



# INHOUSE PATIENT EXPERIENCE QUESTIONNAIRE



Doküman No: YÖN.FR.16-01 | Yayın Tarihi: 10.09.2009 | Rev.No:03 | Rev.Tarihi: 15.04.2019 | Sayfa No:1/1

Dear Guest;

Your experiences and recommendations are our greatest guidelines to improve our services. Thank you in advance for filling out the form and contribute to our improvement.

**Administration**

**P.S:** Your personal information and your suggestions will be held confidential.

Date:...../...../20...

Participant: ☐ Patient ☐ Accompany of a Patient

Patient name and surname:

The clinic/floor :

Hospital stay: ☐ 0-5 days ☐ 6-10 days ☐ 10 days and over

Personal Information	Gender: <input type="checkbox"/> Female <input type="checkbox"/> Male
	Age range: <input type="checkbox"/> 20 and under <input type="checkbox"/> 20-29 <input type="checkbox"/> 30-39 <input type="checkbox"/> 40-49 <input type="checkbox"/> 50-59 <input type="checkbox"/> 60 and over
	Education status: <input type="checkbox"/> Can't read and write <input type="checkbox"/> Can read and write <input type="checkbox"/> Primary School <input type="checkbox"/> Middle School <input type="checkbox"/> High School <input type="checkbox"/> University <input type="checkbox"/> Masters <input type="checkbox"/> P.H.D

N#	QUESTIONNAIRE	Totally Agree	Agree	Undecided	Don't Agree	Totally Don't Agree
1	I did not experience any troubles in the hospital..					
2	Welcoming and guidance was sufficient.					
3	During examinations and analyses my privacy was protected.					
4	I didn't had to wait long for the check-in procedure to be completed.					
5	My doctor spend appropriate time explaining my issues.					
6	My doctor gave me enough information about my case and diagnosis.					
7	The nurses gave me information about the procedures and cure they have performed.					
8	When needed the medical personal was easy to reach.					
9	The medical personal treated me with respect and kindness.					
10	The hospital was generally clean.					
11	The furniture in the room was in working order.					
12	The food service personel adhered to sanitary rules. (caps, gloves, masks etc.)					
13	Before leaving the hospital the aftercare procedures were explained in detail.					
14	The hospital has fulfilled my expectations.					
15	I would recommend this hospital to my acquaintances.					

Any additional information or suggestions you would like to add:	
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