



Questions were answered by respondents age 50–80.

ALL RESPONDENTS

Q1. In the past 2 years, how many times did you go to an ER to receive care for yourself?

1. 0
2. 1
3. 2
4. 3–5
5. 6 or more

If Q1 = 2, 3, 4, 5

Q2. In the past 2 years, have you sought care in the ER for any of the following reasons?

Select any that apply

1. Could not get timely primary care appointment
2. Could not get timely specialty care appointment
3. Inability to care for myself at home
4. Help with medications or medical supplies (such as oxygen, mobility device)
5. None of the above

If Q1 = 2, 3, 4, 5

Q3. Thinking back to your most recent ER visit:

	Too little	About right	Too much	NA - family/friends or caregiver were not present (For Q3b only)
a. I was involved in decision-making about testing and the plan for care.				
b. The health care team involved my family, friends, and/or caregivers in discussions of my care.				



If Q1 = 2, 3, 4, 5

Q4. Were you discharged from the ER at the end of your most recent visit?

1. Yes
2. No, I was hospitalized

If Q4 = 1 (Yes)

Q5. Thinking back to your most recent ER visit, please rate your agreement with the following statements.

	Strongly agree	Somewhat agree	Somewhat disagree	Strongly disagree
a. My condition was explained in a way I could understand.				
b. DURING the visit, care was explained to me.				
c. At the END of the visit, the discharge plan of care was explained to me.				
d. The hospital staff took my preferences and those of my family into account.				

If Q4 = 1

Q6. Thinking back to your most recent ER visit, were you able to do the following as recommended after your ER visit?

	Yes	No	Not yet, still in the process	Not recommended / Does not apply to me
a. Fill your prescriptions				
b. Follow-up with your primary care doctor				
c. Follow-up with a specialty doctor				
d. Follow-up lab testing (e.g., blood test, urine test, etc.)				
e. Follow-up radiology testing (e.g. X-ray, CT scan, MRI, ultrasound, etc.)				
f. Home care services (e.g. visiting nurse, physical therapy, etc.)				

If Q1 = 2, 3, 4, 5

Q7. Thinking back to your last ER visit, what did you think about how much you had to pay out of pocket for your care?

1. Lower than expected
2. About what I expected
3. Higher than expected
4. Haven't received a bill yet

ALL RESPONDENTS for Q8–Q18

Q8. If you had a health concern that may be an emergency, what sources of information would you use to decide whether to go to the ER?

Select all that apply

1. Health care provider or office staff
2. Family members/friends
3. Internet
4. None

Q9. If you had to go to an ER, how important are these factors in deciding which ER to go to?

	Very important	Somewhat important	Not important
a. Location			
b. Recommended by family or friends			
c. Recommended by health care provider			
d. Reputation			
e. Covered by insurance			

Q10. If you were deciding whether to go to the ER, how concerned would you be about the following?

	Very concerned	Somewhat concerned	Not at all concerned
a. Wait times			
b. Being admitted to the hospital			
c. Transportation home			
d. Exposure to COVID-19			
e. Out of pocket cost of care			

Q11. Since March 2020, was there a time when you thought you needed to go to the ER but did not because you were worried about being exposed to COVID-19?

1. Yes
2. No

Q12. In the past 2 years, was there a time when you thought you needed to go to the ER but did not because you were worried about the cost?

1. Yes
2. No



Q13. How confident are you about being able to afford your out of pocket cost for an ER visit if you needed to go?

1. Very confident
2. Somewhat confident
3. Not confident

Q14. If you had to go to the ER, how important is it to have a conversation in the ER about an advance directive?

1. Very important
2. Somewhat important
3. Not important

Q15. If you had to go to the ER, how concerned are you that care you receive will not be consistent with your advance directive/wishes about the types of medical treatment you want if you become seriously ill?

1. Very concerned
2. Somewhat concerned
3. Not concerned

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