

Hospital Survey Questionnaire

1. You should only fill out this survey if you were related to the hospital, either as a patient or staff member, or you are still part of the hospital as a patient or staff.
2. You can skip few questions in the survey if you have not utilized a particular service of that hospital.
3. Any information related to your identity will not be shared and kept private.

* Required

1. Email *

2. Please fill the name and address of the hospital?

3. What is the type of hospital?

Mark only one oval.

☐ Public

☐ Private

4. What are different types of accommodations available in hospital?

Check all that apply.

☐ Intensive Care Unit (ICU)

☐ Deluxe Room

☐ Twin Sharing Ward

☐ Public Ward

Other: ☐

5. Please specify the type of currency used for payment?

Mark only one oval.

- ☐ Rupee
- ☐ Dollar
- ☐ Other: _____

6. What is the average per day charge for accommodation? (Amount in rupees, dollars or any other currency type specified above)

Mark only one oval.

- ☐ 100- 500
- ☐ 500- 2000
- ☐ 2000- 5000
- ☐ More than 5000
- ☐ Other: _____

7. Rate the quality of hospital staff? (1 refers to worst quality of staff, and 10 refers to best quality staff).

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Worst quality staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Best quality staff

8. What is the average money charged by the hospital for treatment (Including different medical charges)? (Amount in rupees, dollars, or any other currency type specified above)

Mark only one oval.

- ☐ 100- 500
- ☐ 500- 2000
- ☐ 2000- 5000
- ☐ More than 5000
- ☐ Other: _____

9. Have you ever got readmitted?

Mark only one oval.

- ☐ Yes
- ☐ No

10. How do you rate the drugs prescribed by doctors? (1 refers to wrong prescription, and 5 refers to the most suitable remedy).

Mark only one oval.

	1	2	3	4	5	
Wrong prescription	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Best prescription

11. Rate the hospital-based on recovery rate? (1 refers to poor recovery rate and 10 represents best recovery rate).

Mark only one oval.

	1	2	3	4	5	6	7	8	9	10	
Poor recovery rate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Best recovery rate

12. Rate the quality of food served inside the hospital? (1 refers to worst quality food, and 5 refers to the best quality food).

Mark only one oval.

	1	2	3	4	5	
Worst food quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Best food quality

13. Rate the overall cleanliness inside the hospital? (1 refers to dirty and unhygienic, and 5 refers to the clean and hygienic).

Mark only one oval.

	1	2	3	4	5	
Dirty and unhygienic	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Clean and hygienic

14. Did the doctors diagnose ailments correctly and provided timely counseling?

Mark only one oval.

- ☐ Yes
☐ No
☐ Maybe

15. What is the average waiting time in hospital?

Mark only one oval.

- ☐ No waiting time
☐ 5 minutes -10 minutes
☐ 10 minutes-30 minutes
☐ 30 minutes- 1 hour
☐ Other: _____

16. Rate the emergency healthcare response system of the hospital? (1 refers poor response system and 5 refers best).

Mark only one oval.

	1	2	3	4	5	
Poor response system	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Best response system

17. Did the doctors treat you with courtesy and respect?

Mark only one oval.

- ☐ Never
- ☐ Sometimes
- ☐ Usually
- ☐ Always

18. If you want to mention some other measuring parameters for hospital. Please write them here with suitable answers.

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