



13. 在閣下之親身經驗中服務態度良好而值得表揚之員工，請填寫姓名及職級。
 If you would like to give merits to any of our staff, please state his/her name and rank.

14. 閣下對我們的服務有其他意見 / 建議嗎？
 Do you have other opinions / suggestions for our service improvement?

多謝閣下的寶貴意見


 Thank you again for taking the time to fill in the survey
 

為表謝意，本院會於每年4月、8月及12月從收到的問卷中抽出一位幸運兒，該幸運兒可獲得本院送予一份「健康檢查之精英計劃」。

Upon submitting the survey, you will be automatically entered into a raffle draw and will have a chance to win an EXECUTIVE Healthcheck Package. The lucky winner will be drawn out in April, August and December each year.

POSTAGE WILL BE PAID BY LICENSEE
 郵費由持牌人支付

BUSINESS REPLY SERVICE LICENCE NO. 4287
 商業回郵牌號. 4287



新界沙田大圍富健街18號
 沙田國際醫務中心
 仁安醫院
 客戶服務部

NO POSTAGE STAMP NECESSARY IF POSTED IN HONG KONG
 如在本港投寄毋須貼上郵票

醫院專用，顧客毋須填寫 FOR HOSPITAL USE ONLY	問卷編號： RESPONDENT ID:	姓名 Patient Name: _____
	跟進檔案編號： FOLLOW-UP ACTION CODE:	病房 Ward: _____
		醫療記錄號碼 URN: _____

多謝惠顧仁安醫院！為不斷提高及改善本院的服務質素，懇請閣下填寫寶貴意見，並將此服務調查交回樓層護士站、投入大堂的意見箱或寄回本院。
 Thank you for patronizing Union Hospital! Your valuable comments are important for us to improve our service. Please submit the completed survey to the nurse station, or drop into the Suggestion Box at the Main Lobby or mail back to our Hospital.

(個人資料只作本院跟進及存檔。Personal particulars are only for our follow-up and record.)

填寫指示 **Note**：請用黑色或藍色原子筆在圓形內加上橫線。正確塗法  Please draw a horizontal line in the appropriate circle with a black or blue ballpen i.e. 

1. 你入住的樓層是 The floor you are staying	<input type="radio"/> 11	<input type="radio"/> 10	<input type="radio"/> 09	<input type="radio"/> 07	<input type="radio"/> 06	<input type="radio"/> 05	<input type="radio"/> 03
2. 免費接駁巴士服務 Shuttle Bus Service	非常滿意 Very good 5	滿意 Good 4	一般 Average 3	不滿意 Bad 2	非常不滿 Very bad 1	不適用 Not Applicable	
班次準時及安排合適 Schedule arrangement is timely and appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
車長有禮、專業及駕駛技術良好 Drivers are polite, professional and of good driving skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
車廂舒適整潔 The bus compartment is clean and comfortable	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
整體評分 Overall Rating	<input type="radio"/> 10	<input type="radio"/> 20	<input type="radio"/> 30	<input type="radio"/> 40	<input type="radio"/> 50	<input type="radio"/> 60	<input type="radio"/> 70
	<input type="radio"/> 80	<input type="radio"/> 90	<input type="radio"/> 100				

其他意見 Others: _____

3. 辦理入院手續 Admission Procedure	非常滿意 Very good 5	滿意 Good 4	一般 Average 3	不滿意 Bad 2	非常不滿 Very bad 1	不適用 Not Applicable
輪候辦理入院的時間合理 The waiting time is appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
入院流程順暢及有效率 The admission process is smooth and efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
入院資訊充足且清晰 Information and explanation provided are adequate and clear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
職員殷勤有禮 Staff are polite and helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
整體評分 Overall Rating	<input type="radio"/> 10	<input type="radio"/> 20	<input type="radio"/> 30	<input type="radio"/> 40	<input type="radio"/> 50	<input type="radio"/> 60
	<input type="radio"/> 70	<input type="radio"/> 80	<input type="radio"/> 90	<input type="radio"/> 100		

其他意見 Others: _____

4. 醫院環境及設施 Hospital Environment and Facilities	非常滿意 Very good 5	滿意 Good 4	一般 Average 3	不滿意 Bad 2	非常不滿 Very bad 1	不適用 Not Applicable
醫院環境： Hospital Environment	舒適整潔 Comfortable, clean and tidy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	位置指示牌清晰且充足 Clear and adequate signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	設施配套充足及合適，能滿足客人特別需要 Ancillary facilities are adequate, appropriate and address special needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
病房內環境： Ward Environment	職員詳細介紹病房裡的設施 Staff clearly explained the facilities in the ward	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	寧靜、舒適及整潔 Quiet, comfortable, clean and tidy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	私隱得到保障及保安措施充足 Privacy and security are ensured	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	日用品充足齊備 Facilities / Daily necessities are well provided	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

其他意見 Others: _____

5. 醫護人員服務 Performance of Nursing and Supporting Staff (護士-粉橙色制服 / 健康服務助理-紫色制服 / 醫院服務員-啡杏色制服 Nurse-In Light Peach Uniform/ Clinical Assistant-In Purple Uniform / Hospital Assistant-In Almond Brown Uniform)		非常滿意 Very good 5	滿意 Good 4	一般 Average 3	不滿意 Bad 2	非常不滿 Very bad 1	不適用 Not Applicable
專業知識和技能 Professional Knowledge and Skills	護士 Nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	健康服務助理 Clinical Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
治療程序之解釋 Explanation of Treatment/Procedure	護士 Nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	健康服務助理 Clinical Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
主動並適時跟進閣下的需求 Timeliness and Appropriateness in attending your Needs	護士 Nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	健康服務助理 Clinical Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
儀容整潔及態度親切友善 Clean and Tidy in Appearance with Good Attitudes	護士 Nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	健康服務助理 Clinical Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
醫院服務員 Hospital Assistant	醫院服務員 Hospital Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	護士 Nurse	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
整體評分 Overall Rating	健康服務助理 Clinical Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	醫院服務員 Hospital Assistant	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

其他意見 Others: _____

6. 醫生服務 (主診醫生) Performance of your Attending Doctor	非常滿意 Very good 5	滿意 Good 4	一般 Average 3	不滿意 Bad 2	非常不滿 Very bad 1	不適用 Not Applicable
主診醫生擁有豐富的專業知識及高技術水平 Your attending doctor possesses expert knowledge and skills	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
主診醫生對治療 / 手術程序、相關之風險及有可能發生之併發症解釋得很詳細 Your attending doctor gives detailed explanation on treatments/operations, other treatment options and risk of treatments/operations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
閣下對這次的治療效果很滿意 I am satisfied with the effect of the treatment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
主診醫生巡房次數及時間合適 The frequency and duration of ward rounds of your attending doctor are appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
容易聯絡到主診醫生 Your attending doctor can easily be reached	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
主診醫生細心聆聽及體貼閣下的需要 Your attending doctor actively listens to and attends your need with care	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
主診醫生的收費水平合理 Your attending doctor's charges are appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
主診醫生有否提及住院期間之大概收費 Your attending doctor clearly explains to you on other hospital charges				<input type="radio"/> 有 Yes	<input type="radio"/> 沒有 No	
您願意讓您的主診醫生知悉此「醫生服務」之評價嗎? Would you like to let your attending doctor know your feedback?				<input type="radio"/> 願意 Yes	<input type="radio"/> 不願意 No	
對主診醫生的整體評分 Overall Rating on the Performance of your Attending Doctors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

其他意見 Others: _____

7. 膳食服務質素 Food Quality and Catering Service	非常滿意 Very good 5	滿意 Good 4	一般 Average 3	不滿意 Bad 2	非常不滿 Very bad 1	不適用 Not Applicable
食物味美、外觀吸引、份量足夠及溫度適中 Food of good quality, presentable, sufficient in portion and appropriate temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
菜式提供多樣化選擇 Various choices of food available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
送餐服務有效率 Efficient in food delivery service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
營業時間能配合需求 Appropriate opening hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
價錢合理 Reasonable prices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
職員儀容整潔及態度親切友善 Staff are clean and tidy in appearance with good attitude	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
整體評分 Overall Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

