

Dear Sir or Madam,

I have prepared the following **questionnaire** in order to listen to the opinion of users who benefit from Friuli Coram's services. Thanks to your indications, it will be possible to detect any failure or critical areas, and make improvements to enhance and optimise the quality of service offered. I should be very grateful if you fill out this questionnaire, which will remain completely anonymous. Thank you for your cooperation.

Dr. Antonio Rampino
MEDICAL DIRECTOR

Age Gender: F M

City of residence

City of domicile (if different from city of residence)

Nationality: Italian European Outside Europe

1) Who referred you to Friuli Coram?

- GP
- Medical specialist
- Other (please specify)

2) How far do you live from Friuli Coram?

- 0-5 km
- 5-10 km
- 10-20 km
- 20-40 km
- Over 40 km

3) How did you get to know about Friuli Coram?

- From friends/relatives
- From the Phone Directory
- From Yellow Pages
- From Industry Advertising
- From my GP
- From the Internet
- From a specialist doctor
- Other (please specify)

4) Why did you choose Friuli Coram?

- Because it provides a fast and reliable service
- Because it is well-known
- For the wide range of services it provides
- Because I heard good things about it
- Because it is in the city centre

5) How did you reach Friuli Coram?

- On foot
- Bicycle
- Motorcycle or scooter
- Train
- Car
- Taxi
- Bus

6) How did you make your reservation?

- On the phone
- In person

7) Was booking easy for you?

- YES
- NO

If you had any problems, what were the reasons?

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8) At the time of booking, our staff was:

- Cortese YES NO
 Esaustivo YES NO

9) Our staff holds a badge. Have you ever felt the need to make a claim against a person?

- YES NO

If yes, why?

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10) In the acceptance phase, were you notified that the H.M.R. report consultation service is available online for laboratory tests?

- YES NO

If NO, would you be interested?

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11) Would you like to receive a text message or an email to remind you of your appointment or to pick up your test results?

- YES NO

12) How long did you wait at our clinics before being helped?

- 0 - 15 min Type of test.....
 16-30 min Type of test.....
 30-60 min Type of test.....
 over an hour Type of test.....

13) How do you assess the attention and time that the staff dedicated to you:

- Technical staff Adequate Inadequate
 Nurses Adequate Inadequate

14) How do you assess the attention and time that the doctor dedicated to you?

- Adequate Inadequate

15) Friuli Coram is a structure accredited with the Regional Healthcare System. Do you know that you can access the following services with the referral prepared by the GP, paying, therefore, only the ticket in order to receive the following services?

	I KNOW	I DID NOT KNOW	I ALREADY USED IT
Clinical laboratory analysis	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cardiology*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Radiology*	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

*The provision of convention services is limited to the monthly budget set by the Friuli Venezia Region

16) Do you know that Friuli Coram also provides the following services?

	I KNOW	I DID NOT KNOW	I ALREADY USED IT
Taking blood samples at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
HMR (consultation of reports online)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outpatient Clinic	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Occupational Medicine	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

17) Are you satisfied of services received?

- yes no Fairly satisfied Not very satisfied

18) Would you like to receive future updates on our services by email?

- yes no If yes, please provide your email **

19) Would you recommend these Facilities to others?

- yes no

20) What would you suggest Friuli Coram to do, in order to improve their services?

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