ANNEXURES
Annexure-I

QUESTIONNAIRE FOR OUTDOOR PATIENTS

01. Population catered by the Hospitals
   (i) Below 1,000.
   (ii) 1,000 - 3,000.
   (iii) 3,000 - 5,000.
   (iv) 5,000 - 10,000.
   (v) 10,000 - 30,000.
   (vi) 30,000 - 80,000.
   (vii) 80,000 - 1,20,000.
   (viii) 1,20,000 - 1,50,000.
   (ix) 1,50,000 - 2,00,000.
   (x) Above 2,00,000.

02. Distance covered to attend OPD from residence
   (i) Within 1 km.
   (ii) 1 - 5 kms.
   (iii) 5 - 7 kms.
   (iv) 7 - 10 kms.
   (v) 10 - 15 kms.
   (vi) 15 - 20 kms.
   (vii) 20 - 30 kms.
   (viii) 30 - 40 kms.

03. Total time of attendance of the patient in OPD of the hospitals
   (i) within 30 mts.
   (ii) 31 to 60 mts.
   (iii) 1 hr to 2 hrs.
   (iv) More than 2 hrs.
   (v) More than 5 hrs.

04. Break-up of time taken in hospital OPD
   (A) Registration:
       Upto 15 mts.
       Upto 30 mts.
       Upto 45 mts.
       More than 45 mts.
   (B) Consultation:
       Upto 15 mts.
       Upto 30 mts.
       Upto 45 mts.
       More than 45 mts.
   (C) Examination:
       Upto 15 mts.
       Upto 30 mts.
       Upto 45 mts.
       Upto 60 mts.
       More than 60 mts.
   (D) Supply of Medicine:
       Upto 15 mts.
       Upto 30 mts.
       Upto 45 mts.
       Upto 60 mts.
       More than 60 mts.
   (E) Others
       Upto 15 mts.
       Upto 30 mts.
       Upto 60 mts.
       More than 60 mts.

05. Had you been advised to collect the medicine from outside? Yes No.

06. Do the doctors on duty ask you to come to their private clinics? Yes No.

07. Have you suffered due to wrong diagnosis by the Doctors? Yes No.

08. Have you noticed favoritism or pro-relative jumping in the queue? Yes No.
09. On frequency of visit for check-up, do the doctors advise:
   (i) to come next day
   (ii) to come after 3-4 days
   (iii) to come after 4-5 days
   (iv) to come after 5-6 days
   (v) to come after a week
   (vi) to come after a fortnight
   (vii) to come after a month
   (viii) to come after 3 months
   (ix) not to visit afterwards for the present complaint.

10. Do you avail of the hospital OPD facilities frequently?  
    Yes    No

11. How much do you spend on your health as a percentage of your total expenditure?
    (i) 0 to 4
    (ii) 4 to 8
    (iii) 8 to 12
    (iv) 12 to 16
    (v) Above 16

12. Do you checkup your health with Quacks?  Yes    No.

13. (a) Are you being treated by paramedical staff of the hospital in the absence of the doctors?  
    Yes    No.

   (b) If yes, how often did you face this during last one year?.
   (i) Rarely
   (ii) Infrequently
   (iii) Frequently

14. Are you satisfied with the services of OPD of public hospitals, considering the overall situation?  
    Yes    No.

15. If ‘No’, what are the reasons in your opinion
   (i) Rush of unauthorized persons
   (ii) No proper infrastructure
   (iii) No waiting arrangement
   (iv) No confidence in the treating doctors
   (v) Rough behaviour of the hospital staffs
   (vi) No proper service of paramedical staff
   (vii) No water and Sanitary facilities
   (viii) Unscrupulous doctors keep the patient’s waiting
16. Suggestion for improvement
   (i) Award to sincere staff
   (ii) Proper check and control of unauthorized persons
   (iii) More staff needed
   (iv) Better infrastructure and sanitary facilities
   (v) Punishment for lack of sincerity and punctuality
   (vi) Availability of doctors in the hospitals
   (vii) Quick supply of medicines and test report
   (viii) Lesser waiting time
   (ix) Establishing health facilities close to residence
   (x) More budgetary provision for public hospitals

17. Reason of preferring OPD service
   (i) Efficient doctors
   (ii) Poor financial condition
   (iii) Better Diagnosis
   (iv) Better Service
   (v) Have confidence
   (vi) Very often sick due to advanced age

DEMOGRAPHIC INFORMATION

18. Name of the Patient:

19. Locality of the Patient: Urban Rural

20. Name of the Hospital:

21. Sex of the Patient: Male Female

22. Occupation of the Patient
   (a) Agriculture (b) Service (c) Business
   (d) Profession (e) Others

23. Educational Level of the Patient:
   (i) Uneducated
   (ii) Educated: Under Matric Matric Undergraduate Graduate Post-Graduate

24. Income of the patient per month (in Rupees)
   (i) Less than 10,000/- (LIG)
   (ii) 10,000/- and above (HIG)

25. Age group of the Patient (in years)
   (i) Below 20 (ii) 20 – 50 (iii) Above 50