

2017 Medscape Patient / Physician Bias Survey

Q1: What is your specialty?

	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Anesthesiology	59	1	1	0
	7%	1%	1%	0%
Cardiology	19	3	6	6
	2%	3%	4%	6%
Critical Care	13	7	3	2
	2%	7%	2%	2%
Dermatology	18	1	4	7
	2%	1%	2%	7%
Diabetes & Endocrinology	7	2	4	0
	1%	2%	2%	0%
Emergency Medicine	53	7	1	11
	6%	7%	1%	11%
Family Medicine	106	5	56	21
	13%	5%	35%	20%
Gastroenterology	15	2	6	1
	2%	2%	4%	1%
General Surgery	24	5	0	3
	3%	5%	0%	3%
HIV/Infectious Diseases	10	0	2	1
	1%	0%	1%	1%
Internal Medicine	95	4	19	5
	12%	4%	12%	5%
Nephrology	15	2	4	0
	2%	2%	2%	0%
Neurology	29	0	0	4
	4%	0%	0%	4%
OB/GYN & Women's Health	38	5	12	0
	5%	5%	8%	0%
Oncology	15	8	7	3
	2%	8%	4%	3%
Ophthalmology	22	0	0	0
	3%	0%	0%	0%
Orthopedics	23	2	0	14
	3%	2%	0%	13%
Pathology	7	0	0	0
	1%	0%	0%	0%
Pediatrics	83	10	12	5
	10%	10%	8%	5%
Plastic Surgery	16	1	0	0
	2%	1%	0%	0%
Psychiatry & Mental Health	53	5	9	1
	6%	5%	6%	1%
Pulmonary Medicine	12	0	1	1
	1%	0%	1%	1%
Radiology	25	1	1	1
	3%	1%	1%	1%
Rheumatology	7	1	0	2
	1%	1%	0%	2%
Urology	14	0	0	1
	2%	0%	0%	1%
Other (Specify):	46	28	12	15
	6%	28%	8%	14%
No Response	0	0	0	0

Q3: In the past five years, has a patient ever made an offensive remark in your presence about your ... (Select as many as apply)				
	Physician	RN	NP	PA
	a	b	c	d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Gender	167	18	29	25
	20%	18%	18%	24%
Sexual orientation	30	4	1	10
	4%	4%	1%	10%
Race	153	15	17	18
	19%	15%	11%	17%
Ethnicity / national origin	184	9	11	10
	22%	9%	7%	10%
Medical education from outside the US	51	1	3	1
	6%	1%	2%	1%
Religion	102	7	15	6
	12%	7%	9%	6%
Age	231	24	27	29
	28%	24%	17%	28%
Weight	95	23	28	13
	12%	23%	18%	12%
Accent	86	4	5	3
	10%	4%	3%	3%
Disability	13	2	1	0
	2%	2%	1%	0%
Smoking	10	3	2	0
	1%	3%	1%	0%
Political views	90	14	25	16
	11%	14%	16%	15%
Other (specify)	20	3	16	8
	2%	3%	10%	8%
None of the above	337	47	72	45
	41%	47%	45%	43%
No Response	0	0	0	0

Q5: In the past 5 years, has a patient ever written a complaint about you because of your ... (Select as many as apply)				
	Physician	RN	NP	PA
	a	b	c	d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Gender	23	0	1	7
	3%	0%	1%	7%
Sexual orientation	1	0	0	0
	0%	0%	0%	0%
Race	27	2	0	3
	3%	2%	0%	3%
Ethnicity / national origin	34	1	1	0
	4%	1%	1%	0%
Medical education from outside the US	11	0	0	0
	1%	0%	0%	0%
Religion	15	0	0	0
	2%	0%	0%	0%
Age	24	1	2	5
	3%	1%	1%	5%
Weight	11	1	0	2
	1%	1%	0%	2%
Accent	18	1	1	0
	2%	1%	1%	0%
Disability	1	0	0	0
	0%	0%	0%	0%
Smoking	2	0	0	0
	0%	0%	0%	0%
Political views	18	1	1	1
	2%	1%	1%	1%
Other (specify)	18	2	5	4
	2%	2%	3%	4%
None of the above	704	92	149	90
	86%	92%	93%	87%
No Response	0	0	0	0

