

Measuring the satisfaction of international hospitalized patients survey

Medical center/ hospital:

Form completion date:

Ward name:	Hospitalization length of stay: days	Have you ever been hospitalized in this hospital? Yes No.....	Address: City..... village.....
Gender: male ☐ female ☐	Age: year	Education Level: Illiterate ☐ High school ☐ diploma ☐ Associate degree ☐ Academic Degree ☐ Etc. ☐	
How to be hospitalized: physician's recommendation ☐ company ☐ hospital website. ☐ Etc. ☐			

Question	Security	1	2	3	4	Nothing to mention
1	Are you satisfied with the way the hospital guards treated you?					
	Information	1	2	3	4	Nothing to mention
2	Are you satisfied with the necessary guidance from the intelligence unit on arrival at the hospital?					
3	Are you satisfied with the signboards in different parts of the hospital?					
	Reception	1	2	3	4	Nothing to mention
4	Are you satisfied with the way IPD employees behave you?					
5	Are you satisfied with the waiting length from the time of filing the case to the transfer to the department?					
	Physician(s)	1	2	3	4	Nothing to mention
6	Are you satisfied with the way doctors treat you?					
7	Are you satisfied with the presence of doctors when needed?					
8	Are you satisfied with the training provided by the doctors (during the treatment and discharge)?					
9	Are you satisfied with the doctors' answers to your questions?					
10	Are you satisfied with drawing the curtain and respecting your privacy while performing medical procedures?					
	Nursing staff	1	2	3	4	Nothing to mention
11	Are you satisfied with the way nurses behave you?					
12	Are you satisfied with the response time of the nurses to the alarm bell?					
13	Are you satisfied with the training provided by the nurses (upon arrival, during treatment and discharge)?					
14	Are you satisfied with drawing the curtain and observing privacy while performing nursing activities?					
	Diagnostic services	1	2	3	4	Nothing to mention
15	If you need diagnostic methods such as radiology, ultrasound, CT scan, etc., are you satisfied with how it is done?					
16	Are you satisfied with the laboratory's diagnostic methods if you need them?					
17	Are you satisfied with the way the staff behaves in the diagnostic units?					
18	Are you satisfied with privacy when carrying out diagnostic measures?					
	Environment and services of the ward	1	2	3	4	Nothing to mention

19	Are you satisfied with the way the service staff behaves and treated you?					
20	How satisfied are you with the way you are transferred to the ward or the transfer between different wards of the hospital?					
21	Are you satisfied with the cleanliness of the ward?					
22	Are you satisfied with the quality and replacement of bedding, blankets and clothes?					
23	Are you satisfied with the amenities (TV, chair, water cooler, telephone, lighting, bed, telephone and prayer hall, cooling status, heating and room ventilation)?					
24	Are you satisfied with the quality of the food?					
25	Are you happy with the distribution time of food?					

Have you had surgery? Yes No..... (If yes, answer the following questions.)

	Operation room	1	2	3	4	Nothing to mention
26	Are you satisfied with the way the surgery room personnel behave?					
27	Are you satisfied with the surgery at the appointed time?					
28	Are you satisfied with the necessary information before the surgery?					
29	Are you satisfied with the care after the surgery room?					
	Hospital management	1	2	3	4	Nothing to mention
30	Are you satisfied with the performance of the hospital's IPD ward?					
31	Are you satisfied with the availability of prescribed drugs?					
32	Are you satisfied with the complaints and criticisms of the patients in this hospital?					
33	Are you satisfied with amenities such as buffet, internet, etc. in this hospital?					

35. In general, at what level do you evaluate your satisfaction with hospital services?

High ☐ medium ☐ low ☐

36. Do you want to refer to this hospital again if you or one of your relatives need to be hospitalized?

Yes

No

Please write down any criticisms or suggestions if you may have.

Regards.