

APPENDIX

Appendix 1. STAI questionnaire

		Not at all	Somewhat	Moderately so	Very much so
1	I feel calm				
2	I feel secure				
3	I am tense				
4	I am regretful				
5	I feel at ease				
6	I feel upset				
7	I am presently worrying about possible misfortunes				
8	I feel rested				
9	I feel anxious				
10	I feel comfortable				
11	I feel self-confident				
12	I feel nervous				
13	I am jittery				
14	I feel "high strung"				
15	I am relaxed				
16	I feel content				
17	I am worried				
18	I feel over-excited and rattled				
19	I feel joyful				
20	I feel pleasant				

Appendix 2. BATHE questions

		Original questions	Modified questions
B	Background	What is going on in your life?	What brings you here?
A	Affect	“How do you feel about that?” or “What is your mood?”	How have you felt about the idea of having surgery?
T	Trouble	“What about the situation troubles you the most?” or “Is there anything about that that troubles you?”	What about the surgery worries you most?
H	Handling	“How are you handling that?” or “How could you handle that?”	How are you handling that?
E	Empathy	“That must be very difficult for you.”	It’s perfectly normal to be nervous about surgery. Let me explain what will happen on the day of your surgery

Appendix 3. Satisfaction Questionnaire

		Very bad	Bad	Middle	Good	Very good
1	Friendliness/courtesy of your doctor					
2	Explanations your doctor provided about any problem/condition you may have					
3	Concern your doctor showed for your questions/worries					
4	Your doctor's efforts to include you in decisions about your treatment					
5	Information your doctor gave you about your medications					
6	Instructions your doctor gave you about follow-up care					
7	Degree to which your doctor talked with you using words you could understand					
8	Amount of time your doctor spent with you					
9	Your confidence in this doctor					
10	Likelihood of your recommending this doctor to others					
11	Please rate your overall satisfaction with today's visit to your doctor					