Q6: In the past 5 years, have you ever received either of the following requests from a patient? (Select as many as apply)

	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
A request to see someone other than me because of my personal characteristics	252	21	34	29
	31%	21%	21%	28%
A request to see someone other than the clinician I referred them to because of the clinician's personal characteristics	225	19	55	36
	27%	19%	34%	35%
None of the above	434	66	89	49
	53%	66%	56%	47%
No Response	0	0	0	0

Q7: The last time a patient requested to see a clinician other than you, which of your personal characteristics was the request based on? / The last time a patient requested to see someone other than the clinician you referred to, which of the provider's personal characteristics was the request based on? [Select as many as apply]

	Physician a	RN b	NP c	PA d
Total Responding	389	34	71	55
	100%	100%	100%	100%
Gender	149	7	25	17
	38%	21%	35%	31%
Sexual orientation	8	1	0	1
	2%	3%	0%	2%
Race	86	7	8	10
	22%	21%	11%	18%
Ethnicity / national origin	124	7	18	12
	32%	21%	25%	22%
Medical education from outside the US	29	1	3	0
	7%	3%	4%	0%
Religion	26	0	1	4
	7%	0%	1%	7%
Age	58	5	7	9
	15%	15%	10%	16%
Weight	4	0	1	1
	1%	0%	1%	2%
Accent	75	7	10	8
	19%	21%	14%	15%
Disability	1	1	0	0
	0%	3%	0%	0%
Smoking	3	0	0	0
	1%	0%	0%	0%
Political views	8	1	1	1
	2%	3%	1%	2%
Other (specify)	59	11	27	12
	15%	32%	38%	22%
No Response	434	66	89	49

Q8: How did you handle the request?

	Physician a	RN b	NP c	PA d
Total Responding	389	34	71	55
	100%	100%	100%	100%
referred patient to another clinician in a different practice, clinic or hospital	88	2	14	12
	23%	6%	20%	22%
referred patient to another clinician in the same practice, clinic or hospital	189	15	38	24
	49%	44%	54%	44%
After speaking with the patient, he/she accepted treatment from me	53	7	4	11
	14%	21%	6%	20%
After speaking with the patient, he/she accepted treatment from my colleague	41	7	9	4
	11%	21%	13%	7%
Other (specify):	17	3	6	4
	4%	9%	8%	7%
No Response	434	66	89	49

Q9: Did you feel that referring the patient to another clinician negatively or positively affected the patient's care?

	Physician a	RN b	NP c	PA d
Total Responding	278	17	52	36
	100%	100%	100%	100%
Negatively affected care	47	0	2	3
	17%	0%	4%	8%
Had no impact on care	165	11	32	19
	59%	65%	62%	53%
Positively affected care	23	3	9	7
	8%	18%	17%	19%
Unsure	43	3	9	7
	15%	18%	17%	19%
No Response	545	83	108	68

Q11: Have you ever reported a patient's bias to an administration, practice management, or other authority?

	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Yes	81	36	40	21
	10%	36%	25%	20%
No	742	64	120	83
	90%	64%	75%	80%
No Response	0	0	0	0

Q12: The last time you reported a patient's bias, what was the result of the report?				
	Physician a	RN b	NP c	PA d
Total Responding	81	36	40	21
	100%	100%	100%	100%
The administration, practice management, or other authority transferred the patient to another physician in the group.	25	4	12	4
	31%	11%	30%	19%
The administration, practice management, or other authority asked me to continue caring for the patient.	16	19	11	7
	20%	53%	28%	33%
The administration, practice management, or other authority asked the patient to leave the practice.	18	2	3	4
	22%	6%	8%	19%
The administration, practice management, or other authority took over the care for that patient.	9	5	10	3
	11%	14%	25%	14%
Other	13	6	4	3
	16%	17%	10%	14%
No Response	742	64	120	83

