hospital/ Health Center  
4. NGO's Hospital/ Health Center  
5. UNRWA Hospital/ Health Center  
6. Governmental Health Center  
7. At Home  
8. Pharmacy  
9. By Phone  
10. Other | 2 | 96 | Numerical |
| AC29          | Did you faced difficulties in receiving the consultation? | 1= Yes  
2= No  
3= DK | 1 | 98 | Numerical |

What was these difficulties?

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| AC30A         | Difficult in Calling Consultant | 1= Yes  
2= No | 1 | 99 | Numerical |
| AC30B         | Consultant Provider Phone not Available | 1= Yes  
2= No | 1 | 100 | Numerical |
| AC30C         | Waiting Too Long Time | 1= Yes  
2= No | 1 | 101 | Numerical |
| AC30D         | Frequent Visits to the Source | 1= Yes  
2= No | 1 | 102 | Numerical |
| AC30E         | Other | 1= Yes  
2= No | 1 | 103 | Numerical |
| AC31          | Did you receive a good consultation? | 1. Yes, a good one  
2. Yes, to some Extent  
3. No | 1 | 104 | Numerical |

When you need a medical consultation, why didn’t you receive it?

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| AC32A         | Service Not Available in the Region | 1= Yes  
2= No | 1 | 105 | Numerical |
| AC32B         | Waiting too Long at Center | 1= Yes  
2= No | 1 | 106 | Numerical |
| AC32C         | Busy | 1= Yes  
2= No | 1 | 107 | Numerical |
| AC32D         | High Cost | 1= Yes  
2= No | 1 | 108 | Numerical |
| AC32E         | Don’t know where to go | 1= Yes  
2= No | 1 | 109 | Numerical |
| AC32F         | Don’t want to receive treatment | 1= Yes  
2= No | 1 | 110 | Numerical |
| AC32G         | Israeli Measures: Closure | 1= Yes  
2= No | 1 | 111 | Numerical |
| AC32H         | Transportation not available | 1= Yes  
2= No | 1 | 112 | Numerical |
| AC32I         | Specialist Person not Available | 1= Yes  
2= No | 1 | 113 | Numerical |
| AC32J         | Other | 1= Yes  
2= No | 1 | 114 | Numerical |
| TYPE_LO       | Type of locality | 1. Urban  
2. Rural  
3. Camps | 1 | 115 | Numerical |
| REGION        | Region | 1. West Bank  
2. Gaza Strip | 1 | 116 | Numerical |
| R_WEIGHT      | Relative Weight | Number | 11 | 117 | Numerical |