

We kindly request you to answer the following questions in a realistic and accurate manner. So please specify how important some features are to YOU when choosing your hospital and NOT during emergency situations.

Rating for each statement is done as so:

- a. Not Important
- b. Little Importance
- c. Moderately Important
- d. Important
- e. Very Important

1. Mode of payment (Dollar, LBP, Cheque, Transfer...)
2. The hospital has a contract with my insurance.
3. Availability of banking facilities and ATMs
4. The hospital uses electronic health records.
5. Being provided with a schedule of your whole hospital stay plan (doctor visit time, lunch, and dinner time...)
6. Adequate waiting time to get a bed.
7. No smoking policy in the area outside the hospital doors and entrances
8. The hospital has strong security measures with ID checks, limited entrances etc...
9. All transactions and paperwork are done very smoothly and fast with minimal effort.
10. Social services are available for people in need.
11. Having easy access to a price list of all the procedures and services before admission
12. Cost of healthcare
13. Speed of service by staff
14. The hospital has the latest technology and medical equipment.
15. It's important that hospital provides preventative services.
16. The hospital has a wide range of medical specialties.
17. Hospital size
18. Beautiful internal and external appearance
19. Outdoor areas and gardens
20. Availability of a prayer room
21. The availability of a friends and family visiting lounge
22. Spacious room

23. The rooms are sunny.
24. Windows with a good view
25. A variety of food joints and eateries are available inside the hospital and around it.
26. The presence of various art forms throughout the hospital (music, paintings...)
27. Room privacy
28. Competent medical staff
29. Empathetic medical staff
30. Being thoroughly educated and engaged on my case and treatment path.
31. Sociocultural atmosphere
32. The hospital is privately owned
33. Quiet hospital environment
34. Religious affiliation
35. Availability of psychological support
36. The institution is a University Hospital
37. Having a personal experience with this hospital
38. Recommendations by friends and/or relatives
39. Good reputation and promotion in media through TV, radio, internet, newspapers
40. The presence of famous and well-known doctors in the hospital
41. Positive word of mouth
42. The hospital is recommended by my doctor.
43. The hospital is accredited.
44. Hospital ranking in the region.
45. Hospital online reviews
46. The hospital gives you feedback and survey forms after discharge.
47. The hospital reaches out to you after discharge to offer follow up services.
48. It's important that the hospital publishes in magazines.
49. It's important that the hospital is leading in scientific research.
50. Adequate time of visiting
51. Having simplified admission procedures
52. Hospital is near my home.
53. Having relatives living near the hospital
54. The hospital location is easy to access.
55. The hospital has plenty of accessible car parking space.
56. My doctor works at the hospital

57. The hospital's website has multiple advanced options like booking appointments, online chat with administrators, interactive map, information about the services etc.
58. The hospital offers telemedicine services.
59. The hospital has a smartphone application where you can have access to your charts and results anywhere.
60. Having access to internet
61. Receiving food and drink that I like
62. Recreational facilities are available.
63. Meditation and mindfulness rooms are available.
64. The presence of childcare center and playground areas
65. Having a flat screen TV in my room with videos on demand
66. Sleeper-sofas and recliners for family members and visitors
67. Being able to control my room temperature.
68. Having a gift shop in the hospital
69. The hospital provides hotel-like packages such as fridge, bath robes, toothbrushes...
70. Staff appearance is important to me.