

1. To make your appointment how many times did you have to make the call?
 - 1-3 times
 - 4-6 times
 - more than 6 times
2. How many rings before someone answered the phone?
 - 1-3 times
 - 4-6 times
 - more than 6 times
3. Was your appointment routine, urgent or emergency?
 - Routine
 - Urgent
 - Emergency
4. How soon did you get your appointment?
 - Within 48 hours
 - Within a week
 - 2 to 4 weeks
 - more than 4 weeks
5. How long did you wait in the waiting area when you entered the hospital or the doctor's office?
 - 0-10 minutes
 - 11-20 minutes
 - 21-30 minutes
 - more than 30 minutes
6. Was the doctor familiar with your previous symptoms and treatments?
 - Yes
 - No
7. Did the doctor have the results of tests?
 - Yes
 - No
8. Did the doctor discuss the results with you?
 - Yes
 - No
9. Did your doctor discuss with you your disease, treatment plan.
 - Yes
 - No
 - Not enough
10. Did your doctor give you enough time to ask questions?
 - Yes
 - No

11. Did your doctor give you educational materials and answers in understandable terms?

Yes

No

If patient has a procedure or surgery

12. Did the responsible doctor meet with you before the surgery and before sedation to confirm the surgery, the site and which side of the body?

Yes

No

13. Did the responsible doctor meet with your family or with you after surgery to discuss the surgery and future treatment plan?

Yes

No

14. Did the responsible doctor visit you every day while you were in the hospital?

Yes

No

15. Did the responsible doctor give you clear understandable home care instructions including pain management?

Yes

No

16. Did your symptoms go away?

Yes

No

Partially

17. Are you satisfied with your outcome?

Yes

No

Partially

18. Are there any complications?

Yes

If yes, Major Minor

No

19. Do you have to be readmitted to the hospital?

Yes

No

20. Do you need further surgery?

Yes

No

21. How do you rate your doctor?

- Excellent – doctor is very skillful and communicates well
- Good – doctor is skillful but not good in communication
- Fair – doctor seemed not so skillful but very good in communication
- Poor – doctor is not skillful and not good in communication

22. Is the doctor's team reliable?

- Always
- Sometimes
- No