

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 the secretary answer?

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 enter the hospital or the doctor's office?

0-10 minute

11-20 minute

21-30 minute

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 about your disease, treatment plan.

Yes

No

Not enough

10. Did your doctor give you enough time to answer questions in understandable terms?

Yes

No

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

- Yes
- No

If patient has a procedure or surgery

12. did the responsible doctor meet with you before the surgery to confirm the surgery, the site and the side?

- 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?

- 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 complication?

- 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