Appendix 1

Huzhou No.1 Hospital Satisfaction questionnaire

Dear patients:

Hello,

In order to improve the medical service level, create a thoughtful, reasonable, safe, convenient and fast service process, and strive to provide you with quality service in our hospital, we would like to know how you feel about your medical treatment. Please take a few minutes to fill in this questionnaire to provide us with the direction of improvement. Please leave your valuable comments and suggestions. Thank you for your cooperation!

Date: Department: Please tick “√” in □ if you agree
1 - 5: bad - good

1. Your comfort, safety and health conditions (waiting area and consulting room):
   □ 1 □ 2 □ 3 □ 4 □ 5

2. Do you feel convenient when you see a doctor:
   □ 1 □ 2 □ 3 □ 4 □ 5

3. Your feeling of the doctors’ service:
   □ 1 □ 2 □ 3 □ 4 □ 5

4. Your feeling of the nurses’ service:
   □ 1 □ 2 □ 3 □ 4 □ 5

5. If you have done relevant auxiliary examination or treatment in this visit, please answer:
   In which departments did you have examination or treatment
   □ ultrasound room □ laboratory □ radiology department □ ECG room □ CT room
   □ gastroscopy room □ pathology department

   Your feeling of the service provided by staff of this department
   □ 1 □ 2 □ 3 □ 4 □ 5

Thank you for your trust and support! What else do you think we need to improve in our work? Please write it down:

Supplementary
Huzhou No.1 Hospital Satisfaction questionnaire

Dear doctors:

Hello,

In order to improve the medical service level, and test the effect of our new platform, we would like to know how you feel about your experience. Please take a few minutes to fill in this questionnaire to provide us with the direction of improvement. Please leave your valuable comments and suggestions. Thank you for your cooperation!

Date: Department: Please tick “√” in □ if you agree

1 - 5: bad - good

1. Do you feel convenient in the system:
   □ 1 □ 2 □ 3 □ 4 □ 5

2. Do all staff in different hospitals support your work:
   □ 1 □ 2 □ 3 □ 4 □ 5

3. Do the platform accelerate your diagnostic process:
   □ 1 □ 2 □ 3 □ 4 □ 5

4. Your feeling of the chance of promotion:
   □ 1 □ 2 □ 3 □ 4 □ 5

5. Your feeling of the salary and benefits:
   □ 1 □ 2 □ 3 □ 4 □ 5

Thank you for your trust and support! What else do you think we need to improve in our work? Please write it down: