Q10. Providing on-call
https://surveys.cma.ca/link/survey17

SURVEY DATE 2017
FULL QUESTION Q10. Do you provide on-call services?
TOPIC Patient care
On-call activities
Hours of work and workload
KEYWORDS On-call hours
On-call services
Work hours
Oncall
Workload
Oncall activities
Q11. Average on-call hours
https://surveys.cma.ca/link/survey18

<table>
<thead>
<tr>
<th>SURVEY DATE</th>
<th>2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>FULL QUESTION</td>
<td>Q11. Estimate your average number of on-call work hours per month:</td>
</tr>
</tbody>
</table>
| TOPIC | Patient care  
              On-call activities  
              Hours of work and workload |
| KEYWORDS | On-call hours  
              Oncall activities  
              Oncall  
              On-call services  
              Work hours  
              Workload |

Documents
Q12. On-call hours in direct patient care
https://surveys.cma.ca/link/survey19

SURVEY DATE 2017
FULL QUESTION Q12. Estimate how many of your on-call hours each month are actually spent in direct patient care (e.g., phone, email, face-to-face):

TOPIC Patient care
On-call activities
Hours of work and workload

KEYWORDS Clinical care
On-call services
On-call hours
On call
Oncall activities
Patient care
Work hours
Workload

Documents

Q13. Work hours
https://surveys.cma.ca/link/survey20

SURVEY DATE 2017
FULL QUESTION Q13. EXCLUDING ON-CALL ACTIVITIES, how many HOURS IN AN AVERAGE WEEK do you usually spend on the following activities? Assume each activity is mutually exclusive for reporting purposes.

TOPIC Patient care
On-call activities
Practice management (e.g., overhead costs, paperwork)
Hours of work and workload
KEYWORDS
Administrative duties
Committee work
Indirect patient care
On-call services
Patient care
Practice management
Continuing medication education (CME)
Research
Teaching
Work hours
Oncall
Oncall activities
Workload

RESPONSE CHOICES
Direct patient care without a teaching component, regardless of setting
Direct patient care with a teaching component, regardless of setting
Teaching/Education without direct patient care (contact with students/residents, preparation, marking, evaluations, etc.)
Indirect patient care (charting, reports, phone calls, meeting patients’ family, etc.)
Health facility committees (academic planning committees)
Administration (i.e., management of university program, chief of staff, department head, Ministry of Health, etc.)
Research (including management of research and publications)
Managing your practice (staff, facility, equipment, etc.)
Continuing medical education/professional development (courses, reading, videos, tapes, seminars, etc.)

Documents
Q14. Hours on administrative forms

https://surveys.cma.ca/link/survey21

SURVEY DATE 2017

FULL QUESTION Q14. How many hours per week do you spend completing administrative forms on behalf of your patients (e.g. third party insurance forms)?

TOPIC Patient care
Practice management (e.g., overhead costs, paperwork)
Hours of work and workload

KEYWORDS 3rd party insurance forms
Administrative duties
Indirect patient care
Paperwork
Practice management
Workload

Documents
Q17. Accepting new patients

https://surveys.cma.ca/link/survey24

SURVEY DATE 2017

FULL QUESTION Q17. To what extent is your practice accepting new patients into your MAIN patient care setting? Please check only ONE.

TOPIC Patient care
Hours of work and workload
Access to services

KEYWORDS Access to services
Appointment availability
Overworked
Patient care
Patient load
Wait time
Work hours
Workload
Wait times
Waiting times

RESPONSE CHOICES No restrictions; practice is open to all new patients
Partially closed
Completely closed
Does not apply to my practice setting

Documents
Q18. Number of patients seen
https://surveys.cma.ca/link/survey25

SURVEY DATE 2017

FULL QUESTION Q18. Please estimate the number of patients you see in a TYPICAL WEEK, EXCLUDING patient visits while you are on-call (on-call is defined as time outside of regularly scheduled activity during which you are available to patients):

TOPIC Patient care
Hours of work and workload
Access to services
On-call activities

KEYWORDS Access to services
Appointment availability
Overworked
Patient care
Patient load
Wait time
Work hours
Workload
Wait times
Waiting times

Documents
Q19a. Patient access for URGENT cases
https://surveys.cma.ca/link/survey26

SURVEY DATE 2017

FULL QUESTION Q19a. Typically, if a patient visits your office or is referred to you, how long would that patient wait until the first available appointment WITH YOU OR YOUR PRACTICE?