其他意見 Others: _____

8. 出院安排 Discharge Arrangement	非常滿意 Very good 5	滿意 Good 4	一般 Average 3	不滿意 Bad 2	非常不滿 Very bad 1	不適用 Not Applicable
繳費處職員： Cashier：	輪候繳付賬單的時間合理 The waiting time is appropriate	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	職員殷勤有禮 Staff are polite and helpful	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
病房職員： Ward Staff：	付款流程清晰、流暢及有效率 Payment process is clear, smooth and efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	出院流程順暢及有效率 The discharge process is smooth and efficient	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
病房職員： Ward Staff：	清楚解釋出院後之護理及覆診安排 Clear explanation on post discharge care and follow-up arrangement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	病房職員： Ward Staff：	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
繳費處職員： Cashier：	繳費處職員： Cashier：	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	繳費處職員： Cashier：	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
整體評分 Overall Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

其他意見 Others: _____

9. 仁安醫院網頁 Union Hospital Webpage	非常滿意 Very good 5	滿意 Good 4	一般 Average 3	不滿意 Bad 2	非常不滿 Very bad 1	不適用 Not Applicable
網頁提供相關的醫療資訊實用且易明 Medical Information on webpage is relevant, practical and easy to understand	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
搜索資料方便簡易 The nice and clear webpage design facilitate searching of information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
整體評分 Overall Rating	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

其他意見 Others: _____

10. 關於這次住院經驗
Experience of this Hospitalization
- i) 閣下是否購買了醫療保險？(可多項選擇)
Do you have medical insurance cover? (You may choose more than one option)
 是，個人住院保險 Yes, Individual Hospitalization
 是，團體住院保險 Yes, Group Hospitalization
 否 No
- ii) 是誰推薦閣下使用本院服務？(可多項選擇)
Who recommend you to choose our hospital? (You may choose more than one option)
 閣下所屬公司推薦 Referred by Employer Company
 保險公司推薦 Referred by Insurance Company
 由閣下醫生轉介 Referred by Own Doctor
 本院門診轉介 Referred by our Out-patient Department
 朋友 / 親戚推薦 Referred by Friends / Relatives
 其他 Others (請註明 Please specify: _____)
- iii) 閣下選擇惠顧本院的原因 (可多項選擇)
Reason(s) for choosing our Hospital (You may choose more than one option)
 員工專業友善，貼心護理 Professional, Friendly & Caring Staff
 就近居住 / 工作地點 Live / Work Nearby
 醫院環境舒適 Comfortable Environment
 價錢合理 Reasonable Prices
 設備齊全 Comprehensive Facilities
 醫院信譽 Hospital Reputation
 醫生醫術高明 Highly Competent Doctor
 醫療服務多元化 Diversification of Medical Services
 其他 Others (請註明 Please specify: _____)
- iv) 您會再次選擇或向親友推薦仁安醫院嗎？
Would you yourself choose again / recommend our Hospital to family and friends?
 會 Definitely
 可能會 Probably
 不會 (原因是: _____) No Reason: _____
- v) 本院之服務能否達至「仁心·安心·貼您心」之宗旨？
To what extent has our core value of "Caring, Empathetic and Reliable" been achieved?
 10 20 30 40 50 60 70 80 90 100
- vi) 整體來說，閣下對本院的滿意程度：
Your overall rating of our hospital services:
 10 20 30 40 50 60 70 80 90 100

11. 如閣下就上述評分為<3，是否願意讓本院聯絡閣下作出跟進？
Do you mind if our staff contact you for follow up on the question(s) with low score (<3)?
 是 Yes 否 No

12. 閣下是否願意讓本院分享此問卷意見？(個人資料除外)
Would you like to share your feedback publicly? (Personal information will be kept confidential)
 是 Yes 否 No