

In the Name of God  
Ardabil University of Medical Sciences  
Valiasr Hospital of Meshginshahr  
Patient satisfaction questionnaire

This questionnaire has been designed to assess your satisfaction from the services provided in this hospital. Please answer the questions carefully so that you can contribute to the improvement of the quality of the services provided in this center. (We sincerely thank you for your cooperation.)

Please specify how many times you have referred to the hospital: 1 <input type="checkbox"/> 2-4 <input type="checkbox"/> More than 5 <input type="checkbox"/>					
Age:	Gender: male <input type="checkbox"/> female <input type="checkbox"/>	Marital status: single <input type="checkbox"/> married <input type="checkbox"/> other <input type="checkbox"/>			
Education level: below diploma <input type="checkbox"/> diploma <input type="checkbox"/> associate <input type="checkbox"/> B.A. <input type="checkbox"/> M.A. <input type="checkbox"/> Ph.D. & higher <input type="checkbox"/>					
Department:	Date:	Filled out by: patient <input type="checkbox"/> companion <input type="checkbox"/> interviewer <input type="checkbox"/>			
Hospitalization procedure: emergency <input type="checkbox"/> clinic <input type="checkbox"/> doctor's office <input type="checkbox"/>					
Topic	Item being assessed	Satisfied	Partly satisfied	Dissatisfied	I didn't refer there
Security	The behaviors of security guards with you and provision of needed guidance				
Reception	The behaviors of the reception personnel				
	Provision of needed information upon reception (as regards insurance type, costs, room types)				
Services unit	The behaviors of the personnel of services unit				
	The hygiene of the rooms, WCs, etc.				
Medical personnel	The behaviors of the medical personnel				
	Provision of the needed patient educations during treatment and upon discharge by the doctor				
	Doctors' manner of responding to patients				
	Presence of doctors at the wards on time and being available when needed				
	Respecting your privacy and dignity while examining you				
Nursing personnel	The behaviors of the nurses with you				
	The cares and services provided to you				
	Nurses' concern over keeping the environment calm				
	Presence of nurses at wards on				

	time and being available when needed				
	Provision of facilities needed for personal hygiene (clothes, blankets, etc.)				
	Nurses' provision of the needed information to you to protect yourself (diet, activity level, use of medication, etc.)				
Laboratory	The behaviors of the laboratory staff with you				
	Precision and skillfulness of the sample-take				
Food	The quality of food				
	The method of serving food and collecting dishware				
	Observing the diet of the patient				
	The time of food distribution				
	The behaviors of the food distributor				
Imaging	The behaviors of the imaging staff (radiology and ultrasound)				
	Waiting duration in the imaging unit				
	Provision of the needed information and explanations				
Operating room	The behaviors of the operating room staff				
	Waiting duration in the operating room until the beginning of surgery				
	The hygiene of the environment				
	Respecting your privacy and dignity				
ICU	The behaviors of the nursing personnel with you				