

Dear Sir or Madam,

Living Life is a new initiative by the Development Economics, Global Indicators Group of the World Bank. The project aims to study the quality and efficiency of the interaction between citizens and their governments, in those administrative procedures that the majority of citizens need to go through over a lifetime.

Data collected by *Living Life* will be presented in a report and used to identify best practices around the world. The study covers nine different areas:

1. Registering a birth;
2. Registering a death;
3. Getting an ID;
4. Voting;
5. Paying taxes;
6. Access to health;
7. Access to education;
8. Access to electricity;
9. Access to water and sanitation.

Living Life is made possible by the pro bono (free of charge) contributions from lawyers, civil society organizations, international experts, government officials and representatives of service providers working in the local context of the countries covered by the project.

We would be honored to benefit from your expertise for the *Living Life* project. Your contribution will be acknowledged in the printed edition of the global report. We are contacting you with reference to the “Access to Health” indicator in <<Economy>>, but please do let us know if you are interested in contributing to any of the other eight indicators according to your expertise.

“Access to Health” seeks to collect information about procedures, requirements, time and cost for a citizen to access health services such as family planning, antenatal care, skilled birth attendance, child immunization, and HIV/Tuberculosis treatment. The questionnaire seeks your objective responses to assist the project team in data collection. Please refer to the instruction page and review the guidelines for answering the questionnaire. A glossary is available at the end of the questionnaire for definitions of relevant terms.

Please return the completed questionnaire to <<Email>> no later than <<Deadline>>. If you have any questions, do not hesitate to contact us. We appreciate your time and effort.

Thank you for your invaluable contribution to the *Living Life* project and to the work of the World Bank Group.

Sincerely,

Primary Contributor Information: Please check the box next to information you do not want us to publish.

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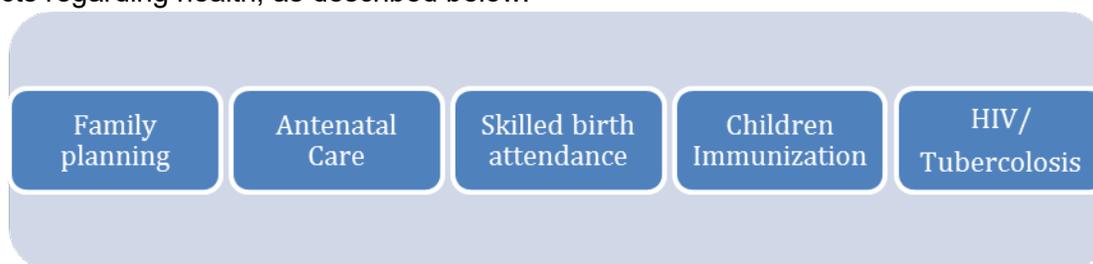
First name	Last name	Position	Firm/ Institution	Address	Phone	E-mail

HOW TO ANSWER THE QUESTIONNAIRE

1. Please provide your contact information and the information regarding others who contributed to the completion of this survey. Please indicate whether, in recognition of your contribution, you would like your contact information on our publication.
2. Please review the assumptions in order to fully understand the context of the survey. If you have any questions about the assumptions or any instructions, please feel free to contact us.
3. For questions requiring a “Yes” or “No” answer, please check in the appropriate box. If you do not know the answer, please leave blank. For other questions, we have provided “blocks” to type in lengthy answers or information. As you type in the answers, the blocks expand to accommodate your answers however long.
4. Please use the field called “legal basis” to indicate the legal source of your answer. Please cite the name of the law and the specific applicable articles or sections. If “No applicable provisions could be located,” please use that expression as the answer. Any comments relevant to understanding your answer should also be entered here.
5. Please refer to the glossary at the end of questionnaire for definitions of relevant terms.
6. A procedure is an interaction between the citizen and the government or administrative branch, directly or indirectly. Procedures can be simultaneous and their time of completion should be counted jointly and not subsequently.
7. A step is a component part of a procedure. These may include submitting, filing, signing, etc.
8. Time is measured in calendar days. The minimum time for a procedure is 1 day (e.g. even if a procedure is completed within less than 24 hours, it should be considered as a day). For procedures that can be completed online in less than 1 day, the duration should be noted as “Less than one day (online procedure)”.
9. Cost reflect only official fees and taxes. Cost should be reported in units of the local currency.