Q13-R1: The bias incident was handled by my administration, practice management, or other authority . . . :				
	Physician a	RN b	NP c	PA d
Total Responding	81	36	40	21
	100%	100%	100%	100%
Not at all to my satisfaction 1	7	5	3	1
	9%	14%	8%	5%
2	7	2	1	1
	9%	6%	2%	5%
3	8	4	2	0
	10%	11%	5%	0%
4	6	7	6	3
	7%	19%	15%	14%
5	9	4	11	2
	11%	11%	28%	10%
6	18	2	6	6
	22%	6%	15%	29%
Entirely to my satisfaction 7	26	10	11	8
	32%	28%	28%	38%
Resolution of the incident is still pending	0	2	0	0
	0%	6%	0%	0%
No Response	742	64	120	83

Q14: Have you ever documented a negative bias incident by a patient in the medical record?				
	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Yes	199	21	37	32
	24%	21%	23%	31%
No	625	79	123	72
	76%	79%	77%	69%
No Response	0	0	0	0

Q15: Have you ever refused to care for a patient because of a patient's negative bias toward you?				
	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Yes	75	21	25	18
	9%	21%	16%	17%
No	748	79	135	86
	91%	79%	84%	83%
No Response	0	0	0	0

Q16: Have you ever refused to care for a patient because of a patient's negative bias toward one of your colleagues?				
	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Yes	43	7	11	5
	5%	7%	7%	5%
No	781	93	149	99
	95%	93%	93%	95%
No Response	0	0	0	0

Q17: The last time you refused to treat a patient because of his/her perceived negative bias toward you or a colleague, what was the result?

	Physician a	RN b	NP c	PA d
Total Responding	97 100%	22 100%	28 100%	19 100%
The patient left the practice.	31 32%	1 5%	5 18%	3 16%
The patient refused to leave.	3 3%	1 5%	0 0%	1 5%
I referred the patient to another clinician in my practice.	28 29%	13 59%	17 61%	12 63%
I referred the patient to another clinician in another location.	24 25%	3 14%	5 18%	3 16%
Other	11 11%	4 18%	1 4%	0 0%
No Response	726	78	132	85

Q18: How, if at all, did this experience affect you emotionally?

	Physician a	RN b	NP c	PA d
Total Responding	97 100%	22 100%	28 100%	19 100%
It had a strong effect.	28 29%	4 18%	5 18%	4 21%
It had a moderate effect.	31 32%	12 55%	13 46%	8 42%
It had little or no effect.	39 40%	6 27%	10 36%	7 37%
No Response	726	78	132	85

Q19: How did the incident affect future interactions with the patient? Select all that apply.

	Physician a	RN b	NP c	PA d
Total Responding	97 100%	22 100%	28 100%	19 100%
The patient was removed from my or my colleague's patient list.	42 43%	4 18%	10 36%	8 42%
A note about the patient's provider preferences was made in the patient's chart.	38 39%	6 27%	15 54%	8 42%
The patient was referred to a different practice.	33 34%	4 18%	6 21%	3 16%
Other (Specify):	11 11%	9 41%	3 11%	1 5%
No Response	726	78	132	85

Q20: Did you seek support from a therapist or company-sponsored program? Select all that apply.

	Physician a	RN b	NP c	PA d
Total Responding	97	22	28	19
	100%	100%	100%	100%
A therapist I found on my own	4	1	0	0
	4%	5%	0%	0%
A therapist sponsored by my company	1	0	0	0
	1%	0%	0%	0%
None of the above	92	21	28	19
	95%	95%	100%	100%
No Response	726	78	132	85

Q21: Does your institution have a formal process that clinicians can initiate in cases where a patient is discriminating against a provider?

	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Yes	131	25	30	15
	16%	25%	19%	14%
No	201	15	44	32
	24%	15%	28%	31%
Don't know	491	60	86	57
	60%	60%	54%	55%
No Response	0	0	0	0

Q22: Have you ever used the program?

