

English version questionnaire

Study title: **Patient Satisfaction towards Radiological Services and Associated Factors in Adama Hospital Medical College, Ethiopia**

This questionnaire was constructed with the purpose of finding the patient satisfaction level based on the radiology healthcare services provided by the Adama Hospital Medical College. Any information collected will be used for the purpose of improving the quality of healthcare services only.

Part A. Socio-Demographic Characteristic

Please write in the appropriate column provided:

1. Gender

Male ☐ Female ☐

2. How old are you?

18-30 ☐ 31-40 ☐ 41-50 ☐ 51-60 ☐ > 60 ☐

3. What is your marital status?

Single ☐ Married ☐ Widowed/Separated ☐

4. What is your educational degree?

Illiterate ☐ Primary ☐ Secondary ☐ High school ☐ Post-graduate ☐

5. What do you do for living?

Student ☐ Unemployed ☐ Self-employed ☐ Government staff ☐ Farmer ☐

Worker ☐ Company staff ☐ NGOs' staff ☐

6. How much do you earn per month?

≤ 2000 Birr ☐ 2001-3000 Birr ☐ 3001-4000Birr ☐ 4001-5000Birr☐ ≥5000 Birr☐

7. How many times have you visited AHMC radiology department?

2-4 times ☐ more than 4 times ☐

8. Who paid the DIAGNOSTIC fee?

9. How much you paid to get service? _____ Birr _____ cents

10. Overall waiting time to get services _____ hours _____ minutes

Personal finance ☐ NGO ☐ Equity fund ☐

Part B. Experiences with Healthcare Services:

Please write (✓) in the box that is appropriate for you. Note that the questions in this section are about patients' opinions on services they have received.

| Physical Facilities | Agreed | Disagreed |
|--|--------------------------|--------------------------|
| 9. AHMC radiology department location is easy to find. | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. A is clean and tidy. | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. There are enough waiting chairs in the waiting area. | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. There is a clean restroom in the waiting area. | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. The room is spacious, bright, and airy. | <input type="checkbox"/> | <input type="checkbox"/> |

| Technologists' Services | Agreed | Disagreed |
|---|--------------------------|--------------------------|
| 14. Technologists welcomed you with respect. | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Technologists answer to your questions gently. | <input type="checkbox"/> | <input type="checkbox"/> |
| 16. Technologists prepared you for the examination. | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Technologists were punctual and reachable. | <input type="checkbox"/> | <input type="checkbox"/> |

| Registration Services | Agreed | Disagreed |
|---|--------------------------|--------------------------|
| 18. Registration staffs warmly welcomed you. | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Registration staffs informed you where the room is. | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Registration staffs were punctual and reachable. | <input type="checkbox"/> | <input type="checkbox"/> |

Part C. Perception of accessibility of radiology services

Please write (✓) in the box that is appropriate for you. Note that the questions in this section are about patients' opinions on services they have received.

| Waiting Time | Agreed | Disagreed |
|---|--------------------------|--------------------------|
| 21. Waiting time in registration process is appropriate. | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Waiting time for receiving consultation is appropriate. | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. Waiting time for receiving diagnosis is appropriate. | <input type="checkbox"/> | <input type="checkbox"/> |

| Working Schedule | Agreed | Disagreed |
|---|--------------------------|--------------------------|
| 24. Radiology staffs working shift was easy for you | <input type="checkbox"/> | <input type="checkbox"/> |
| 25. Clinical staffs were available when required. | <input type="checkbox"/> | <input type="checkbox"/> |

| Service Procedure: | Agreed | Disagreed |
|--|--------------------------|--------------------------|
| 26. Registration process was done timely. | <input type="checkbox"/> | <input type="checkbox"/> |
| 27. Good coordination was established between departments. | <input type="checkbox"/> | <input type="checkbox"/> |

Part D. Patient Satisfaction:

Please write (✓) in the box that is appropriate for you. Note that the questions in this section are about patients' opinions on services they have received

| Convenience: | Satisfactory | Unsatisfactory |
|---|--------------------------|--------------------------|
| 28. Ease of finding radiology dept. | <input type="checkbox"/> | <input type="checkbox"/> |
| 29. Centre facilities (bed, chair, restroom etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| 30. Appropriate waiting time. | <input type="checkbox"/> | <input type="checkbox"/> |
| 31. Comfort supplies (head rests, knee supports etc.) | <input type="checkbox"/> | <input type="checkbox"/> |
| 32. Regular presence of diagnostic staffs. | <input type="checkbox"/> | <input type="checkbox"/> |

| Courtesy: | Satisfactory | Unsatisfactory |
|---|--------------------------|--------------------------|
| 33. The attitude and respect of receptionist. | <input type="checkbox"/> | <input type="checkbox"/> |
| 34. Language used by workers. | <input type="checkbox"/> | <input type="checkbox"/> |
| 35. Friendly manners and attentiveness of nurses. | <input type="checkbox"/> | <input type="checkbox"/> |
| 36. Technologists' communication skill. | <input type="checkbox"/> | <input type="checkbox"/> |
| 37. Confidentiality of the patient records. | <input type="checkbox"/> | <input type="checkbox"/> |
| 38. Attitude and cooperation of staffs. | <input type="checkbox"/> | <input type="checkbox"/> |

| Quality of Care | Satisfactory | Unsatisfactory |
|--|--------------------------|--------------------------|
| 40. Technologists and nurses kept you from worrying. | <input type="checkbox"/> | <input type="checkbox"/> |
| 41. Self-confidence and ethic of the staffs. | <input type="checkbox"/> | <input type="checkbox"/> |
| 42. Quality of care by nurses. | <input type="checkbox"/> | <input type="checkbox"/> |
| 43. Chances in describing your health conditions. | <input type="checkbox"/> | <input type="checkbox"/> |
| 44. Awareness of your health conditions. | <input type="checkbox"/> | <input type="checkbox"/> |

Thank You!