

### Part C: Anonymous patient information

Section 1 – Selecting your \_\_\_\_ patient (1<sup>st</sup> – 4<sup>th</sup>)

The data you are entering in this section is not linked to your identity and is registered separately from the data you entered in Part B.

Using the date which will be provided to you below, look in your work calendar and identify the first patient you saw in the following 24-hours. The patient must be a new patient, or an existing patient with a new episode (i.e. returning with a new complaint or with a recurrent complaint, but symptom-free for at least six weeks since their previous appointment).

Please get a random date and time by scanning the QR-code with your smartphone. If you do not have a QR-reader installed, just go to your AppStore and download a free QR-code reader. Alternatively, you can enter the address in to your browser.



bit.ly/2n5Fcub

- C1\_1 Did you see a new patient or a returning patient with a new episode in the 24-hours following the given date and time?
  - O Yes (go to C2)
  - O No

Please refresh the page to be provided with a new date.

- C1\_2 Did you see a new patient or a returning patient with a new episode in the 24-hours following the given date and time?
  - O Yes (go to C2)
  - O No



Please refresh the page to be provided with a new date.

C1_3	Did you see a new patient or a returning patient with a new episode in the 24-hours following the given date and time?							
	O Yes	(go to C2)						
	O No							
Please	refresh the pa	age to be provided with a new date.						
C1_4	_	e a new patient or a returning patient with a new episode in the 24-wing the given date and time?						
	O Yes	(go to C2)						
	O No							
Please	refresh the pa	age to be provided with a new date.						
C1_5	_	a new patient or a returning patient with a new episode in the 24-wing the given date and time?						
	O Yes	(go to C2)						
	O No							
Please	refresh the pa	age to be provided with a new date.						
C1_6	-	a new patient or a returning patient with a new episode in the 24-wing the given date and time?						
	O Yes	(go to C2)						
	O No							



Please refresh the page to be provided with a new date.

C1_7	Did you see a new patient or a returning patient with a new episode in the 24-hours following the given date and time?							
	O Yes	(go to C2)						
	O No							
Please	refresh the pa	age to be provided with a new date.						
C1_8	<del>-</del>	a new patient or a returning patient with a new episode in the 24-wing the given date and time?						
	O Yes	(go to C2)						
	O No							
Please	refresh the pa	age to be provided with a new date.						
C1_9	<del>-</del>	e a new patient or a returning patient with a new episode in the 24-wing the given date and time?						
	O Yes	(go to C2)						
	O No							
Please	refresh the pa	age to be provided with a new date.						
C1_10		e a new patient or a returning patient with a new episode in the 24-wing the given date and time?						
	O Yes	(go to C2)						
	O No							



Please refresh the page to be provided with a new date.

(continue with Section 2 – General patient information)

C1_11	hours following the given date and time?						
	O Yes	(go to C2)					
	O No						
Please	refresh the pa	age to be provided with a new date.					
C1_12	-	a new patient or a returning patient with a new episode in the 24- ving the given date and time?					
	O Yes	(go to C2)					
	O No						
It seem	s like you are	having difficulties finding a timeframe where you saw a patient.					
		/aucher by writing an email to <u>paul.vaucher@hes-so.ch</u> to be provided meframe that suits you better.					
C2	In which mo	onth did this patient appointment take place?					
С3	On which da	ay of the week did this patient appointment take place?					
C4	At what tim	ne did the patient appointment start?					
	O Befo	re 8 AM					
	O Betw	veen 8 AM and 9:59 AM					
	O Betw	veen 10 AM and 3:59 PM					
	O Betw	veen 4 PM and 5:59 PM					
	O 6 PM						

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## Section 2 – General patient information

We recommend you to make a note in the patient's record, that you have used this patient's record for the SwissOsteoSurvey. This will allow you to inform the patient, should they ask you in the future.

Please answer the following questions based on the information in your patient's records.

