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Appendix

“ Questionnaire: The outpatient service perception in Khon Kaen Hospital “

Questionnaire: The outpatient service perception in Khon Kaen Hospital

Clinic: [...] Day-time [...] Evening

Part I : General information of the clients.

1. Address :

- a) Urban areas or catchment areas of hospital c) Other province
- b) or others in Khonkaen province d) rural areas in Muang district

2. Sex : m) Male f) Female

3. Age : year

4. Highest education :

- a) Primary school or below b) Secondary school to Diploma
- c) Bachelor degree to graduate d) Other

5. Occupation :

- a) Agriculture b) Business
- c) Private employee d) Labor
- e) Unemployment f) Civil servant or Enterprise employee
- g) Housewife h) Student or child

6. Income per month (poor criteria: 2,800 baht per month for household or 2,000 baht per month for single)

- Household per month

7. Health insurance coverage: (can answer >1)

- a) Out of pocket b) CSMBS
- c) Social security d) Health card(MOPH)
- e) Health welfare(Low income, elderly, child etc.) f) Other

Part II : The service perception of clients.

8. Symptom and signs :

9. The mainly reason that decided to contact this clinic :

- a) Geographical reason (not distance) b) High technology equipment
- c) Special physician d) Low price
- e) Rapidly service f) Convenient place

Part III : The impression of the clients with service received.

Criteria selection : 5= very good, 4= good, 3= fair, 2=poor, 1= poorest

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|--|--------------------------------------|
| 22. The general convenient:.... | 26. The advertising support: |
| 23. The cleanness of rest room: | 27. The attention of physician: |
| 24. The queueing of waiting line: | 28. The physical examination: |
| 25. The co-ordination within unit of service: | 29. The attention of nurse: |

30. The mainly service of clinic that should be improve :

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..... (Interviewer)

...../February/1998

Vitae

Ms. Patchanee Thumvanna was born in Sisaket province in 1957. She graduated from Nakomratchasima Nursing College, with a Bachelor degree of Professional Nursing in 1980 and obtained Diploma in Nursing Administration, Faculty of Nursing, Mahidol University, in 1986. She has furthered her study in Master of Science in Health Economics, Faculty of Economics, Chulalongkorn University, in 1997.

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