

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 : _____

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

POSTAGE
WILL BE PAID
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毋須貼上郵票

BUSINESS REPLY SERVICE LICENCE NO. 7882
商業回郵牌號：7882

養和醫院
山村道二號
香港跑馬地

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
Hong Kong Sanatorium & Hospital

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www.hksh-hospital.com
A member of HKSH Medical Group

非常滿意
Excellent

滿意
Good

一般
Average

需改善
To be improved

不滿意
Unsatisfactory

非常滿意
Excellent

滿意
Good

一般
Average

需改善
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不滿意
Unsatisfactory

- 2.5 有專責護士解釋護理計劃
Explain nursing care plan by designated nurses
- 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
- 2.7 護士平易近人，減輕您的憂慮
Friendly and ease your anxiety
- 2.8 能迅速地履行醫生的囑咐
Carry out doctors' order efficiently
- 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
- 2.10 護理技巧
Nursing skill
- 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

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
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
- 2.2 護士 / 助產士的照料
Nursing care by nurses / midwives
- 2.3 麻醉及復甦過程的經驗
Anaesthesia and recovery
- 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
- 2.4.2 傷口 / 引流處理
Management of wound / drainage
- 2.4.3 痛楚處理
Pain management
3. 手術後醫生的解釋
Explanation by doctors after operation

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)
2. X光、磁力共振、電腦掃描、超聲波
X-ray, MRI, CT, Ultrasound
3. 同位素及正電子掃描
Nuclear Medicine & PET
4. 物理治療
Physiotherapy

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？
Would you recommend our Hospital to your friends and relatives? 會 Yes 否 No

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