<del>ر</del> ئ ب	HAWAII HEALTH SYSTEMS C O R P O R A T I O N "Touching Lives Everyday"	Department: Information Technology Division - Telemedicine	Policy No.: TEL 0014 Revision No.: N/A
	Policies and Procedures	Issued by: Dennis Sato Vice President & CIO	Effective Date: 1/11/00
Subject: : <b>Telemedicine Patient</b> <b>Satisfaction Survey</b>		Approved by: Thomas M. Driskill, Jr. President & CEO	Supersedes Policy: N/A Page: 1 Of 1

- I. **PURPOSE:** To obtain information on patient satisfaction with the medical care received at the time of the telemedicine consult.
- **II. POLICY:** All patients who participate in a telemedicine consultation will be asked to complete a satisfaction survey (HHSC Form TEL 0008).
- **III. PROCEDURE:** The provider with the patient will give the satisfaction survey to the patient after the consultation. If the patient is unable to complete the survey independently for any reason, the provider with the patient should complete the survey with the patient. Completed satisfaction surveys will be sent to the Telemedicine Program Manager for tabulation.

Attachment: 1 Telemedicine Program Patient Satisfaction Survey (HHSC Form TEL 0008)

## TELEMEDICINE PROGRAM PATIENT SATISFACTION SURVEY

Patient Name:		Date:	_ Facility:					
Provider Name: Consultant Name:								
Instructions for Completing the Survey For Strongly Agree – Strongly Disagree questions circle the number that matches your response. For Yes/No questions, check the answer that applies. For question 14, circle the response that matches your response the closest. For questions 15 and 16, please note the number of minutes and/or hours next to the appropriate word. When you have completed the survey, please turn it in to the provider who assisted you today. Thank you for taking time to evaluate your Telemedicine experiences.								
<ol> <li>I was able to communicat Strongly Agree</li> <li>1</li> </ol>	e adequately v Agree 2		thcare provider. Disagree 4	Strongly Disagree 5				
<ol> <li>I was comfortable that the Strongly Agree</li> <li>1</li> </ol>	e physician/pro Agree 2		erstand my problem. Disagree 4	Strongly Disagree 5				
<ol> <li>The exam and/or interview Strongly Agree</li> <li>1</li> </ol>		ussing to me. Uncertain 3	Disagree 4	Strongly Disagree 5				
4. The exam and/or interview would have been embarrassing to me even if it had not been on the								
Telemedicine system. Strongly Agree 1	Agree 2	Uncertain 3	Disagree 4	Strongly Disagree 5				
<ol> <li>I had difficulty hearing or Strongly Agree</li> <li>1</li> </ol>	understanding Agree 2	the specialist over the Uncertain 3	Telemedicine system Disagree 4	Strongly Disagree 5				
<ol> <li>If you answered "Strongly Agree" or "Agree" to question 5, are you (the patient) hearing impaired?</li> <li>YesNo</li> </ol>								
<ol> <li>I had difficulty seeing the Strongly Agree</li> <li>1</li> </ol>	specialist over Agree 2	the Telemedicine syst Uncertain 3	em. Disagree 4	Strongly Disagree 5				
<ol> <li>If you answered "Strongly Agree" or "Agree" to question 7, are you (the patient) visually impaired?</li> <li>YesNo</li> </ol>								
<ol> <li>Telemedicine made it eas</li> <li>Strongly Agree</li> <li>1</li> </ol>	sier for me to se Agree 2	ee the specialist/provic Uncertain 3	ler today. Disagree 4	Strongly Disagree 5				
10. I would have received better care if I had seen the specialist/provider in person.Strongly AgreeAgreeUncertainDisagreeStrongly Disagree12345								

<ol> <li>Overall, I was very sa</li> <li>Strongly Agree</li> <li>1</li> </ol>	tisfied with toda Agree 2	ay's telemedicine s Uncertain 3	ession. Disagree 4	Strongly Disagree 5					
12. If you answered "Disagree" or "Strongly Disagree" to number 11, why weren't you satisfied?									
13. Next time, I would prefer to see the specialist/provider in person despite the possible inconvenience. Strongly Agree Agree Uncertain Disagree Strongly Disagree									
1	2	3	4	5					
<ul> <li>14. The time the specialist/provider spent with me via Telemedicine was (circle one):</li> <li>&gt; Less Than</li> <li>&lt; Greater Than</li> <li>= Equal To</li> <li>previous visits in person.</li> </ul>									
15. How long did you have to wait to see this provider?MinutesHours									
16. How long did the Tele	medicine visit la	ast?	Minutes	Hours					
17. Have you (patient) ever used Telemedicine (interactive video-conferencing) prior to today?									

Please provide us with any additional comments in the space below: