<table>
<thead>
<tr>
<th>Instrument Title:</th>
<th>Perceived Quality of Medical Care (PQMC)</th>
</tr>
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<tbody>
<tr>
<td>Instrument Author:</td>
<td>Richmond, V. P., Smith, R. S., Heisel, A. M., &amp; McCroskey, J. C.</td>
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</table>
**Directions:** Please indicate on the six items below how you feel about the quality of medical care you have received. Circle one, and only one, response for each item. The middle score (4) indicates you are undecided. Score numbers closer to the adjective you think is most representative of your view indicate stronger views.

1. High Quality 1 2 3 4 5 6 7 Low Quality
2. Personable 1 2 3 4 5 6 7 Impersonal
3. Uncaring 1 2 3 4 5 6 7 Caring
4. Concerned 1 2 3 4 5 6 7 Unconcerned
5. Beneficial 1 2 3 4 5 6 7 Not Beneficial
6. Unsatisfactory 1 2 3 4 5 6 7 Satisfactory

**Scoring:**

Step 1. Add the numbers circled for items 1, 2, 4, and 5.

Step 2. Add the numbers circled for items 3 and 6.

Step 3. Complete the following formula: \( \text{PQMC} = 32 + \text{score of Step 2} - \text{score of Step 1} \).