	Physician a	RN b	NP c	PA d
Total Responding	131	25	30	15
	100%	100%	100%	100%
Yes	12	5	3	4
	9%	20%	10%	27%
No	120	20	27	11
	91%	80%	90%	73%
No Response	692	75	130	89

Q23: The last time you used the program, what was the result?				
	Physician	RN	NP	PA
	a	b	c	d
Total Responding	11	5	3	4
	100%	100%	100%	100%
The patient was dismissed from the practice.	3	1	1	3
	27%	20%	33%	75%
The patient was removed from the provider's patient list but allowed to seek care at institution.	4	1	0	0
	35%	20%	0%	0%
The patient was transferred to another physician.	3	2	1	0
	27%	40%	33%	0%
The patient remained in the practice	1	1	0	1
	9%	20%	0%	25%
Other (Specify)	0	0	1	0
	0%	0%	33%	0%
No Response	812	95	157	100

Q24: Does your institution provide formal training on how to handle patients' biases toward you and/or your colleagues?				
	Physician	RN	NP	PA
	a	b	c	d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Yes	125	41	37	19
	15%	41%	23%	18%
No	400	33	86	60
	49%	33%	54%	58%
Don't know	298	26	37	25
	36%	26%	23%	24%
No Response	0	0	0	0

Q25: Which best describes your current work setting?				
	Physician	RN	NP	PA
	a	b	c	d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Office-based solo practice	85	0	9	19
	10%	0%	6%	18%
Office-based single-specialty group practice	152	7	48	31
	18%	7%	30%	30%
Office-based multispecialty group practice	101	4	16	8
	12%	4%	10%	8%
Hospital	274	52	25	29
	33%	52%	16%	28%
Healthcare organization	55	9	13	4
	7%	9%	8%	4%
Outpatient clinic	60	11	32	10
	7%	11%	20%	10%
Academic (nonhospital), research, military, government	74	2	8	3
	9%	2%	5%	3%
Other	21	15	9	0
	3%	15%	6%	0%
No Response	0	0	0	0

Q30: How would you describe your practice setting?

	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Urban	380	32	49	32
	46%	32%	31%	31%
Suburban	317	46	77	50
	39%	46%	48%	48%
Exurban (farther out than suburbs, but more populated than rural)	56	10	10	9
	7%	10%	6%	9%
Rural	71	12	24	13
	9%	12%	15%	12%
No Response	0	0	0	0

Q31: Are you male or female?

	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Male	488	5	13	35
	59%	5%	8%	34%
Female	336	95	147	69
	41%	95%	92%	66%
No Response	0	0	0	0

Q32: This next question is about sexual orientation. Which of the following best represents how you think of yourself?

	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Gay/Lesbian	16	0	2	4
	2%	0%	1%	4%
Straight	748	91	150	97
	91%	91%	94%	93%
Bisexual	4	1	1	0
	0%	1%	1%	0%
Something else	2	0	1	0
	0%	0%	1%	0%
I don't know the answer	2	0	1	0
	0%	0%	1%	0%
Prefer not to answer	50	8	5	3
	6%	8%	3%	3%
No Response	0	0	0	0

Q33: What is your age?				
	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Under age 28	6	0	0	0
	1%	0%	0%	0%
28-34	154	5	18	3
	19%	5%	11%	3%
35-39	163	8	9	17
	20%	8%	6%	16%
40-44	130	10	15	26
	16%	10%	9%	25%
45-49	73	10	15	15
	9%	10%	9%	14%
50-54	75	16	24	18
	9%	16%	15%	17%
55-59	81	29	29	15
	10%	29%	18%	14%
60-64	73	14	35	6
	9%	14%	22%	6%
65-69	41	4	11	4
	5%	4%	7%	4%
70 or older	27	4	4	0
	3%	4%	2%	0%
No Response	0	0	0	0