Patient sex
(if sex is ambiguous, refer to the sex the patient identifies to)
O Male O Female
Is your patient above 2 years of age?
O Yes (go to C6b)
O No (go to C6c)
Patient age in years:  (go to C7)
(80 00 0.)
Patient age in months:
Residential region:
O Lake Geneva Region (GE, VD, VS)
O Espace midlands (BE, FR, JU, NE, SO)
O Northwestern Switzerland and Zurich (AG, BS, BL, ZH)
O Eastern Switzerland (AI, AR, GL, SG, SH, TG)
O Central Switzerland (LU, NW, OW, SZ, UR, ZG)
O Graubünden and Ticino (GR, TI)



C8	How would you describe the patient's current work status?					
	(tick all applicable boxes)					
	☐ <u>Pupil/student</u>					
	O Pre-school					
	O Primary school					
<ul><li>Secondary school</li><li>Tertiary education/higher education/universit</li></ul>						
	O At what percentage? (42h/w = 100%):					
	O Don't know/can't tell from the records					
	□ <u>Employed</u>					
	O At what percentage? (42h/w = 100%):					
	O Don't know/can't tell from the records					
	☐ Housewife/househusband					
	☐ Not currently working/studying					
	O Unemployed for health reasons					
	O Retired					
	O Infant/child					
	O Other (please specify):					
	☐ Don't know/can't tell from the records					
С9	Has the patient ever had any osteopathic treatment before? (tick all applicable boxes)					
	☐ Yes, with me for a previous episode of the same complaint					
	☐ Yes, with me for a different complaint					
	☐ Yes, with another osteopath					
	□ No					
	☐ Don't know/can't tell from the records					
C10	Was the patient referred to you by someone?					
	O Yes					
	O No (go to C11)					
	O Don't know/can't tell from the records (go to C11)					



#### C10b Who referred the patient to you?

0	General practitioner
0	Dentist
0	Pharmacist
0	Chiropractor
0	Another medical specialist, please specify
0	Another osteopath
	(including an assistant)
0	Midwife
0	Physiotherapist
0	Occupational therapist
0	Nutritionist
0	Nurse practitioner
0	Another allied health professional, please specify
0	Complementary therapist

#### C11 How long did the patient have to wait to see you?

- O 1 Day or less
- O 2-3 days
- O 4-7 days
- O 8 days or more
- O Don't know/can't tell from the records



Section 3 – Information about the patient's complaint at the first appointment

C12	How would you describe the <u>main</u> presenting complaint? (tick all applicable boxes)							
	Musculoskeletal pain or dysfunction							
	Infancy-related complaints							
	Dentistry/orthodontics							
	Ear-nose-throat							
	Neurological							
	Rheumatological							
	Gastrointestinal							
	Obstetrical							
	Gynaecological							
	Psychological							
	Endocrinological							
	Respiratory							
	Cardiovascular							
	Urogenital							
	Dermatological							
	Ophthalmological							
	General/non-specific							
	Prevention							
	Other (please specify):							



**C13** 

	O 24h or less
	O 1–2 days
	O 2–7 days
	O 1–4 weeks
	O 1–6 months
	O 6–12 months
	O 1–2 years
	O 2–5 years
	O 5–10 years
	O More than 10 years
	O Don't know/can't tell from the records
C1 /	Defens this first appaintment have long had the national been off work /ochoo
C14	<u>Before this first appointment</u> , how long had the patient been off work/school with this problem?
	O Hasn't been off work/school
	O 24h or less
	O 1–2 days
	O 2–7 days
	O 1–4 weeks
	O 1–6 months
	O 6–24 months
	O More than 24 months
	O Don't know/can't tell from the records
C15	Has the patient had previous treatment or undergone investigations for <u>this</u> <u>episode</u> ?
	<u>up.usus</u> .
	O Yes
	O No (go to C16)
	O Don't know/can't tell from the records (go to C16)

For how long has the patient had this problem for, including prior episodes?



C1	5b Who had the patie (tick all applicable b	-	y seen for <u>this (</u>	<u>episode</u> ?			
	☐ General practit	☐ General practitioner					
	☐ Pharmacist	☐ Pharmacist					
	☐ Physiotherapis	t					
☐ Other osteopath							
	☐ Other assistant	osteopath					
	☐ Complementar	y therapist					
	☐ Medical specia	list (please s	pecify):				
	☐ Other (please s	pecify):					
	5c What type of inves have you seen the (tick all applicable b	report or th	<del>-</del>	performed for this coresults?  Seen			
		Done	Report	Exam Results			
	X-ray						
	CT scan						
	MRI						
	Other types of imaging						
	Blood test						
	Urine analysis						
	Other (please specify):						
C1	(tick all applicable by Self-medication  ☐ Prescribed med ☐ Manual therap ☐ Surgery ☐ Complementar	ooxes)  dication  y  y medicine	he patient alre	ady received for <u>this (</u>			
	Other (please s	pecify):					



