Questionnaire: Health Care System

**People to be interviewed**

1. GPs
2. Nurses
3. Medical Assistants
4. Lab Staff
5. Patients

Questionnaire for a Nurse:

**Multiple choices.**

1. How do you determine your level of computer literacy?
2. Advance.
3. Intermediate.
4. Beginner.
5. Starter.
6. Which of the following programs do you use the most?
7. Word
8. Outlook
9. Excel
10. Access
11. Other specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
12. How long does it take you to learn something new?
13. 1-3 days
14. 3-5 days
15. a week
16. more than a week
17. How do you collect the patient’s information?
18. Personally by questioning her/him

(If chosen provide a sample, please)

1. Patient fills in a form (If chosen provide a sample, please)
2. Other specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. How do you track the patients’ tests?
2. Receive them with a courier in paper form

(If chosen provide a sample, please)

1. Receive electronically
2. Patients collect them and hand them in personally
3. Other ways Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. How do you collect information about patient state during his/her visit?
5. Paper-based form (If chosen provide a sample, please)
6. Questionnaire (If chosen provide a sample, please)
7. Paper-based description in a free form
8. Any other Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. How long does it take you to find out the patient case according to records in her/his file?
10. Just a glimpse
11. Less than 5 min
12. More than 10 min
13. Other specify
14. Are the patients’ files organized just as you like them to be?
15. Yes
16. No

**Open-ended questions.**

1. Haw many patients use your services daily\_\_\_\_\_\_\_\_\_\_\_?
2. Haw many patients use your services weekly\_\_\_\_\_\_\_\_\_\_\_?
3. How many appointments are scheduled for you a day?
4. How does the missed appointment influence on your day schedule?
5. How long does a patient’s visit last?
6. How long does it take to full fill the patient’s file after a visit?
7. How long does it take you to make notes about patient condition during her/his visit?
8. How do you determine what hospital or what special doctor the patient has to be sent to?
9. How do you track the patient’s schedule of treatment, tests and vaccination?
10. What medications do you have a right to prescribe to a patient? Provide a list, please.
11. Who provides you with the list of medications?
12. How would you like a patient’s file to be organized?

Describe in detail, if possible provide any forms.

Questionnaire for a GP:

**Multiple choices.**

1. How do you determine your level of computer literacy?
2. Advance.
3. Intermediate.
4. Beginner.
5. Starter.
6. Which of the following programs do you use the most?
7. Word
8. Outlook
9. Excel
10. Access
11. Other specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
12. How long does it take you to learn something new?
13. 1-3 days
14. 3-5 days
15. a week
16. more than a week
17. How do you collect information about patient state during his/her visit?
18. Paper-based form (If chosen provide a sample, please)
19. Questionnaire (If chosen provide a sample, please)
20. Paper-based description in free form
21. Any other Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
22. How do you track the patients’ tests?
23. Receive them with a courier in paper form
24. Receive electronically
25. Patients collect them and hand them in personally
26. Other ways Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
27. How long does it take you to find out the patient case according to records in her/his file?
28. Just a glimpse
29. Less than 5 min
30. More than 10 min
31. Other specify
32. Are the patients’ files organized just as you like them to be?
33. Yes
34. No

**Open-ended questions.**

1. Haw many patients use your services daily\_\_\_\_\_\_\_\_\_\_\_?
2. Haw many patients use your services weekly\_\_\_\_\_\_\_\_\_\_\_?
3. How many appointments are scheduled for you a day?
4. How does the missed appointment influence on your day schedule?
5. How long does a patient’s visit last?
6. How long does it take to full fill the patient’s file after a visit?
7. How do you determine what hospital or what special doctor the patient has to be sent to?
8. How would you like a patient’s file to be organized?

Describe in detail, if possible provide forms if any.

Questionnaire for a Medical Assistant:

**Multiple choices.**

1. How do you determine your level of computer literacy?
   1. Advance.
   2. Intermediate.
   3. Beginner.
   4. Starter.
2. Which of the following programs do you use the most?
3. Word
4. Outlook
5. Excel
6. Access
7. Other specify \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. How long does it take you to learn something new?
9. 1-3 days
10. 3-5 days
11. a week
12. more than a week
13. How do you collect the patient information?
14. Personally (If chosen provide a sample, please)
15. Patient fills in a form (If chosen provide a sample, please)
16. Other  
    Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
17. How does a patient receive notifications about an appointment?
18. Phone call from an assistant
19. E-mail
20. Text-message
21. They don’t receive any notifications
22. How do you determine patients to a doctor or a nurse within your hospital/clinic?
23. Live line
24. According to their condition
25. Any doctor who is free takes the patient
26. Other   
    Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
27. How do you collect general information about a patient during his/her visit?
28. Paper-based form (If chosen provide a sample, please)
29. Questionnaire (If chosen provide a sample, please)
30. Paper-based description in free form
31. Any other   
    Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
32. Are the patients’ files organized just as you like them to be?
33. Yes
34. No

**Open-ended questions.**

1. How many patients use your services daily\_\_\_\_\_\_\_\_\_\_\_?
2. How many patients use your services weekly\_\_\_\_\_\_\_\_\_\_\_?
3. How many appointments do you have to schedule a day?
4. How long does it take you to schedule an appointment?
5. How many appointments do you have to reschedule a day?
6. How long does it take you to reschedule an appointment?
7. Do patient miss their appointments?
8. How often does it happen?
9. What is the main reason of missing?
10. How would you like a patient’s file to be organized?

Describe in detail, if possible provide forms if any.

1. What information does any patient file consist of? If it is possible provide a form of it.
2. How do you determine what hospital or what doctor the patient has to be sent to?

Questionnaire for a Lab Staff:

**Multiple choices.**

1. How do you determine your level of computer literacy?
   1. Advance.
   2. Intermediate.
   3. Beginner.
   4. Starter.
2. Which of the following programs do you use the most?
3. Word
4. Outlook
5. Excel
6. Access
7. Other   
   Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
    \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. How long does it take you to learn something new?
9. 1-3 days
10. 3-5 days
11. a week
12. more than a week
13. How many tests do you generally deal with during the day?
14. Less than 1000
15. More than 1000
16. If possible provide with a precise number\_\_\_\_\_\_\_\_\_\_\_
17. How do you write down the results of the tests?
18. Fill in a form (if checked provide a form, please)
19. Write in a free form
20. Other specify\_\_\_\_\_\_\_\_\_\_\_\_

**Open-ended questions.**

1. How do you receive the tests prescribed and sent them back?
2. How much time do you usually need to write down the results of a test?

Questionnaire for a Patient:

**Multiple choices.**

1. How do you determine your level of computer literacy?
2. Advance.
3. Intermediate.
4. Beginner.
5. Starter.
6. Which of the following programs do you use the most?
7. Word
8. Outlook
9. Excel
10. Access
11. Other   
    Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
12. How long does it take you to learn something new?
13. 1-3 days
14. 3-5 days
15. a week
16. more than a week
17. How would you like to receive notifications about your appointment?
18. Phone call from an assistant
19. E-mail
20. Text-message
21. Other   
    Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
22. How do you determine patients to a doctor or a nurse within your hospital/clinic?
23. Live line
24. According to their condition
25. Any doctor who is free takes the patient
26. Other   
    Specify\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
     \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Open-ended questions.**

1. Have you ever missed an appointment?
2. If yes, how many times did it happen?
3. What was the main reason of missing?
4. How often do you visit a GP?
5. How long do you usually wait for the appointment?
6. Have you ever lost, asked for a copy of a prescription?
7. How long does it take you to find the prescribed medication?