Q34: Which of the following groups do you identify with?				
	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
African-American/Black	33	4	3	3
	4%	4%	2%	3%
American Indian or Alaska Native	2	0	2	0
	0%	0%	1%	0%
Asian	188	3	4	2
	23%	3%	2%	2%
Caucasian/White	486	85	136	85
	59%	85%	85%	82%
Native Hawaiian/Pacific Islander	1	1	0	0
	0%	1%	0%	0%
Mixed race	27	3	6	5
	3%	3%	4%	5%
Other	44	2	6	2
	5%	2%	4%	2%
Prefer not to answer	42	2	3	7
	5%	2%	2%	7%
No Response	0	0	0	0

Q35: Are you of Hispanic or Latino background?				
	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Yes	49	8	6	3
	6%	8%	4%	3%
No	743	91	152	97
	90%	91%	95%	93%
Prefer not to answer	31	1	2	4
	4%	1%	1%	4%
No Response	0	0	0	0

Q36: From which region of the world do you most identify as having descended?

	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
East Asia, Pacific	85	4	4	3
	10%	4%	2%	3%
South Asia	114	1	1	0
	14%	1%	1%	0%
Africa	26	4	3	2
	3%	4%	2%	2%
Australia, Oceania	3	0	0	0
	0%	0%	0%	0%
Middle East, North Africa	57	0	0	1
	7%	0%	0%	1%
Central Europe, Eastern Europe	155	21	44	36
	19%	21%	28%	35%
Western Europe	237	40	64	37
	29%	40%	40%	36%
Latin America and Caribbean	36	3	6	3
	4%	3%	4%	3%
Northern America	76	23	35	17
	9%	23%	22%	16%
Other (please specify)	33	4	3	5
	4%	4%	2%	5%
No Response	0	0	0	0

Q37: Do you consider yourself a Democrat, a Republican, an independent or none of these?

	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Democrat	258	26	54	27
	31%	26%	34%	26%
Republican	199	27	51	39
	24%	27%	32%	38%
Independent	222	30	34	21
	27%	30%	21%	20%
None of these	145	17	21	17
	18%	17%	13%	16%
No Response	0	0	0	0

Q38: When it comes to politics, do you usually think of yourself as...

	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Extremely Liberal	39	3	7	6
	5%	3%	4%	6%
Liberal	175	14	34	15
	21%	14%	21%	14%
Slightly Liberal	105	12	16	7
	13%	12%	10%	7%
Moderate	197	24	42	29
	24%	24%	26%	28%
Slightly Conservative	101	8	17	12
	12%	8%	11%	12%
Conservative	136	27	32	20
	17%	27%	20%	19%
Extremely Conservative	17	4	2	3
	2%	4%	1%	3%
Haven't thought much about it	54	8	10	12
	7%	8%	6%	12%
No Response	0	0	0	0

Q39: When it comes to religion, do you consider yourself...

	Physician a	RN b	NP c	PA d
Total Responding	823	100	160	104
	100%	100%	100%	100%
Protestant (Baptist, Methodist, non-denominational, Lutheran, Presbyterian, Pentecostal, Episcopalian, Reformed, Church of Christ, Jehovah's Witness, etc.)	154	40	50	30
	19%	40%	31%	29%
Roman Catholic (Catholic)	136	32	46	24
	17%	32%	29%	23%
Mormon (Church of Jesus Christ of Latter-Day Saints/LDS)	9	0	2	0
	1%	0%	1%	0%
Orthodox (Greek, Russian, or other orthodox church)	15	0	1	0
	2%	0%	1%	0%
Jewish (Judaism)	87	2	7	8
	11%	2%	4%	8%
Muslim (Islam)	42	0	0	0
	5%	0%	0%	0%
Buddhist	18	2	0	1
	2%	2%	0%	1%
Hindu	60	0	0	0
	7%	0%	0%	0%
Atheist (do not believe in God)	52	0	3	4
	6%	0%	2%	4%
Agnostic (not sure if there is a God)	64	1	10	5
	8%	1%	6%	5%
Nothing in particular	83	7	11	8
	10%	7%	7%	8%
Just Christian	61	11	18	20
	7%	11%	11%	19%
Unitarian (Universalist)	8	0	3	0
	1%	0%	2%	0%
Something else - please specify:	34	5	9	4
	4%	5%	6%	4%
No Response	0	0	0	0