

Appendix

Questionnaire:

Section A: Demographic Variables

{Please tick the appropriate [] and write appropriately on the line provided}

1. Age: ____ years
2. Sex: Male [] Female []
3. Education Level Tertiary [] Senior High/Secondary [] Middle/ JHS [] None []

Section B: Patients' Knowledge of Facility And Examination

{Please tick the appropriate [] and write appropriately on the line provided}

4. How did you learn about this facility?
Physician [] Friend [] Former patient [] Family [] Company/Insurance []
Other please indicate
5. Was this your first experience with diagnostic radiology? Yes [] No []
6. Was this your first experience with this facility? Yes [] No []
7. Which type of examination did you have? MRI [] CT-SCAN [] X-RAY [] Ultrasound []
Other, please indicate -----

Section C: Patients' Satisfaction with Service

Please circle the level of satisfaction that best reflects your experience with this center:

(1=strongly disagree, 2=disagree, 3=neither agree nor disagree, 4=agree, 5=strongly agree).

- | | | | | | | |
|-----|---|---|---|---|---|---|
| 8. | The clinic scheduled appointments at convenient times. | 1 | 2 | 3 | 4 | 5 |
| 9. | The location of the facility was convenient for me. | 1 | 2 | 3 | 4 | 5 |
| 10. | It was easy to schedule appointments after my first visit | 1 | 2 | 3 | 4 | 5 |
| 11. | The comfort and appearance of waiting room. | 1 | 2 | 3 | 4 | 5 |
| 12. | The comfort and appearance of examination room. | 1 | 2 | 3 | 4 | 5 |
| 13. | Radiographer was courteous. | 1 | 2 | 3 | 4 | 5 |
| 14. | All other staff members were courteous. | 1 | 2 | 3 | 4 | 5 |
| 15. | I was seen to promptly when upon arrival | 1 | 2 | 3 | 4 | 5 |
| 16. | Adequate explanation of procedure by radiographer | 1 | 2 | 3 | 4 | 5 |
| 17. | Effective communication between patient and radiographer | 1 | 2 | 3 | 4 | 5 |
| 18. | My privacy was respected during my radiological care. | 1 | 2 | 3 | 4 | 5 |
| 19. | I was satisfied with the services provided by my radiographer. | 1 | 2 | 3 | 4 | 5 |
| 20. | My bills were affordable | 1 | 2 | 3 | 4 | 5 |
| 21. | I was satisfied with the overall quality of my radiological care. | 1 | 2 | 3 | 4 | 5 |
| 22. | I would recommend this facility to family or friends. | 1 | 2 | 3 | 4 | 5 |
| 23. | Comments: _____ | | | | | |