TOPIC Patient care
Hours of work and workload
Access to services

KEYWORDS Access to services
Appointment availability
Overworked
Patient care
Patient load
Referral
Wait time
Work hours
Workload
Wait times
Waiting times

RESPONSE CHOICES same day
number of days

Documents
Q19b. Patient access for NON-URGENT cases
https://surveys.cma.ca/link/survey71

SURVEY DATE: 2017

FULL QUESTION: Q19b. Typically, if a patient visits your office or is referred to you, how long would that patient wait until the first available appointment WITH YOU OR YOUR PRACTICE?

TOPIC: Patient care
Hours of work and workload
Access to services

KEYWORDS: Access to services
Appointment availability
Overworked
Patient care
Patient load
Referral
Wait time
Work hours
Workload
Wait times
Waiting times

RESPONSE CHOICES: same week
number of weeks
Q25a. Changes made to practice
https://surveys.cma.ca/link/survey34

SURVEY DATE 2017

FULL QUESTION Q25a. With reference to the LAST 2 YEARS, please check all of the following changes you have already made:

TOPIC Retirement
Practice relocation
On-call activities
Hours of work and workload

KEYWORDS Career transition
Oncall
Oncall activities
On-call services
Overworked
Patient load
Practice relocation
Retirement
Work hours
Work location
Work-life balance
Workload

RESPONSE CHOICES Retired from clinical practice
Reduced weekly work hours (excluding on-call)
Increased weekly work hours (excluding on-call)
Relocated my practice to another province/territory in Canada
Practised in the USA
Practised in another country

Documents
Q25b. Planned changes to practice
https://surveys.cma.ca/link/survey35

SURVEY DATE 2017

FULL QUESTION Q25b. With reference to the NEXT 2 YEARS, please check all of the following changes that you are planning to make:

TOPIC
- Retirement
- Practice relocation
- On-call activities
- Hours of work and workload

KEYWORDS
- Career transition
- On-call services
- Oncall
- Oncall activities
- Overworked
- Patient load
- Practice relocation
- Retirement
- Work hours
- Work location
- Work-life balance
- Workload

RESPONSE CHOICES
- Retire from clinical practice
- Retire completely from medical practice
- Reduce weekly work hours (excluding on-call)
- Increase weekly work hours (excluding on-call)
- Relocate my practice to another province/territory in Canada
- Practise in the USA
- Practise in another country
Q26. Overworked/underemployed
https://surveys.cma.ca/link/survey36

SURVEY DATE 2017
FULL QUESTION Q26. Describe your current employment situation.
TOPIC Satisfaction
Hours of work and workload
Employment status
KEYWORDS Career transition
Overworked
Employment status
Satisfaction (professional)
Underemployed
Unemployed
Work hours
Work-life balance
Workload
RESPONSE CHOICES Overworked in my discipline
Employed in my discipline to my satisfaction
Underemployed in my discipline
Not employed in my discipline

Documents
Q27. Satisfaction (professional life, balance)
https://surveys.cma.ca/link/survey37

SURVEY DATE 2017
FULL QUESTION Q27. Rate your satisfaction with each of the following:

TOPIC Satisfaction
Hours of work and workload

KEYWORDS Satisfaction (professional)
Work hours
Work-life balance
Workload

RESPONSE CHOICES Your professional life
The balance between your personal and professional commitments