Questionnaire [Answers]: Health Care System

Nurses’ Answers

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| *Question 1:*  How many patients use your services daily? | *Answer:*  Over 15-30, it depends on the season  Observation:  The user seemed to be anxious. The nurse can’t a legacy to serve more than 30 patients a day. |
| *Question 2:*  Haw many patients use your services weekly | *Answer:*  Over 70-150 people a day  Observation:  The number of patients is limited for every nurse individually. |
| *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 wouldn’t happen because even 5-10 minutes delay shifts 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:  The visit of the patient can’t be longer than 25 minutes, the rest of the time is taken from the appointments that finished earlier then scheduled. |
| *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:  Seemed very excited having found out that it is possible to track everything electronically from the patient’s file. |
| *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:  The list of medications was not available. So the Internet link was given in order to receive the necessary information. |
| *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:  The paper forms were provided. |

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:  The question surprised the user and at the same time it leads to an emotional answer. The possibility to decrease the number of missed appointments was taken very excitedly by the user. |
| *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:  The duration of the patient visit can’t be more than half an hour, the additional time is possible only if previous visits finished earlier. |
| *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:  The paper form was provided. |

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:  The question surprised the user; he seemed to be unable to understand the importance of the answer on the resolution of the problem. The possibility of the system to notify the patients surprised the user. |
| *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:  Paper forms were provided. |
| *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:  Paper forms were provided. |
| *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:  The list of hospitals was provided. |

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:  A user was enthusiastic to answer the questions, as the problem of taking an appointment bothers him. |
| *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:  The possibility to fasten the process of reduplication of the lost prescription surprised the user. |
| *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:  The user was excited having found out that it would be possible to find out the availability of the prescribed medications as well as their prices in the system. It was taken with appreciation. |