## **Questionnaire**

### **1. Overview**

This questionnaire aims to gather feedback to help design a user-friendly and efficient healthcare information system (**Medalyze**) that improves appointment scheduling, electronic health record management, and overall service delivery.

Responses will assist the Medalyze team in building a more effective and secure digital healthcare platform for both patients and staff.

### **2 Target Audience**

Operational Users (Receptionists, Nurses, Technicians, Doctors, and Administrators)

### **3 Summary of Key Questions**

|  |  |  |
| --- | --- | --- |
| **#** | **Question** | **Type** |
| 1 | How often do you encounter duplicate or missing patient records? | Scale (1–5) |
| 2 | How easy is it to communicate appointment changes to patients? | Scale (1–5) |
| 3 | Which features would most improve your workflow? | Multiple Choice |
| 4 | How reliable is the current billing system? | Scale (1–5) |
| 5 | What features do you think are most important in a new hospital system? | Short Answer |
| 6 | Would you prefer a web or mobile interface for accessing data? | Multiple Choice |
| 7 | How satisfied are you with current tools for record keeping? | Scale (1–5) |
| 8 | Any additional suggestions for system improvement? | Open-ended |

### **4 Full Questionnaire Form**

**Purpose:**

To gather insights from healthcare professionals and patients regarding their experience with current hospital systems and their expectations for the Medalyze platform.

#### ***Section A: General Information***

1. **Your role in the healthcare system:**
2. ☐ Patient  ☐ Doctor  ☐ Nurse  ☐ Receptionist  ☐ Administrator
3. **How long have you been using medical systems or hospital software?**

☐ Less than 1 year  ☐ 1 – 3 years  ☐ 4 – 6 years  ☐ More than 6 years

1. **How frequently do you use digital systems for healthcare tasks?**

☐ Daily  ☐ Weekly  ☐ Occasionally  ☐ Rarely

#### ***Section B: Current System Experience***

1. **What type of system do you currently use?**  
   ☐ Paper-based  ☐ Software  ☐ Both  ☐ None
2. **Main problems faced with the current system (check all that apply):**  
   ☐ Slow access  ☐ Data loss  ☐ Difficult interface  ☐ Poor communication  ☐ Security concerns  ☐ Other: \_\_\_\_\_\_\_\_
3. **How satisfied are you with the accuracy of current patient-data management?**  
   (1 = Very Dissatisfied → 5 = Very Satisfied)  
   ☐1 ☐2 ☐3 ☐4 ☐5

#### ***Section C: System Requirements and Preferences***

1. **Which features are most important to you? (check all that apply)**  
   ☐ Appointment scheduling  ☐ Electronic health records  ☐ Prescription management  ☐ Billing and insurance  ☐ Notifications  ☐ Dashboard
2. **How important is system security and patient-data privacy?**  
   ☐ Not important  ☐ Slightly important  ☐ Important  ☐ Very important  ☐ Extremely important
3. **How helpful would it be to access the system through a mobile app?**  
   (1 = Not helpful → 5 = Essential)  
   ☐1 ☐2 ☐3 ☐4 ☐5
4. **Would you like the system to integrate with pharmacies and insurance companies?**  
   ☐ Yes  ☐ No  ☐ Not sure

#### ***Section D: Usability and Design***

1. **Preferred interface type (check all that apply):**  
   ☐ Simple  ☐ Detailed  ☐ Mobile-friendly
2. **Importance of automatic notifications/reminders (appointments, lab results):**  
   (1 = Not important → 5 = Essential)  
   ☐1 ☐2 ☐3 ☐4 ☐5
3. **Rate the importance of the following aspects:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Aspect** | **1** | **2** | **3** | **4** | **5** |
| Ease of use | ☐ | ☐ | ☐ | ☐ | ☐ |
| Speed & performance | ☐ | ☐ | ☐ | ☐ | ☐ |
| Data accuracy | ☐ | ☐ | ☐ | ☐ | ☐ |
| Security | ☐ | ☐ | ☐ | ☐ | ☐ |
| Visual design | ☐ | ☐ | ☐ | ☐ | ☐ |

#### ***Section E: Feedback***

1. **What improvements would you like to see in hospital or clinic systems?**
2. **Any additional suggestions or comments to improve Medalyze?**

**Notes:**

This questionnaire supports the requirement elicitation process by collecting practical insights from actual healthcare stakeholders, helping refine the design and usability of the Medalyze system.

Also, this is directly taken from the technical report of section 6.