Questionnaire [Answers]: Health Care System

Nurses’ Answers

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| *Question 1:*  How many patients use your services daily? | *Answer:*  Over 15-30(250-500), it depends on the season  Observation: |
| *Question 2:*  Haw many patients use your services weekly | *Answer:*  Over 70-150 (1000-3000) people a day  Observation: |
| *Question 3:*  How many appointments are scheduled for you a day? | *Answer:*  One third is scheduled and the rest are urgent cases.  Observation: |
| *Question 4:*  How does the missed appointment influence on your day schedule? | *Answer:*  I prefer it doesn’t happen because even 5-10 minutes delay shift all day work and I have to continue to suppress all my work. It is a very stressful side of my work.  Observation: |
| *Question 5:*  How long does a patient’s visit last? | *Answer:*  From 15 up to 40 minutes. It depends on the case and a patient.  Observation: |
| *Question 6:*  How long does it take to full fill the patient’s file after a visit? | *Answer:*  Never less than 5-10 minutes. Sometimes more, again it depends on the case.  Observation: |
| *Question 7:*  How long does it take you to make notes about patient condition during her/his visit? | *Answer:*  Usually I don’t have enough time to finish them. During the visit just several notes or short comments, that don’t let me to forget the full picture of the case.  Observation: |
| *Question8:*  How do you determine what hospital or what special doctor the patient has to be sent to? | *Answer:*  Firstly, it is the condition and complains. Secondly, I track the doctor’s availability and check the alternatives and only after that the decision is taken.  Observation: |
| *Question 9:*  How do you track the patient’s schedule of treatment, tests and vaccination? | *Answer:*  Usually it is parents’ job to check if all the vaccines have been done. But as a matter of fact they don’t know the calendar of vaccination, so I check it during the visit and inform in advance what has to be done and approximately at what time.  Observation: |
| *Question 10:*  What medications do you have a right to prescribe to a patient? | *Answer:*  Generally, they are the medication which could be bought without prescription; any pharmacist can do the same.  Observation: |
| *Question 11:*  Who provides you with the list of medications? | *Answer:*  Any person can check this list it is available in the Internet, as well as any pharmacist knows it and can inform you. <https://www.canadadrugs.com/otc>  Observation: |
| *Question 12:*  How would you like a patient’s file to be organized? | *Answer:*  It would be perfect to see it just as the form I fill in every day in is organized.  Observation: |

Doctors’ Answers

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| *Question 1:*  How many patients use your services daily? | *Answer:*  Over 16-25 people a week.  Observation: |
| *Question 2:*  How many patients use your services weekly? | *Answer:*  Over 80-125 people a week.  Observation: |
| *Question 3:*  How many appointments are scheduled for you a day? | *Answer:*  Over 16-20 appointments a day.  Observation: |
| *Question 4:*  How does the missed appointment influence on your day schedule? | *Answer:*  Most patients have little understanding of the intricacies of how a medicine practice operates. They have minimal knowledge of the challenge of balancing the office appointment schedule with a physician’s many other daily commitments and responsibilities. So any delay causes a disastrous influence on all day long schedule.  Observation: |
| *Question 5:*  How long does a patient’s visit last? | *Answer:*  Every appointment is scheduled from 15 to 30 minutes, but it is never less than 20. The time is determined according to the case and a patient’s reason for coming.  Observation: |
| *Question 6:*  How long does it take to full fill the patient’s file after a visit? | *Answer:*  I don’t really have time to write something in a file. Just a couple of notes to a nurse, she does the general work.  Observation: |
| *Question 7:*  How do you determine what hospital or what special doctor the patient has to be sent to? | *Answer:*  When a patient needs a consultation of a specialist, I already know the hospitals where they operate, if not I can easily find it out in a paper based guide.  Observation: |
| *Question 8:*  How would you like a patient’s file to be organized? | *Answer:*  Oh! It is an easy and the most difficult question. Firstly, it should be logically organised with the minimum time need to find the necessary information. Secondly, it shouldn’t be too complicated.    Observation: |

Medical Assistant Answers

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| *Question 1:*  How many patients use your services daily? | *Answer:*  Over 250-500, it depends on the season  Observation: |
| *Question 2:*  How many patients use your services weekly? | *Answer:*  Over 70-150 (1000-3000) people a day  Observation: |
| *Question 3:*  How many appointments do you have to schedule a day? | *Answer:*  Over 1600-2000 appointments a day.  Observation: |
| *Question 4:*  How long does it take you to schedule an appointment? | *Answer:*  Generally it takes 3-5 minutes. In some cases when a patient has a time limit it can take more than 5 minutes.  Observation: |
| *Question 5:*  How many appointments do you have to reschedule a day? | *Answer:*  Generally 10-30 appointments a day. Sometimes less, it depends on the season. If it is a time of holidays or vacations it happens more often.  Observation: |
| *Question 6:*  How long does it take you to reschedule an appointment? | *Answer:*  Usually it is the same time as to schedule an appointment. 3-5 minutes.  Observation: |
| *Question 7:*  Do patient miss their appointments? | *Answer:*  Yes, of course.  Observation: |
| *Question 8:*  How often does it happen? | *Answer:*  Almost every day. You know, we don’t have a possibility to remind our patient about upcoming appointment. If it was taken long ago, patents tend to forget about their appointments.  Observation: |
| *Question 9:*  What is the main reason of missing? | *Answer:*  Usually they forget about it, or confuse the time.  Observation: |
| *Question 10:*  How would you like a patient’s file to be organized? | *Answer:*  Easy to find the information and to enter the new one.  Observation: |
| *Question 11:*  What information does any patient file consist of? | *Answer:*  General information about a patient such as: Full Name, address, medical insurance, and of course his health care information such as: diagnosis, anamnesis, prescription. As well as the doctor’s and nurse’s name. You can find it in the general form.  Observation: |
| *Question 12:*  How do you determine what hospital or what doctor the patient has to be sent to? | *Answer:*  We have a list of hospitals and specialist. And according to the needs of the patient we determine the hospital.  Observation: |

Questionnaire for a Lab Staff:

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| *Question 1:*  How do you receive the tests prescribed and sent them back? | *Answer:*  We receive the tests with a currier and when the test is ready we send them back as well with a currier.  Observation: |
| *Question 2:*  How much time do you usually need to write down the results of a test? | *Answer:*  If it is a complex test it takes up to 5-7 minutes. Usually We have only to choose the options which are already defined and write some short comments which consist of just numbers. If it is a complex test we have to make complete description.  Observation: |

Questionnaire for a Patient:

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| *Question1:*  Have you ever missed an appointment? | *Answer:*  Yes. You know, it is difficult to keep in mind long distant dates. Why don’t they notify us about upcoming appointment?  Observation: |
| *Question2:*  If yes, how many times did it happen? | *Answer:*  Twice of thrice. Not more.  Observation: |
| *Question3:*  What was the main reason of missing? | *Answer:*  I have just forgotten and once I confused the time and arrived an hour later. It would be nice to have a written notification two days before the appointment.  Observation: |
| *Question4:*  How often do you visit a GP? | *Answer:*  Twice or thrice a year.  Observation: |
| *Question5:*  How long do you usually wait for the appointment? | *Answer:*  If it a GP only a couple of days, sometimes a week. If it is a specialist than much longer. Once I waited for half a year.  Observation: |
| *Question6:*  Have you ever lost, asked for a copy of a prescription? | *Answer:*  Oh, Yes.  Observation: |
| *Question7:*  How long does it take you to find the prescribed medication? | *Answer:*  I usually go to the nearest drug store. Just another half an hour to do that.  Observation: |