Please describe the onset of symptoms:

**C16** 

	0	Traumat	ic onset							
	0	Acute/su	ıdden on	set (non t	traumatic	)				
	0	Slow/ins	idious on	set						
	0	Don't kn	ow/can't	tell from	the reco	rds				
C17	Which	n episode	of symp	toms was	s it?					
	0	First epis	ode							
	0	Second e	pisode							
	0	Third epi	sode							
	0	Fourth o	r more e	pisodes						
	0	Don't kn	ow/can't	tell from	the reco	rds				
64.0	n'.i .				•		lb C			
C18	via yo	u recora	tne sevei	rity of the	e main sy	mptoms a	at tne <u>fir</u>	st appo	<u>intment</u> ?	'
	0	Yes								
	0	No (go	to C18c	)						
C18b	Plea	ase indica	te the re	corded s	everity:					
0	1	2	3	4	5	6	7	8	9	10
None					Moderat	e			Worst p	ossible
(go to C1	L9)									
C18c	Plea	ase estim	ate the s	everity o	f main sy	mptoms:				
	0	None								
	0	Mild								
	0	Moderat	e							
	0	Severe								
	0	Worst in	naginable	!						
	0	Don't kn	ow/can't	tell from	the reco	rds				



# C19 Please enter up to four predominate <u>symptom areas</u> in order of priority for the given patient:

Area	1 <sup>st</sup>	2 <sup>nd</sup>	3 <sup>rd</sup>	4 <sup>th</sup>
Head/facial area	0	0	0	0
Temporo-mandibular	0	0	0	0
Neck	0	0	0	0
Shoulder	0	0	0	0
Upper-arm	0	0	0	0
Elbow	0	0	0	0
Forearm	0	0	0	0
Wrist	0	0	0	0
Hand	0	0	0	0
Thoracic spine	0	0	0	0
Thoracic cage	0	0	0	0
Lumbar	0	0	0	0
Sacroiliac/pelvis/groin	0	0	0	0
Gluteal region	0	0	0	0
Hip	0	0	0	0
Thigh/upper leg	0	0	0	0
Knee	0	0	0	0
Lower leg	0	0	0	0
Ankle	0	0	0	0
Foot	0	0	0	0
Abdomen	0	0	0	0
Other	0	0	0	0



# C20 What current co-existing conditions, <u>diagnosed by a medical practitioner</u>, does the patient have?

(tick al	l applicable boxes)					
	Don't know/can't tell from the records					
	None					
Cara	liovascular diseases (CVD)					
	Hypertension					
	Angina					
	CHF (congestive heart failure)					
	MI (myocardial infarct)					
	Stroke/TIA (transient ischaemic attack)					
	Peripheral vascular disease					
	Other CVD disease					
Men	tal disorders					
	Anxiety					
	Depression					
	Dementia					
	Other mental disorder					
Rhei	umatological disorders					
	Arthritis					
	Osteoporosis					
	Other rheumatological disorder					
Sens	orial and neurological disorders					
	Migraine					
	Hearing impairment					
	Visual impairment					
	Neurological disease					
	Other neurological disorder					
Resp	piratory disorders					
	l Asthma					
	COPD (chronic obstructive pulmonary disease)					
	Other respiratory disorder					



Kidney/liver disorders
☐ Kidney disease
☐ Liver disease
☐ Other kidney/liver diseases
Digestive disorders
☐ Upper gastrointestinal disease
☐ Chronic inflammatory disease (Crohn's disease / ulcerative colitis)
☐ Irritable bowel syndrome (IBS)
☐ Other diagnosed digestive disorders
General disorders/conditions
☐ Pregnancy
☐ Anaemia
☐ Diabetes
□ Cancer
☐ Other general disorder condition
Other (please specify):



