

Questionnaire: Patients' perception of the quality of medical laboratory services

A. BACKGROUND CHARACTERISTICS OF RESPONDENTS

Please answer every question by writing on the line or writing the appropriate number that corresponds to your answer in the box in the response column.

No.	Questions	Response
1.	Health facility name	
2.	Facility type 1. Government 2. CHAG 3. Private 4. Standalone laboratory	
3.	Sex of respondent 1. Male 2. Female	
4.	What is your age at last birthday in years? years	
5.	What is your employment status 1. Employed 2. Unemployed 3. Others, please specify.....	
6.	What is your highest educational qualification? 1. None 2. Primary 3. JHS/SHS 4. Tertiary	
7.	What is your average monthly income? 1. Less than 500 2. 500-1000 3. 1000-1500 4. 1500-2000 5. 2000-2500	
8.	Marital status 1. Single 2. Married 3. Divorced 4. Widowed 5. Other, please specify.....	
9.	How many times have you visited the laboratory in the past 6 months 1. Once 2. Twice 3. More than twice 4. Not sure	

B. PERCEPTION OF QUALITY OF MEDICAL LABORATORY SERVICES

Patients are key stakeholders, and patient satisfaction is one of the indicators of quality medical laboratory services. The following questions elicit information on the perception of the patient with regard to the quality of medical laboratory service provision.

Answer every question by ticking either 1= Very poor; 2=Poor; 3= Fair; 4= Good; 5= Excellent in the appropriate cell, depending on how you feel about the expectation and perception about these service attributes as pertains to quality of medical laboratory services provided in this facility.

Expectation question: What is your expectation about these service attributes as pertains to quality of medical laboratory services provided in this facility?

Perception question: How would you rate the service attributes based on your experience during the service

[illegible]

Interview Guide: Patient Perception of Quality of Medical Laboratory Services

Interviewee ID		Educational background of interviewee	
Date of interview		age	
Time of start of interview		sex	Male Female
Time of end of interview			
Name of interviewer			
Name of transcriber			

A. INTRODUCTION

- Can you please introduce yourself?
- Can you tell me about what you came to do at the Laboratory?

B. QUALITY DIMENSIONS OF QUALITY

I. TANGIBILITY

- How will you describe the laboratory environment?
- Do you feel comfortable using the toilet facility?
- How do you feel about the waiting area of the laboratory?
- Can you tell me how easy or difficult it was for you to locate the lab?
- How would you describe the place for sample collection?
- How would you describe the appearance of the laboratory personnel?

II. RELIABILITY

- How do you feel about the time the laboratory opens for testing? Can you describe your experience?
- Did you get all the requested laboratory tests done at this laboratory? How do you feel about the laboratory referral system? Can you please share your experience?
- How do you feel about the laboratory results? Did the laboratory personnel perform the test correctly the first time? Can you please share your experience?

III. RESPONSIVENESS

- How long did it take you to receive your laboratory results? Are you comfortable with the time it takes to get the laboratory report? Can you share your experience?
- Were all your questions regarding the laboratory testing answered to your satisfaction? Were you involved in the decision-making regarding your laboratory testing?

IV. ASSURANCE

- Based on your experience with the laboratory services provided, how would you assess the knowledge, skills, and competence of the laboratory professionals in performing and managing your laboratory tests?
- How safe and comfortable did you feel during the laboratory procedure? Please describe your experience and explain what made you feel safe, comfortable, or uncomfortable.

V. EMPATHY

- How do you feel about the laboratory professionals' attitudes towards your situation?
- How would you describe the level of interest and concern shown by the laboratory professionals regarding your situation, needs, and concerns during your laboratory service experience?

CONCLUSION

- In general, what did you find most positive about the services provided in this laboratory?
- What did you find negative about this laboratory?
- Is there anything I haven't asked you about, that you will like to add?