



مرکز آموزشی، پژوهشی، درمانی سل و  
بیماریهای ریوی دکتر مسیح دانشوری

بسمه تعالی



دانشگاه علوم پزشکی شهید بهشتی

شماره بازنگری: 0

بیمارستان دکتر مسیح دانشوری

تاریخ آخرین بازنگری: 94/12/8

Title: Patient Satisfaction Questionnaire

کد مدرک: MD-1397/4

تاریخ آخرین ابلاغ: 94/12/15

صفحه: 1 از 6

Your answers to the following questions will be an important part of the quality assurance process for our hospital. Please take a few minutes to complete this form. We are asking you to “rate” your recent experience at our hospital by circling your level of satisfaction with various services provided throughout your inpatient stay. If you did not receive specific services mentioned, simply circle the number “6” for NA (not applicable).

**I. Hospital Emergency Room/Department Ratings (please skip to item II if you were not admitted through the ER)**

Circle the number that most closely approximates your experience in the ER

	Completely	Satisfied	Somewhat	Satisfied	Neutral Somewhat	Dissatisfied
a) Over all rating of ER services	1	2	3	4	5	6
b) Level of care provided	1	2	3	4	5	6
c) Wait time	1	2	3	4	5	6
d) Explanation of procedures or services provided	1	2	3	4	5	6
e) Emergency department facility	1	2	3	4	5	6
f) Attending physician personality	1	2	3	4	5	6
g) Nursing staff personality	1	2	3	4	5	6
h) Quality of aftercare instruction	1	2	3	4	5	6



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صفحه: 2 از 6

If you were somewhat or completely dissatisfied with any of the above items, please tell us why: \_\_\_\_\_

II. Admissions and Discharge Services

Circle the number that most closely approximates your experience in the admissions and discharge process

	Completely	Satisfied	Somewhat	Satisfied	Neutral Somewhat	Dissatisfied
a) Over all rating of the admissions process	1	2	3	4	5	6
b) Staff attention	1	2	3	4	5	6
c) Wait time	1	2	3	4	5	6
d) Explanation of procedures	1	2	3	4	5	6
e) Personality of admitting staff	1	2	3	4	5	6
f) Information provided on billing process	1	2	3	4	5	6
g) Transport to room	1	2	3	4	5	6
h) Overall rating of discharge process	1	2	3	4	5	6
i) Clear and understandable bill						
j) Explanation of aftercare instructions						



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صفحه: 3 از 6

If you were somewhat or completely dissatisfied with any of the above items, please tell us why: \_\_\_\_\_

Check one box for each question

What is your age?

- Under 18   
18 to 24   
25 to 34   
35 to 44   
45 to 54   
55 to 64   
65 to 74   
75+

What is your sex?

- Male   
Female

What is your marital status?

- Married   
Unmarried



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صفحه: 4 از 6

1- The comfort of the examining room (s).

Very poor  Poor  Fair  Good  Very good

2- The cleanliness of the ward.

Very poor  Poor  Fair  Good  Very good

3- The amount of time spent with your physician.

Very poor  Poor  Fair  Good  Very good

4- The quality of the care you received.

Very poor  Poor  Fair  Good  Very good

5- The privacy of the physician's consultation room and the examination room.

Very poor  Poor  Fair  Good  Very good



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صفحه: 5 از 6

6- Would you recommend our practice to a family member or friend?

7- What would we have done better?

8- What else would you like to tell us about?

9- Nurse – related section friendliness / courtesy of the nurse

Very poor  Poor  Fair  Good  Very good

10- Promptness response to call nurse attitude toward requests

Very poor  Poor  Fair  Good  Very good

11- Attention to special / personal needs

Very poor  Poor  Fair  Good  Very good



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### 12- Nurse kept you informed

Very poor  Poor  Fair  Good  Very good

### 13- Skill of the nurses

Very poor  Poor  Fair  Good  Very good