## Section 4 – Treatment and Management

C21	of the following examination procedures did you use during the first visit? I applicable boxes)
	Don't know/can't tell from the records (go to C22)
	None (go to C22)
	Observation
	Palpation of position/structures
	Palpation of tenderness
	Joint range of motion
	Palpation of joint movement quality
	Visceral mobility
	Cranial mobility
	Fascial testing
	Neurolymphatic reflex tests (eg. Chapman and Jarricot Reflex)
	Nerve stretch tests
	Muscle function
	Orthopaedic tests
	Percussion and auscultation
	Neurological examination
	Patient questionnaires (e.g. Oswestry Disability Index)
	Otoscopy (ear/nose/throat)
	Ophthalmoscopy (eyes)
	Diagnostic imaging (e.g. X-ray, MRI)
	Blood analysis
	Urine analysis
	Other (please specify):



C21b	Hov	w was consent gained for <u>examination</u> ?	
	(ple	ease note that you cannot be identified fror	n the responses you give)
	0	Implied consent	
	0	Verbal	
	0	Written	
	0	Written and verbal	
	0	Other (please specify):	
	0	Don't know/can't tell from the records	
	0	No consent taken	
C22		treatment plan was agreed with the patier	nt?
	(tick al	ll applicable boxes)	
		Osteopathic management	
		Single consultation only	
		Patient was referred on	
		No treatment plan agreement	
		Don't know/can't tell from the records	
C23	What	types of treatment approaches were used	with the patient?
	(tick al	ll applicable boxes)	
		Don't know/can't tell from the records	(go to C24)
		None (go to C24)	
		Soft tissue techniques	
		Articulatory techniques	
		HVLA thrust	
		Cranial techniques	
		Muscle energy	
		Strain/counterstrain	
		Functional technique	
		General osteopathic treatment (GOT)	
		Visceral	
		Myofascial release (MFR)	
		Inhibition techniques (e.g. trigger points)	
		Biodynamic approach	
		No hands-on treatment	



C23b

	Exercise – strengthening
	Exercise – stretching
	Exercise – proprioception
	Exercise – mindfulness
	Relaxation
	Self-management
	Lifestyle advice
	Pain neuroscience education (PNE)
	Dietary advice
	Self-medication advice
	Nutrition therapy
	Orthotics
	Psychological treatment
	Hypnosis
	Acupuncture
	Dry needling
	Homeopathy
	Herbal medicine
	Applied or clinical kinesiology
	Bio-resonance therapy
	Electro-therapy
	Prescription of medication
	Injections
	Other (please specify):
_	
	w was consent gained for <a href="mailto:treatment">treatment</a> ?  **rase note that you cannot be identified from the responses you give)
hie	ase note that you cannot be identified from the responses you give)
0	Implied consent
0	Verbal
0	Written
0	Written and verbal
0	Other (please specify):
0	Don't know/can't tell from the records
0	No consent



# C24 Were any of the following procedures conducted and were you able to obtain specific consent?

(specific consent is only valid if patients were explicitly given the option to refuse the proposed procedure)

Procedure	Condu	Conducted		nsent
	Yes	No	Yes	No
Rectal	0	0	0	0
Vaginal	0	0	0	0
Oral	0	0	0	0
In-ear	0	0	0	0
Cervical HVT	0	0	0	0
Thoracic HVT	0	0	0	0
Lumbar HVT	0	0	0	0

#### C25 Did you discuss any of the following with the patient?

	Yes	No	Can't tell
Treatment options for the presenting complaint	0	0	0
Possible risks and side effects of treatment	0	0	0
Anticipated response to treatment	0	0	0
Anticipated number of treatments	0	0	0
Ways to avoid recurrences in the future	0	0	0
An explanation of the presenting complaint	0	0	0

C26	What self-management strategies, if any, did you recommend to the patient?
	(tick all applicable boxes)

Don't know/can't tell from the records
None
Application of heat
Application of cold
Contrast bathing
RICE protocol (rest ice compression elevation)
Rest



	Strengthening exercise
	Stretching exercise
	Proprioceptive exercise
	Mindfulness exercise
	General physical activity
	Relaxation advice
	Advice concerning physical activity
	Vitamins or other nutritional supplements
	Natural remedies
	Naturopathic neuromuscular techniques (kinesiology)
	Other (please specify):
C27 Who	paid for most of the treatment?
0	The patient
0	Patient's private insurance company
0	Employer's accident insurance company
0	Private accident insurance company
0	Invalidity insurance
0	Patient's employer
0	Other (please specify):
0	Don't know/can't tell from the records
C28 Is an i	insurance case or litigation claim pending in relation to the presenting laint?
0	Yes
0	No
0	Don't know/can't tell from the records
C29 How	much time did you spend on this first appointment?
0	Don't know/can't tell from the records (go to C30)
	minutes



