APPENDIX – I

QUESTIONNAIRE

Personal Data

1. Age : Years
2. Sex : Male / Female
3. Annual Income :
   a) Below Rs.60,000
d) Rs.1,80,001 – Rs.2,40,000
   b) Rs.60,001 – Rs.1,20,000
e) Rs. 2,40,000 and Above
   c) Rs.1,20,001 – Rs.1,80,000

3(a) Education
   a) Illiterate
d) Post Graduation
   b) Upto Matriculation
e) Other
   c) Graduation

4. Occupation
   (a) Service
   (c) Agriculture
   (b) Business
   (d) Others (Please specify)

Pre-Reception (pre-arrival):

Please furnish details on the following aspects regarding pre-arrival stage (the information before contacting this hospital).

5. Who advised you to contact the doctor / hospital?
   a) Family Physician
d) On your own
   b) Friends and Relatives
e) Other (please specify)
   c) The specialist who had been visited earlier

6. How much information received from various sources (Doctor, Advertisement, Insurance agencies etc) regarding the specialties hospitals.
   a) Adequate
   b) Some
   c) None
7. How the appointment was sought with the doctor in this hospital?
   a) By Phone
   b) By personal contact
   c) Others (Please specify)

8. How convenient was it to make an appointment?
   a) Very convenient
   b) Convenient
   c) Some what convenient
   d) Inconvenient
   e) Very inconvenient

Reception stage:
   Please furnish your experience at reception counter about the following aspects:

9. How convenient to get the pass at reception counter in order to see / visit the doctor concerned?
   a) Very convenient
   b) Convenient
   c) Some what convenient
   d) Inconvenient
   e) Very convenient

10. How well the staff at reception counter have explained the procedure?
    a) Excellent
    b) Good
    c) Fair
    d) Poor
    e) Very poor

11. How friendly and courteous the reception staff were?
    a) Excellent
    b) Good
    c) Fair
    d) Poor
    e) Very poor

12. How much time did you wait at reception for getting the pass?
    a) Very long time (1-2 hrs)
    b) Long time (1 hour)
    c) Not very long time (1/2 hr)
    d) Little time (15 min)
    e) Very little time (5-10 min)
13. How easy was it to fill – up the admission / consultation forms?
   
   a) Very easy  
   b) Easy  
   c) Neither easy nor difficult  
   d) Difficult  
   e) Very difficult

14. How satisfied with the services of reception?
   
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

Waiting Room:

   Please furnish your experience at waiting room about the following aspects:

15. Physical Comforts: Please tick the appropriate on the scale mentioned against each

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<th>Excellent</th>
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<th>Fair</th>
<th>Poor</th>
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<td>Lights &amp; fans</td>
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16. Maintenance:

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<td>Ventilation</td>
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<td>Spittoons</td>
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<td>White washing of walls</td>
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<td>Toilets</td>
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<td>Orderliness of Furniture</td>
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17. How much time you waited in waiting room?
   a) Very long time (1-2 hrs)  
   b) Long time (1 hour)  
   c) Not very long time (1/2 hr)  
   d) Little time (15 minutes)  
   e) Very little time (5-10 min)

18. How courteous / friendly the staff (sisters and ward boys) were?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

Examination Room:

19. How well the Doctors paid attention?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

20. How friendly the Doctors were?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

21. How well the Doctors explained the instructions?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

22. How satisfied you were with the examination time taken by the doctor?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor
23. The physical comforts at the examination room were:
   a) Excellent  d) Poor
   b) Good  e) Very poor
   c) Fair

24. The cleanliness in examination room were:
   a) Excellent  d) Poor
   b) Good  e) Very poor
   c) Fair

25. How courteous / friendly the staff were in the examination room?
   a) Excellent  d) Poor
   b) Good  e) Very poor
   c) Fair

26. Overall satisfaction with examination process:
   a) Excellent  d) Poor
   b) Good  e) Very poor
   c) Fair

**Dressing Room:**
Please furnish information on the following aspects at dressing stage:

27. How much time to wait to go the dressing room?
   a) Very long time (1-2 hrs)  d) Little time (15 minutes)
   b) Long time (1 hour)  e) Very little time (5-10 min)
   c) Not very long time (1/2 hr)

28. How well the staff (compounders, sister, and technical staff) paid attention?
   a) Excellent  d) Poor
   b) Good  e) Very poor
   c) Fair
29. How friendly / courteous the dressing room staff were?
   a) Excellent  d) Poor
   b) Good  e) Very poor
   c) Fair

30. The physical comforts (fans, tables and chairs etc) were:
   a) Excellent  d) Poor
   b) Good  e) Very poor
   c) Fair

31. The cleanliness / neatness in dressing room was:
   a) Excellent  d) Poor
   b) Good  e) Very poor
   c) Fair

32. How well the dressing room staff have explained the instruction / precautions?
   a) Excellent  d) Poor
   b) Good  e) Very poor
   c) Fair

33. How satisfied with the staff of dressing room?
   a) Excellent  d) Poor
   b) Good  e) Very poor
   c) Fair

Pathology:
34. How much time to wait to go the pathology lab?
   a) Very long time (1-2 hours)
   b) Long time (1 hour)
   c) Not very long time (1/2 hour)
   d) Little time (15 minutes)
   e) Very little time (5-10 minutes)
35. How well the staff (technical) paid attention?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

36. How well the staff explained the instructions?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

37. How friendly / courteous the staff were?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

38. The physical comforts (fans, tables, chairs, lightning etc) were:
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

39. The cleanliness / neatness in laboratory was?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

40. How satisfied with the pathology reports?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

**X-Ray/ Scanning:**
Please furnish your experience with respect to X-ray / scanning on the following aspects:
41. How much time to wait at X-ray / Scanning for undergoing the X-ray / Scanning?
   a) Very long time (1-2 hours)
   b) Long time (1 hour)
   c) Not very long time (1/2 hour)
   d) Little time (15 minutes)
   e) Very little time (5-10 minutes)

42. How well the staff paid attention?
   a) Excellent
   b) Good
   c) Fair
   d) Poor
   e) Very poor

43. How well the staff explained the instructions?
   a) Excellent
   b) Good
   c) Fair
   d) Poor
   e) Very poor

44. How friendly / courteous the X-ray scanning staff were:
   a) Excellent
   b) Good
   c) Fair
   d) Poor
   e) Very poor

45. The cleanliness / neatness at these plants was:
   a) Excellent
   b) Good
   c) Fair
   d) Poor
   e) Very poor

46. Overall satisfaction with the technical staff of X-ray / scanning was:
   a) Excellent
   b) Good
   c) Fair
   d) Poor
   e) Very poor
47. What was the doctor’s opinion about the clarity of X-ray / Scanning reports?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

48. How satisfied with the X-ray / scanning reports?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

Please express your opinion about the following:

49. How satisfied with the service overall?
   a) Excellent  
   b) Good  
   c) Fair  
   d) Poor  
   e) Very poor

50. Your opinion about the price collected for the above examination:
   a) Very high  
   b) Ok (Reasonable)  
   c) Low  
   d) Very low

51. Whether you would recommend the provider to your physician of any other potential patient?
   a) Definitely  
   b) May be  
   c) No