

Appendix 1 (as supplied by the authors): Patient responses to questions from physician's office

Question from Physician's Office	Patient Response
What is your name?	[Male] Greg Jackson [Female] Michelle Jackson
How old are you?	I'm 35 years old.
What is your date of birth?	January 9, 1976.
Do you have any other family members who need a doctor?	No
Are you married?	No
Do you have any children?	No
Why you need a family doctor?	I just moved here, and I don't have a family doctor.
Who was your previous family doctor?	I don't have one. I've been using walk-in clinics.
Do you live in the area?	Yes
Where do you live?	[Major intersection near physician's office, selected in advance of call using online map]
Where did you move from?	I was living in Sudbury before I moved to Toronto.*
Where are you calling from?	From my cell phone.
Where can I reach you?	You can reach me at my cell number.
When are you available to come in?	Any time.
Can you come in today to see the doctor?	I can't come in today. Do you have an appointment for any other time?
Can I get back to you?	Yes, please call me on my cell number.
How did you get our number?	I looked you up online. [If asked for further details] It was the doctor list from the College of Physicians.
Have you tried another family doctor?	I have been calling around the area with no luck so far.
Do you have an OHIP card? **	Yes
Are you sick right now (today)?	No
[For patient without chronic health conditions] Do you have any health problems?	No
[For patient with diabetes and back pain] Do you have any health problems, other than diabetes and back pain?	No
[For patient with diabetes and back pain] Are you currently taking any medication for your diabetes?	No

Appendix to: Olah ME, Gaisano G, Hwang SW. The effect of socioeconomic status on access to primary care: an audit study. *CMAJ* 2013; DOI:10.1503/cmaj.121383.

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[For patient with diabetes and back pain] No
Are you currently taking any narcotics
for your back pain?

[For patient with diabetes and back pain] No
Are you looking for a physician to
prescribe narcotics for your back pain?

* Sudbury (population 165,000) is a city located about 240 miles north of Toronto.

** The Ontario Health Insurance Plan (OHIP) card serves as proof of coverage under Ontario's universal health insurance system.