

養和醫院 - 住院服務意見調查

Hong Kong Sanatorium & Hospital –
Inpatient Satisfaction Questionnaire日期 : _____
Date: _____
年 YY 月 MM 日 DD

多謝閣下選用養和醫院。為提供更佳服務質素，我們希望獲得閣下之寶貴意見。請在空格內以“√”號揀選閣下之意見。多謝您的參與！個人資料絕對保密。

Thank you for using our services. In order to serve you better, the Hospital values your opinion. Please complete this questionnaire by putting a “√” in the appropriate boxes below. Your personal data will be treated with strict confidentiality.

Thank you for your participation.

姓名 Name (可選擇不填寫 optional) : _____ 電郵 Email : _____

聯絡電話 Contact No : _____

你願意經電郵接收本院資訊 Do you want to receive HKSH information via email? 是 Yes 否 No

非常滿意 Excellent 滿意 Good 一般 Average 需改善 To be improved 不滿意 Unsatisfactory

請郵寄或投入本醫院大堂意見箱
Please send to the Hospital or put in the drop-in-box in the Hospital lobby

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商業回郵牌號 : 7882

香港
山道二號
養和醫院
跑馬地

Hong Kong Sanatorium & Hospital
2 Village Road
Happy Valley
Hong Kong

(QSD)

A. 入院 Admission

1. 入院登記處職員 Admission Staff

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1.1 提供足夠的入院須知
Provide adequate information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.2 及時接待及尊重您的私隱
Attend to you promptly and respect your privacy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.3 解釋醫院環境、規則及房租
Explain the Hospital's facilities, regulations and room rate | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 2. 等候引領到病房時間
Waiting time before escort to ward | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|

意見 Comments : _____

B. 病室 Ward

1. 環境 Environment

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1.1 寧靜、光線、整潔
Quietness, lighting, cleanliness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.2 設施 (包括：喚人鈴、私人物件櫃、電話、電視、互聯網)
Facilities (e.g. call bell, personal safe, telephone, TV, Internet) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 1.3 洗手間 / 浴室
Washroom / bathroom | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2. 護士及職員 Nurses and staff

- | | | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 2.1 及時接待您
Attend to you promptly | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.2 介紹環境及設施
Introduce environment and facilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.3 尊重您的私隱
Respect your privacy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2.4 有專責護士解釋各項程序之安排
Explain the arrangement of various procedures by designated nurses | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |



養和醫院
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