Bihar Evaluation of Social Franchising and Telemedicine (BEST)
Provider Survey

Serial No. ☐☐☐☐

1) State **BIHAR**

2) District _____ ☐☐

3) Cluster_____ ☐☐

4) Name of Village _____

DETAILS OF INTERVIEW

Sl. No	Particulars	Code		
01	Date of Interview	☐☐☐☐☐☐ D D M M Y Y		
02	Status of Interview	Completed	1	
		Partially completed	2	
		Refused	3	→**Q03**
		Facility was closed/Shifted	4	
		Others (Specify)	5	
03	Reason for refusing to give the interview			
04	No. of visits made to the health facility	☐☐		
05	Name of Interviewer	_____	☐☐	
06	Scrutinized By	_____	☐☐	
07	Name of Supervisor	_____	☐☐	
	REMARKS fVli.kh			

	Particulars		Code	Skip
A01	Name of the health practitioner/ health facility		_____	
A02	Address of the facility		_____ _____	
A03	Name of Key Contact Person			
A04	Phone/ Mobile number of the / key contact person/ facility with STD code		Landline: _____ Mobile: _____ Email: _____	
A05	Name of the respondent (if different from what is given in Q.A03)			
A07	Are you a medical practitioner?	Yes	1	
		No	2	Go to A08.1
A07.1	Age		☐☐ years	
A07.2	Gender	Male	1	
		Female	2	
A07.3	What is your highest medical qualification?			
A07.4	What is your highest non-medical qualification?			
A07.5	Experience as medical practitioner: In years		☐☐	
A07.6	Number of hours per week that you work in this facility		☐☐☐	
A07.7	Number of hours per week that you work in other facilities		☐☐☐	
A07.8	Number of hours per week that you dedicate visiting homes in this village		☐☐☐	
A07.9	Number of hours per week that you dedicate visiting homes in other villages		☐☐☐	
A07.10	Tasks that you perform in this facility :	Consultation with patients	1	

	MULTICODE POSSIBLE	Administering treatments such as drips or injections	2	
		Selling drugs	3	
		Laboratory related duties	4	
		Administrative duties	5	
		Cleaning duties	6	
		Ownership	7	
		Others	8	
A07.11	Ownership share (if you are an owner)			
	ASK QA08.1 TO QA08.7 IF NON-MEDICAL PRACTIONEER			
A08.1	Age		☐☐ Years	
A08.2	Gender	Male	1	
		Female	2	
A08.3	Highest non-medical qualification			
A08.4	Experience (In years)			
A08.5	Number of hours per week that you work in this facility			
A08.6	Tasks that they perform in this facility	Consultation with patients	1	
		Administering treatments such as drips or injections	2	
		Selling drugs	3	
		Laboratory related duties	4	
		Administrative duties	5	
		Cleaning duties	6	
		Ownership	7	
		Others	8	
A08.7	Ownership share (If you are an owner)			
	HERE ONWARDS, ASK ALL			
A09	Does the medical facility run camps?	Yes	1	
		No	2	Go to B01

A10	When were the last three medical camps held?	MM Year ☐☐ ☐☐☐ ☐☐ ☐☐☐ ☐☐ ☐☐☐	

Facility Characteristics

	Particulars	Code		Skip
B01	How many other medical facilities are run by the owners?	One	1	
		Two	2	
		More than two	3	
B02	About the premise of the facility	Rented	1	
		Owned	2	
B03	Is the facility a part of a chain of clinics?	Yes	1	
		No	2	
B04	How many types of treatments are provided? **MULTI CODE POSSIBLE**	Allopathic	1	
		Homeopathic	2	
		Ayurvedic	3	
		Unani	4	
		Siddha	5	
		Others	8	
B05	Ownership of the facility	Government	1	
		Individual	2	
		Partnership	3	
		Owned by society/ trust	4	
		Corporate sector	5	
		Private medical institution	6	
B06	Date of inception of the facility	☐☐ ☐☐☐☐ MM Year		
B07	Number of consulting rooms	☐☐		
B08	Number of beds for day observation/care	☐☐		
B09	Night-care facility	Yes	1	
		No	2	Go to B11
B10	Number of beds for overnight stay	☐☐		
B11	Does the facility have X-ray?	Yes	1	
		No	2	
B12	Does the medical facility have laboratory testing provisions?	Yes	1	
		No	2	Go to next section
B13	Which tests does the laboratory provide for?	Blood sugar test	1	
		Haemoglobin tests	2	

	MULTICODE POSSIBLE	TLC	3	
		DLC	4	
		Urine Examination	5	
		Stool microscope examination	6	
		Sputum examination for TB	7	
		Kala-zar rapid test	8	
		Others	88	

