



Ali Asghar Children's
Super specialized
Medical Training Center

Patient Satisfaction Questionnaire About Hospital Services



Iran University of Medical
Sciences and Health Services

FO/QM/095

This questionnaire has been prepared in order to measure your satisfaction with the services provided in the hospital. Please help us improve the services of this center by providing your accurate and honest answers; Thank you in advance for your sincere cooperation.

Please specify the number of your references.

More than 5 references Between 2 and 4 references first visit

Accompanying education level:

Master's degree Bachelor's degree Associate Degree diploma High school
 PhD and above

Inpatient department:

Hospitalization period:

The reason for choosing this hospital:

Satisfaction with hospital services in previous visits Advice from friends
 The presence of expert staff and high quality equipment Low cost
 Referral from other centers

Number	Questions	Very well	good	normal	weak	Very weak
1	Were you given full information about the type of hospital and the relevant rules before admission?					
2	Did the signs and signs make it easy to find the hospital departments without getting lost?					
3	Are you satisfied with the behavior and performance of security personnel?					
4	Are you satisfied with the behavior and performance of the reception staff?					
5	How do you evaluate the waiting time for empty beds and hospitalization in the ward?					
6	How do you evaluate the treatment of doctors?					
7	Do doctors introduce themselves to you?					
8	Are you satisfied with the information that the doctor gave you regarding the treatment method and the results of diagnostic and therapeutic procedures?					
9	Are the explanations provided by the doctor in understandable and simple language for you?					
10	Are you satisfied with the result of your treatment?					
11	Are you satisfied with the training provided by the doctor during discharge?					
12	Did the nurses provide you with basic training when you were admitted to the department?					
13	How do you evaluate the behavior of nurses?					
14	Do the nurses introduce themselves to you in all shifts?					
15	How do you evaluate the amount and quality of training provided by nurses during hospitalization and discharge?					
16	Did the nurses respond to your needs in a timely manner?					

17	Are you satisfied with the cleanliness of your hospital ward?					
18	Are you satisfied with the quality and way of changing your patient's sheets, blankets and clothes?					
19	Are you satisfied with the comforts in your department and room?					
20	Are you satisfied with the lighting, ventilation and cooling and heating system of your room?					
21	Are you satisfied with the way of providing diagnostic services such as ultrasound, radiology, laboratory?					
22	Are you satisfied with the treatment of the personnel of diagnostic treatment units?					
23	Are you satisfied with the quality of the food?					
24	Are you satisfied with the amount of food?					
25	Are you satisfied with the appearance of the food?					
26	Have you been given the necessary training if you have a special diet?					
27	In general, is your privacy and the principle of confidentiality respected in this center?					
28	Are you satisfied with the timely discharge?					
29	Are you satisfied with the performance and behavior of the discharge personnel?					
30	Are you satisfied with the performance and behavior of the fund's personnel?					
31	Do you know the patient's rights?					
32	Are you satisfied with the international patient reception unit expert?					
	How do you rate receiving guidance from the international patient reception unit?					

If you need to be cared for again, will you come to this hospital?

Yes No, if the answer is negative, explain

Do you recommend this hospital to your relatives and friends if you need hospitalization?

Yes No, if the answer is negative, explain.

If you have any suggestion or criticism, mention it.