

# 養和醫院 - 住院服務意見調查

## Hong Kong Sanatorium & Hospital - Inpatient Satisfaction Questionnaire

日期： \_\_\_\_\_  
Date: \_\_\_\_\_  
年 / 月 / 日  
YY / MM / 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 : \_\_\_\_\_ 地址 Address : \_\_\_\_\_

你是否願意收到本院的醫療資訊 Do you want to receive HKSH information? 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

### 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<br>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<br>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<br>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<br>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<br>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)<br>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<br>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<br>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<br>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<br>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<br>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

Hong Kong Sanatorium & Hospital

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[www.hksh.com](http://www.hksh.com)

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2.5 有專責護士解釋護理計劃 Explain nursing care plan by designated nurses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 能適切地答覆您及家人的詢問 Answer your and your family's enquiries with sufficient detail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 護士平易近人，減輕您的憂慮 Friendly and ease your anxiety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8 能迅速地履行醫生的囑咐 Carry out doctors' order efficiently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.9 在施行護理程序前有解釋（例如：靜脈輸入、給予藥物） Explain nursing procedures (e.g. Intravenous infusion, drug administration) before implementation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.10 護理技巧 Nursing skill	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.11 關注您及家人的感受及樂意解答問題 Understand your and your family's feelings, willing to answer questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

意見 Comments : \_\_\_\_\_

**C. 曾施行手術者 / 產婦（不適用者，請跳答 D 項）  
Patients after Operation / Delivery (if not applicable, please go to Part D)**

1. 手術前 / 分娩前醫生解釋要施行的手術 / 程序 Explanation of operation / procedure by doctors before operation / delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. 逗留在手術室 / 產房期間的經驗 Your experience in the operating theatre / delivery room					
2.1 環境 Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 護士 / 助產士的照料 Nursing care by nurses / midwives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3 麻醉及復甦過程的經驗 Anaesthesia and recovery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 手術後 / 分娩後之不適 Discomfort after operation / delivery					
2.4.1 噁心、嘔吐處理 Discomfort management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4.2 傷口 / 引流處理 Management of wound / drainage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4.3 痛楚處理 Pain management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. 手術後醫生的解釋 Explanation by doctors after operation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

意見 Comments : \_\_\_\_\_

**D. 施行檢查 / 療程（請在您曾接觸過的部門上加“√”號）  
Examination / Treatment (Please put a “√” in the appropriate boxes for services you have received)**

1. 病理部（例如：抽血） Pathology (e.g. Blood test)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. X光、磁力共振、電腦掃描、超聲波 X-ray, MRI, CT, Ultrasound	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. 同位素及正電子掃描 Nuclear Medicine & PET	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. 物理治療 Physiotherapy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

5. 其他，請註明 Others, please specify: \_\_\_\_\_

意見 Comments : \_\_\_\_\_

E. 醫生對病情解釋 Explanation of your condition by doctors

意見 Comments : \_\_\_\_\_

F. 出院 Discharge

1. 護士向您清楚講解出院事項 Clear explanation of discharge instructions by nurses

1.1 藥物指導 Medication

1.2 傷口處理 Wound management

1.3 覆診事宜 Follow-up consultation

1.4 預計出院後遇上突發情況的處理 Handling of emergencies after discharge

2. 帳單處理 Bill processing

意見 Comments : \_\_\_\_\_

G. 餐廳食物供應 Food provided by the Hospital Canteen

1. 種類選擇 Choices

2. 品質 Quality

3. 衛生 Hygiene

意見 Comments : \_\_\_\_\_

H. 醫院整體服務質素 The Hospital's overall service quality

其他意見 Other Comments : \_\_\_\_\_

\_\_\_\_\_

I. 您會否推介其他親友使用本院服務? 是 Yes  否 No   
Would you recommend our Hospital to your friends and relatives?

如選擇否，請具體說明原因  
If no, please state the reason(s) : \_\_\_\_\_

\_\_\_\_\_

出院後如有任何疑問，可與照顧您的護士聯絡。再次多謝您寶貴的意見！  
If you have any questions after discharge, you may contact your attending nurse. Thank you