

## PATIENT QUESTIONNAIRE

Your Opinion counts

Please let us know how we can serve you better!

We hope that your stay here has been comfortable and pleasant. Please take a few minutes to answer the following questions. Your answers will help us improve hospital services in the future.

Please rate the service you received during your stay.

	Excellent	Good	Average	Fair	Poor	N/A
1. How would you rate us:						
Friendliness of employees	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Nursing care	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Explanation of test/treatment	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Time spent waiting	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Call lights answered in timely manner	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Food	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Food served at proper temperature	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Is the hospital quiet enough?	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Did the equipment in your room Function?	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Cleanliness of room	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Cleanliness of facility	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
Room temperature comfortable	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]
2. Overall how would you rate your stay?	[ ]	[ ]	[ ]	[ ]	[ ]	[ ]

3. Would you recommend TEMPLE COMMUNITY HOSPITAL to others?  
Definitely yes [ ] Probably yes [ ] Probably not [ ] Definitely not [ ]

If not, why? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. Please let us know how we can serve you better next time.

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

5. What did you like best about TEMPLE COMMUNITY HOSPITAL?

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

If you used any of the following services, were you treated courteously and respectfully by the personnel?

	YES	NO
Admitting	[ ]	[ ]
EKG	[ ]	[ ]
Engineering	[ ]	[ ]
Food Service	[ ]	[ ]
Housekeeping	[ ]	[ ]
Laboratory	[ ]	[ ]
Nursing	[ ]	[ ]
PBX	[ ]	[ ]
Physical Therapy	[ ]	[ ]
Respiratory	[ ]	[ ]
Security	[ ]	[ ]
Social Service/Discharge Planning	[ ]	[ ]
Surgery	[ ]	[ ]
Transportation	[ ]	[ ]
X-Ray	[ ]	[ ]

Additional comments or suggestions: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If you would like a personal response to this questionnaire, please provide your address and phone number or e-mail address:

\_\_\_\_\_

\_\_\_\_\_

Is there someone in the hospital that you would like to acknowledge and say "thank you" to ?

Who? \_\_\_\_\_

Why? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_