# What proportion of this time did you (approximately) spend on the following? (Enter "999" if you don't know/can't tell from the records)

Case history	min
Examination	min
Discussion of treatment	min
Discussion of consent	min
Treatment	min
Advice and guidance (including psychological support)	min
Administration	min
Other (please specify:)	min

#### C30 Did the patient return for a second appointment?

O Yes (go to	C31)
--------------	------

O No

#### C30b Why not?

(tick all applicable boxes)

- ☐ The patient was referred to another health care practitioner
- ☐ The patient was discharged
- ☐ The patient declined to book another appointment
- ☐ The patient didn't attend the scheduled appointment
- ☐ The patient cancelled the appointment
- ☐ Don't know/can't tell from the records

(go to C43)



## Section 5 – The second appointment

C31		e patient report any complications as a result of the first treatment? Il applicable boxes)
		No
		Don't know/can't tell from the records
		Increased pain
		Increased stiffness
		Dizziness
		Nausea
		Headache
		Fatigue
		Serious adverse event
		(If known, please give details):
		Other (please specify):
C32	What	was the patient's overall outcome after the first appointment?
	0	Worst ever
	0	Much worse
	0	Worse
	0	No change
	0	Improved
	0	Much improved
	0	Best ever
	0	Don't know/can't tell from the records
C33	appoii	types of treatment approaches were used with the patient at the second ntment?
		Don't know/can't tell from the records (go to C34)
		None (go to C34)
		Soft tissue techniques
		Articulatory techniques
		HVLA thrust
		Cranial techniques



Muscle energy
Strain/counterstrain
Functional technique
General osteopathic treatment (GOT)
Visceral
Myofascial release (MFR)
Inhibition techniques (e.g. trigger points)
Biodynamic approach
No hands-on treatment
Exercise – strengthening
Exercise – stretching
Exercise – proprioception
Exercise – mindfulness
Relaxation
Self-management
Lifestyle advice
Pain neuroscience education (PNE)
Dietary advice
Self-medication advice
Nutrition therapy
Orthotics
Psychological treatment
Hypnosis
Acupuncture
Dry needling
Homeopathy
Herbal medicine
Applied or clinical kinesiology
Bio-resonance therapy
Electro-therapy
Prescription of medication
Injections
Other (please name):



C34	What self-management strategies, if any, did you recommend to the patient? (tick all applicable boxes)					
		Don't know/can't tell from the records				
		None				
		Application of heat				
		Application of cold				
		Contrast bathing				
		RICE protocol (rest ice compression elevation)				
		Rest				
		Strengthening exercise				
		Stretching exercise				
		Proprioceptive exercise				
		Mindfulness exercise				
		General physical activity				
		Relaxation advice				
		Advice concerning physical activity				
		Vitamins or other nutritional supplements				
		Natural remedies				
		Naturopathic neuromuscular techniques (kinesiology)				
		Other (please state)				
C35	Please	enter the time spent for the second appointment:				
	0	Don't know/can't tell from the records (go to C36)				
		minutes				
C36	Did th	patient return for a third appointment?				
	0	Yes (go to C37)				
	0	No (go to C40)				



# Section 6 – Last appointment of initial course of treatment for this episode

C37	Please enter the total number of treatments for this episode  (up to and including the most recent appointment)							
	0	Don't know/can't tell from the records (go to C40)						
	Amo	unt:						
C38		patient continuing to report any complications as a result of the treatment?						
		No						
		Don't know/can't tell from the records						
		Increased pain						
		Increased stiffness						
		Dizziness						
		Nausea						
		Headache						
		Fatigue						
		Serious adverse event (If known, please give details):						
		Other (please specify):						
C39	What	was the patient's overall outcome at their most recent appointment?						
	0	Worst ever						
	0	Much worse						
	0	Worse						
	0	No change						
	0	Improved						
	0	Much improved						
	0	Best ever						
	0	Don't know/can't tell from the records						



