

Table 1. Automated Telephone Calls from Pharmacies

*Required

R = reverse scale

Section 1 of 3 Pre-Interaction

- | | | | |
|----|---|-----|----|
| 1. | Have you ever had the occasion to use prescriptions medications?*
<i>If no skip to question 41</i> | Yes | No |
| 2. | Have you ever received automated telephone calls from a pharmacy?*
<i>If no skip to question 41</i> | Yes | No |

Section 2 of 3 Post-Interaction

- | | | | | | | | |
|-----|--|-------------------------|--------------------|-----------------------|---------------------|---|-----|
| 3. | Do you like receiving automated telephone calls from a pharmacy?* <i>If no skip to question 41</i> | Yes | No | | | | |
| 4. | How often do you receive automated telephone calls from a pharmacy?* <i>Mark only one.</i> | 4 times or less /year | 5 to 11 times/year | 12 times or more/year | | | |
| 5. | How often do you contacted a pharmacy for clarification of a message received from an automated telephone message?* <i>Mark only one.</i> | 4 times or less /year | 5 to 11 times/year | 12 times or more/year | | | |
| 6. | After receiving an automated phone call from a pharmacy, which of the following best describes your experience?* <i>Mark only one.</i> | Dissatisfied | | | Satisfied | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 7 |
| 7. | After receiving an automated phone call from a pharmacy, which of the following best describes your experience?* <i>Mark only one.</i> | Displeased | | | Pleased | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 7 |
| 8. | After receiving an automated phone call from a pharmacy, which of the following best describes your experience?* <i>Mark only one.</i> | Unfavorable | | | Favorable | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 7 |
| 9. | After receiving an automated phone call from a pharmacy, which of the following best describes your experience?* <i>Mark only one.</i> | Unpleasant | | | Pleasant | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 7 |
| 10. | After receiving an automated phone call from a pharmacy, which of the following best describes your experience?* <i>Mark only one.</i> | I didn't like it at all | | | I like it very much | | |
| | | 1 | 2 | 3 | 4 | 5 | 6 7 |

Table 1. continued

	Not at all				Very much		
11. After receiving automated telephone calls from a pharmacy, how relevant was the information provided?* <i>Mark only one.</i>	1	2	3	4	5	6	7
12. After receiving automated telephone calls from a pharmacy, how meaningful was the information provided?* <i>Mark only one.</i>	1	2	3	4	5	6	7
13. After receiving automated telephone calls from a pharmacy, how important was the information provided?* <i>Mark only one.</i>	1	2	3	4	5	6	7
14. After receiving automated telephone calls from a pharmacy, how useful was the information provided?* <i>Mark only one.</i>	1	2	3	4	5	6	7
15. After receiving automated telephone calls from a pharmacy, how helpful was the information provided?* <i>Mark only one.</i>	1	2	3	4	5	6	7
16. To what extent do you feel that the communication received from the automated telephone message is:* (R) <i>Mark only one.</i>	Untimely				Timely		
	1	2	3	4	5		
17. To what extent do you feel that the communication received from the automated telephone message is:* (R) <i>Mark only one.</i>	Inaccurate				Accurate		
	1	2	3	4	5		
18. To what extent do you feel that the communication received from the automated telephone message is:* (R) <i>Mark only one.</i>	Inadequate				Adequate		
	1	2	3	4	5		
19. To what extent do you feel that the communication received from the automated telephone message is:* (R) <i>Mark only one.</i>	Incomplete				Complete		
	1	2	3	4	5		
20. To what extent do you feel that the communication received from the automated telephone message is:* (R) <i>Mark only one.</i>	Not Credible				Credible		
	1	2	3	4	5		

Table 1. continued

		Definitely false				Definitely true	
21.	I am always courteous even to people who are disagreeable.* (R) Mark only one.	1	2	3	4	5	
22.	There have been occasions when I took advantage of someone.* Mark only one.	1	2	3	4	5	
23.	I sometimes try to get even rather than forgive and forget.* Mark only one.	1	2	3	4	5	
24.	I sometimes feel resentful when I don't get my way.* Mark only one.	1	2	3	4	5	
25.	No matter who I'm talking to, I'm always a good listener.* (R) Mark only one.	1	2	3	4	5	
		Completely disagree				Completely agree	
26.	I don't like situations that are uncertain.* Mark only one.	1	2	3	4	5	6
27.	I dislike questions which could be answered in many ways.* Mark only one.	1	2	3	4	5	6
28.	I find that a well ordered life with regular hours suit my temperament.* Mark only one.	1	2	3	4	5	6
29.	I feel uncomfortable when I don't understand the reason why an event occurred in my life.* Mark only one.	1	2	3	4	5	6
30.	I feel irritated when one person disagrees with what everyone else in a group believes.* Mark only one.	1	2	3	4	5	6
31.	I don't like to go into a situation without knowing what I can expect from it.* Mark only one.	1	2	3	4	5	6
32.	When I have made a decision, I feel relieved.* Mark only one.	1	2	3	4	5	6
33.	When I am confronted with a problem, I'm dying to reach a solution quickly.* Mark only one.	1	2	3	4	5	6
34.	I would quickly become impatient and irritated if I would not find a solution to a problem immediately.* Mark only one.	1	2	3	4	5	6
35.	I don't like to be with people who are capable of unexpected actions.* Mark only one.	1	2	3	4	5	6
36.	I dislike it when a person's statement could mean many different things.* Mark only one.	1	2	3	4	5	6
37.	I find that establishing a consistent routine enables me to enjoy life more.* Mark only one.	1	2	3	4	5	6
38.	I enjoy having a clear and structured mode of life.* Mark only one.	1	2	3	4	5	6
39.	I do not usually consult many different opinions before forming my own view.* Mark only one.	1	2	3	4	5	6
40.	I dislike unpredictable situations.* Mark only one.	1	2	3	4	5	6

Table 1. continued

Section 3 of 3 Post-Interaction

41. **Sex*** *Mark only one.*
Female
Male
42. **Age*** *Mark only one.*
18-24 years
25-29 years
30-34 years
35-39 years
40-44 years
45-49 years
50-54 years
55-59 years
60-64 years
65 years or over
43. **Education*** *Mark only one.*
Less than high school
High school graduate or General Equivalency Diploma,
G.E.D.
Trade school or other post secondary education
Some College
Associate's degree
Bachelor's degree
Graduate/Professional degree
44. **Marital Status*** *Mark only one.*
Single/never married
Married
Divorced/separated
Widow
Domestic partner
Member of an unmarried couple
45. **Ethnicity or Origin *** *Check all that apply.*
African-American/Black
American Indian, Eskimo or Aleut
Asian Pacific Islander
Caucasian/White
Hispanic or Latino
Native Hawaiian or other Pacific Islander
Multiracial
Prefer not to answer
Other: _____
46. **Annual Household Income*** *Mark only one.*
Less than \$15K
\$15 K to less than \$25 K
\$25 K to less than \$35 K
\$35 K to less than \$50 K
\$50 K to less than \$75 K
\$75 K to less than \$100 K
\$100 K to less than \$150 K
\$150 K to less than \$200 K
\$200 K or higher