QUESTIONNAIRE FOCUS

To conduct the pilot module on access to health services, Living Life will focus on 5 main aspects regarding health, as described below:



CASE ASSUMPTIONS

For each aspect there will be a specific set of questions to be answered. Each set will have a different case assumption that will serve to provide the appropriate context for the answers. Generally, the study will reflect the reality of the following city:

Country: <<Economy>>

City covered: <<Main Business City>>

A. Family Planning

Please, consider the following case assumptions in order to answer this set of questions:

The woman: is a sexually active married woman between 21-49 years old, in good health condition and medically eligible for the use of combined oral contraceptives. She resides in <<Main Business City>> and is a citizen, a legally recognized national of <<Economy>>, either native or naturalized. She is formally employed, and she does NOT have private health insurance.

1. What institution within the public health care system provides family planning services?

Primary health care clinics	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Hospitals	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other (Specify)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

1.1. If your answer was “Yes” for **more than one** public health institution above, please indicate which one is the most commonly accessed for family planning services.

1.2. Please, use this space for any additional information or comment.

To answer the following set of questions, please take into consideration the most commonly accessed public health institution for family planning services.

2. Can the woman obtain a prescription for a combined oral contraceptive through a visit with a gynecologist at the public health institution? Yes No

3. Please, list all the procedures required to obtain a prescription for a combined oral contraceptive, indicating the number of days it takes to complete each procedure, and the respective cost in local currency. Please, consider the visit with the gynecologist as a separate procedure.

Description of Procedure	Period in Days	Cost in Local Currency

3.1. Can any of the procedures listed above be done simultaneously with another procedure? Yes No

4. Can an unmarried woman obtain the same prescription for a combined oral contraceptive in the same way as a married woman? Yes No

5. Are there provisions to protect individual privacy rights in terms of the personal and sensitive information collected by the public health institution in the process of prescribing a combined oral contraceptive? Yes No

5.1. If yes, please provide the legal basis

B. Antenatal Care

Please, consider the following case assumptions in order to answer this set of questions:

The pregnant woman: is a 30 year-old woman who is married, has not given birth or been pregnant before. She has no complications during the pregnancy and her childbirth method is set to be natural (vaginal) delivery. She resides in <<Main Business City>> and is a citizen, a legally recognized national of <<Economy>>, either native or naturalized. She is formally employed, and she does NOT have private health insurance.

6. What institution within the public health care system provides antenatal care services to pregnant women?

Primary health care clinics	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Hospitals	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other (Specify)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

6.1. If your answer was "Yes" for **more than one** public health institution above, please indicate which one is the most commonly accessed for antenatal care services to pregnant women.

6.2. Please, use this space for any additional information or comment.

To answer the following set of questions, please take into consideration the most commonly accessed public health institution for antenatal care services to pregnant women.

7. Please, list all the procedures required to obtain an antenatal care visit at the public health institution, indicating the number of days it takes to complete each procedure, and the respective cost in local currency, if applicable.

Description of Procedure	Period in Days	Cost in Local Currency

7.1. Can any of the procedures listed above be done simultaneously with another procedure? Yes No

8. Are antenatal visits free for patients? Yes No

8.1. If yes, how many visits are provided for free during the pregnancy period?

8.2. If no, are there any government programs to subsidize antenatal care visits? Yes No

9. Does a pregnant woman need to be accompanied by someone else to the antenatal appointments? Yes No

10. Does the public health institution keep a record of the antenatal care visit? Yes No

11. Does the pregnant woman receive a copy of her antenatal care visit records? Yes No

12. Are there provisions to protect individual privacy rights in terms of the personal and sensitive information collected by the public health institution during the antenatal care visit?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
C. Skilled Birth Attendance		
<p>Please, consider the following case assumptions in order to answer this set of questions:</p> <p>The pregnant woman: is a 30 year-old woman who is married, has not given birth or been pregnant. She has no complications during the pregnancy and her childbirth method is set to be natural (vaginal) delivery. She resides in <<Main Business City>> and is a citizen, a legally recognized national of <<Economy>>, either native or naturalized. She is formally employed, and she does NOT have private health insurance.</p> <p>Skilled birth attendant: is a skilled health professional (i.e. doctors, nurses, or midwives)</p>		
13. What institution within the public health care system provides a skilled birth attendant for pregnant women during labor?		
Primary health care clinics	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Hospitals	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other (Specify)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<p>13.1. If your answer was “Yes” for more than one public health institution above, please indicate which one is the most commonly accessed for providing skilled birth attendants.</p> <p>13.2. Please, use this space for any additional information or comment.</p>		
<p>To answer the following set of questions, please take into consideration the most commonly accessed public health institution for providing skilled birth attendants for pregnant women during labor.</p>		
14. Is there a cost associated with having a skilled birth attendant at the time of the birth?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
14.1. If yes, please indicate the cost in local currency: CLP		
15. Are there any government programs to subsidize skilled birth attendance at birth?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
16. Is it possible to have a skilled birth attendant at the pregnant woman’s home at the time of birth?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
D. Children Immunization		
<p>Please, consider the following case assumptions in order to answer this set of questions:</p> <p>The parent: is a 30 year-old woman who is married and has a 1 year-old child (male). They both reside in <<Main Business City>> and are citizens, legally recognized nationals of <<Economy>>, either native or naturalized. The woman is formally employed, and neither she nor the child have private health insurance.</p> <p>DTP coverage: immunization among 1 year-old children.</p>		
17. Is diphtheria-tetanus-pertussis (DTP) immunization mandatory by law?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
17.1. If yes, please indicate the legal basis		

17.2. If yes, is there an age requirement for DTP immunization?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
17.2.1. If yes, please indicate the age requirement			
18. What institution within the public health care system provides DTP immunization?			
Primary health care clinics	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Hospitals	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Other (Specify)	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
18.1. If your answer was "Yes" for more than one public health institution above, please indicate which one is the most commonly accessed for DTP immunization services.			
18.2. Please, use this space for any additional information or comment.			
<i>To answer the following set of questions, please take into consideration the most commonly accessed public health institution for DTP immunization services.</i>			
19. How many doses of DTP immunization are provided by the public health institution?			
20. Please, list all the procedures required to obtain the DTP immunization doses at the public health institution, indicating the number of days it takes to complete each procedure, and the respective cost in local currency, if applicable.			
Description of Procedure	Period in Days	Cost in Local Currency	
20.1. Can any of the procedures listed above be done simultaneously with another procedure?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
21. Please, indicate the documents required for a child to get DTP immunization shots			
22. Does the public health institution keep records of immunization procedures?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
23. Does the patient (i.e. parents or legal guardian) receive a record proof of the		Yes <input type="checkbox"/>	No <input type="checkbox"/>

immunization?		
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E. HIV/AIDS

Please, consider the following case assumptions in order to answer this set of questions:

The patient: is a 40 year-old sexually active married man that has never been tested for HIV/AIDS before. He resides in <<Main Business City>> and is a citizen, a legally recognized national of <<Economy>>, either native or naturalized. He is formally employed, and he does NOT have private health insurance.

24. What institution within the public health care system offers testing for HIV/AIDS?

Primary health care clinics	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Hospitals	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other (Specify)	Yes <input type="checkbox"/>	No <input type="checkbox"/>

24.1. If your answer was “Yes” for **more than one** public health institution above, please indicate which one is the most commonly accessed for testing for HIV/AIDS.

24.2. Please, use this space for any additional information or comment.

To answer the following set of questions, please take into consideration the most commonly accessed public health institution for testing for HIV/AIDS.

25. Please, list all the procedures required to be tested for HIV/AIDS at the public health institution, indicating the number of days it takes to complete each procedure, and the respective cost in local currency, if applicable.

Description of Procedure	Period in Days	Cost in Local Currency

25.1. Can any of the procedures listed above be done simultaneously with another procedure? Yes No

26. Does the public health institution offer antiretroviral therapy (ART) for HIV? Yes No

27. Please, list all the procedures required to have access to antiretroviral therapy (ART) at the public health institution, indicating the number of days it takes to complete each procedure, and the respective cost in local currency, if applicable. Please include all procedures from the first interaction of the patient with the public health institution until the first session of ART treatment.