Market Survey

	Particulars	**Code**	**Skip**
C01	Which villages do you get the patients from?	1._____ 2._____ 3._____ 4._____ 5._____	
C02	What is the walking distance to the nearest health care provider?	☐☐ Kms	
C03	What is the walking distance to the second nearest health care provider?	☐☐ Kms	
C04	What is the walking distance to the third nearest health care provider?	☐☐ Kms	
C05	How many patients do you attend in a normal day in winter?	☐☐	
C06	How many patients do you attend in a normal day in summer?	☐☐	
C07	How many patients do you see in a normal day post-moonson?	☐☐	
C08	What was the number of consultations done yesterday?	☐☐	

Electricity in the facility

	Particulars		Code	**Skip**
D01	Does the facility have electricity?	Yes	1	
		No	2	Go to next section
D02	How often do you experience a power cut?	Once a day	1	
		More than once a week	2	
		Once a week	3	
		Once every two weeks	4	
		Once a month	5	
D03	When the last time that a power cut off was experienced?	☐☐ ☐☐ ☐☐☐☐		
D04	Do you have a power backup available for this facility?	Yes	1	
		No	2	

Pricing

	Particulars		Code	Skip
E01	Fee for the first consultation (excluding lab tests)		Rs ☐☐☐	
E02	How much percentage of the consultation fee covers the price of basic medicines administered?		__%	
E03	Fee of a follow-up consultation		Rs ☐☐☐	
E04	How much percentage of the follow-up consultation fee covers the price of basic medicines administered?			
E05	Price of 1 ORS packet		Rs ☐☐☐	
E06	Price of one vial of Sodium Stibo Gluconate (100 mg/ml vial)		Rs ☐☐☐	
E07	Price of 100 ml of paracetamol 5 mg		Rs ☐☐☐	
E08	Price of 100 ml of septran syrup (40 mg/ 5ml of trimethoprim)		Rs ☐☐☐	
E09	Price of one 250 mg amoxycilin dispersible tablet		Rs ☐☐☐	
E10	Price of one antibiotic tablet for diarrhea		Rs ☐☐☐	
E11	Price of Sodium Antimony Gluconate (100mg/ ml per vial)		Rs ☐☐☐	
E12	Price of Amphotericin-B (100mg/ml per vial)		Rs ☐☐☐	
E13	Price of Ambisome (100mg/ml per vial)		Rs ☐☐☐	
E14	Price of one red box for TB drugs (category 1)		Rs ☐☐☐	
E15	Do you sell Zinc?	Yes	1	
		No	2	Go to next section
E16	Price of one tablet of 20 mg of Zinc Sulphate		Rs ☐☐☐	

Familiarity with IT

	Particulars		Code	Skip
F01	Have you ever used a computer?	Yes	1	
		No	2	Go to F03
F02	How often do you use a computer?	Everyday	1	
		Once every three days	2	
		Once a week	3	
		Once every two weeks	4	
		Once a month	5	
		Less than once a month	6	

		Once every six months	7	
		Almost never	8	
F03	Do you own a computer?	Yes	1	
		No	2	
F04	Have you taken any courses related to computers?	Yes	1	
		No	2	Go to F07
F05	How many hours of courses have you taken?		☐☐☐ Hours	
F06	When did you take the last course?		☐☐ ☐☐ MM YY	
F07	Is there a computer system in this facility?	Yes	1	
		No	2	
F08	Does this facility have a computerized system to keep patient records?	Yes	1	
		No	2	
F09	Do you have a close relative familiar with computers?	Yes	1	
		No	2	Go to next section
F10	Please provide details of the relative (familiar with computers) most likely to help in running the facility			
	Gender	Male	1	
		Female	2	
	Age		☐☐ Years	

Investment attitudes

Now we will ask you to respond to hypothetical questions. You will not receive any money but we ask you to take the questions seriously and respond to them as if they involved real money. Please, take time to make sure that you understand the questions, take time to think and reflect your answer. Please, do not hesitate to ask me to repeat the question.

	Particulars		**Code**	**Skip**
G01.1	Which of the following would you choose?	Receive Rs 10,000 for sure	1	
		Throw a coin and receive Rs 20,000 if you get heads and nothing if you get tails	2	Go to G02.1
G01.2	Which of the following would you choose?	Receive Rs 6,000 for sure	1	
		Throw a coin and receive Rs 20,000 if you get heads and nothing if you get tails	2	Go to G02.1
G01.3	Which of the following would you choose?	Receive Rs 2,000 for sure	1	
		Throw a coin and receive Rs 20,000 if you get heads and nothing if you get tails	2	Go to G02.1
G02.1	Which of the following would you choose?	Receive Rs 10,000 for sure now	1	
		Receive Rs 10,500 for sure in a month's time	2	Finish
G02.2	Which of the	Receive Rs 10,000 for sure now	1	

	following would you choose?	Receive Rs 12,000 for sure in a month's time	2	Finish
G02.3	Which of the following would you choose?	Receive Rs 10,000 for sure now	1	
		Receive Rs 15,000 for sure in a month's time	2	Finish