C40 Duration of treatment period for this episode:											
(first to most recent appointment)											
	Use most relevant scale										
	W	Weeks Months									
C41	Has th	e pati	ent cor	mplete	d the ini	tial cou	rse of	treatm	ent for	this episo	ode?
	0	Yes									
O No, treatment is ongoing											
	0	Patie	nt did ı	not reti	urn (reas	on unki	nown)				
	0	Treat	ment t	ermina	ted due	to illne	SS				
	0	Treat	ment t	ermina	ted for f	inancia	l reaso	ns			
	0	Treat	ment t	ermina	ted for o	other re	asons	(please	e specify	):	
C42	Did yo	u reco	ord the	severit	ty of the	main s	ympto	ms at	the last	appointn	nent?
	0	Yes									
	0	No	(go to	C42c)							
C42b	Ple	ase inc	dicate 1	the rec	orded se	everity:					
0 :	1 :	2	3	4	5	6	7	8	9	10	
None				Mo	oderate			١	Worst po	ssible	
(go to C	43)										
C42c	Ple	ase est	timate	the sev	verity of	the ma	in syn	nptoms	s at the l	ast appo	ointment
	0	None									
	0	Mild									
	0	Mode	erate								
	0	Sever	·e								
	0	Wors	t imagi	inable							
	0	Don't	know	/can't t	ell from	the rec	ords				



C43	Were the set treatment goals achieved?					
	0	Don't	t know/can't tell	from the records		
No	t at all		Somewhat	Mostly	Totally	N/A
	0		0	0	0	0
C44		-	ent take time off ler treatment?	work/school since	the first appointn	nent, due to the
	0	Yes				
	0	No	(go to C45)			
	0	Don't	t know/can't tell	from the records	(go to C45)	
C44b	Wa	s the p	patient able to re	eturn to work/scho	ol?	
	0	Yes				
	0	No	(go to C45)			
	0	Don't	t know/can't tell	from the records	(go to C45)	
C44c		w long rk/sch	· -	ntment was the pat	tient able to return	ı to
	0	Same	e day			
	0	Follo	wing day			
	0	2–7 c	days			
	0	1–4 v	weeks			
	0	1–6 r	nonths			
	0	6–12	months			
	0	More	than 12 months	i		
	0	Don't	t know/can't tell	from the records		
C45	Did yo	u con	tact the patient's	s general practition	er during this cou	rse of treatment?

O Yes

O No

(go to C46)

O Don't know/can't tell from the records (go to C46)



C45b	Wh	Why did you contact the patient's general practitioner?							
	(ticl	c all applicable boxes)							
		Patient was referred by the general practitioner							
		To request further information or investigations							
		General practitioner had requested information							
		To discuss referral for other treatment							
		Other (please specify):							
		Don't know/can't tell from the records							
C46	What i	future course of care was agreed upon at the last appointment?							
	0	Don't know/can't tell from the records							
	0	None planned							
	0	Patient was discharged							
	0	Patient opted to return for episodic care							
	0	Patient awaiting results of investigations							
	0	Patient was referred on for investigations/treatment							
	0	Still continuing initial course of treatment							
	0	Patient planning to return for further treatment if necessary							
	0	Other (please specify):							
		the first appointment, was the patient seen by anyone else for the main							
	condit	ion they have seen you for?							
	0	Yes							
	0	No (go to the end of this section)							
	0	Don't know/can't tell from the records (go to the end of this section)							



C47b	Who were they seen by?							
	(tick all applicable boxes)							
	☐ Accident and emergency ward							
	☐ Their general practitioner							
	☐ Other osteopath							
	Dentist/orthodontist							
	☐ Other medical consultant (please specify):							
	☐ Complementary therapist (please specify):							
	☐ Psychologist							
	☐ Other healthcare provider (please specify):							
	☐ Don't know/can't tell from the records							
0.17								
C47c	Please specify to whom you referred the patient to:							
	(tick all applicable boxes)							
	☐ I didn't refer the patient							
	☐ Accident and emergency ward							
	☐ Their general practitioner							
	☐ Other osteopath							
	☐ Dentist/orthodontist							
	☐ Other medical consultant (please specify):							
	☐ Complementary therapist (please specify):							
	☐ Psychologist							
	☐ Other healthcare provider (please specify):							
	☐ Don't know/can't tell from the records							

## Completion of data entry

Thank you for entering your patient's data. If you have any questions, or problems, copying the data into the system, please contact Roy Macdonald during normal office hours on Wednesday, on Thursday afternoons or on Friday mornings at +41 (0)26 429 6113 or at roy.macdonald@hefr.ch.

#### **END OF SURVEY QUESTIONNAIRE**