Description of Procedure	Period in Days	Cost in Local Currency

27.1. Can any of the procedures listed above be done simultaneously with another procedure?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
28. Is there a cost associated with the ART treatment?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
28.1. If yes, please indicate the cost in local currency: CLP		
29. Can a married woman obtain access to ART treatment in the same way as a married man?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
30. Can an unmarried woman obtain access to ART treatment in the same way as an unmarried man?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
F. Tuberculosis		
<i>Please, consider the following case assumptions in order to answer this set of questions:</i>		
<i>The patient: is a 40 year-old man who resides in <<Main Business City>> and is a citizen, a legally recognized national of <<Economy>>, either native or naturalized. He is formally employed, and he does NOT have private health insurance.</i>		
31. What institution within the public health care system offers Tuberculosis testing and treatment?		
Primary health care clinics	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Hospitals	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Other (Specify)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
31.1. If your answer was "Yes" for more than one public health institution above, please indicate which one is the most commonly accessed for Tuberculosis testing and treatment.		
31.2. Please, use this space for any additional information or comment.		
<i>To answer the following set of questions, please take into consideration the most commonly accessed public health institution for Tuberculosis testing and treatment.</i>		
32. Please, list all the procedures required to be tested for Tuberculosis at the public health institution, indicating the number of days it takes to complete each procedure, and the respective cost in local currency, if applicable.		
Description of Procedure	Period in Days	Cost in Local Currency
32.1. Can any of the procedures listed above be done simultaneously with another procedure?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
33. Is there a cost associated with the Tuberculosis testing?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
33.1. If yes, please indicate the cost in local currency: CLP		

34. Does the public health institution offer a specific treatment for Tuberculosis?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
35. Please, list all the procedures required to have access to Tuberculosis treatment at the public health institution, indicating the number of days it takes to complete each procedure, and the respective cost in local currency, if applicable.		
Description of Procedure	Period in Days	Cost in Local Currency
35.1. Can any of the procedures listed above be done simultaneously with another procedure?		Yes <input type="checkbox"/>
		No <input type="checkbox"/>
36. Is there a cost associated with the Tuberculosis treatment?		Yes <input type="checkbox"/>
		No <input type="checkbox"/>
36.1. If yes, please indicate the cost in local currency: CLP		
G. Additional Information		
37. Please provide any additional information on access to health which you think is important and we may have omitted in this questionnaire.		

GLOSSARY

AIDS: Is a syndrome caused by the HIV virus and it represents the last stage of HIV infection, since the body can no longer defend itself and may develop various diseases, infections and, if left untreated, death.

Antenatal care: Is the care received by a pregnant woman from healthcare professionals during pregnancy. It usually consists of a series of appointments with a midwife or specialized doctor to check if the pregnancy is developing accordingly.

Antiretroviral Therapy (ART): Is the combination of several antiretroviral medicines used to slow the rate at which HIV makes copies of itself in the body. It consists in a combination of three or more antiretroviral medicines in order to be more effective and fight the HIV virus.

Combined oral contraceptive: Hormonally active pills which are usually taken by women on a daily basis to avoid or prevent pregnancy. The pills normally contain either two hormones combined (progestogen and estrogen) or a single hormone (progestogen).

DTP vaccine: Is the Diphtheria-tetanus-pertussis vaccine and is made from diphtheria toxoid, tetanus toxoid, and pertussis vaccine. It is a liquid vaccine.

Family Planning: Family planning allows individuals and couples to anticipate and attain their desired number of children and the spacing and timing of their births. It is achieved through use of modern methods of contraception such as intrauterine devices, the pill, contraceptive implants, hormonal injectables, condoms, and female/male sterilization.

Health insurance: Type of insurance coverage that covers the costs of medical and surgical expenses for the covered individual.

HIV: Is a virus that gradually attacks the immune system and makes it difficult for a person's body to fight infections and diseases. The virus destroys a type of white blood cells called T-helper cell (CD4 cell) and makes copies of itself inside them.

Immunization: The process whereby a person is made immune or resistant to an infectious disease, typically by the administration of a vaccine. The vaccine acts by stimulating the body's immune system to protect the person against infections and diseases.

Primary Health Care Clinic: A facility that provides first level health care by a trained workforce comprised of general practitioners, offering illness prevention, treatment of minor injuries, and care to various diseases that do not require a specialized practitioner or treatment.

Skilled Birth Attendant: An accredited health professional – such as midwife, doctor or nurse – who has been educated and trained to proficiency in the skills needed to manage normal (uncomplicated) pregnancies, childbirth and the immediate postnatal period, and in the identification, management and referral of complications in women and newborns.

Subsidy: Normally understood as the financial aid or support extended to an economic sector, an institution, a business, or an individual, with the aim of promoting economic and social development.

Tuberculosis: Is an infectious bacterial disease characterized by the growth of nodules (tubercles) in the tissues, especially the lungs.