

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:

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:
