

Table 5

Factor Analysis of Items Related to the Patient/Physician Relationship before Implementing Electronic Health Records (EHRs)

Items	Factor Loadings	
	Factor 1	Factor 2
v26 Doctor gives needed attention	.807	
v25 Doctor explains reasons for medical tests	.805	
v24 Doctor explains tests and procedures in understandable terms	.796	
v23 Doctor explains problem clearly	.793	
v31 Doctor listens carefully to my complaints	.788	
v22 Doctor answers all questions	.768	
v35 During my medical care I am always allowed to say everything I think is important	.735	
v30 Doctor pays more attention to privacy during care	.728	
v32 Doctor explains reason for prescribed medication	.726	
v34 During visit, doctor performs complete physical check	.712	
v21 Doctor gives needed attention	.689	
v20 Personal manner of physician	.616	
v33 Sometimes I am not confident about the doctor's diagnosis		.772
v29 Doctor sometimes ignores what I say		.730
v36 Sometimes doctor uses unclear medical terms		.657