

Interview on satisfaction about telemedical counseling and treatment

name: _____

date of birth: _____

date of appointment

date of audit

native speaker yes no

phone video

Were you satisfied with the offer of telemedical counseling and treatment in general?

yes no

Please think about your last appointment (phone or video). How satisfied were you with the appointment?

much 1 2 3 4 5 6 not at all

What were the advantages of telemedical counseling and treatment?

- comfortable
- shorter waiting time/ I was able to do other things while waiting
- no driving time/ I did not have to look for a driver
- no expenses for travelling
- I was able to follow the conversation better.
- I was able to prepare the conversation better.
- other _____

What were the disadvantages?

- I appreciate personal contact as such.
- I use the appointments to get around.
- I use the appointments to talk to other patients
- No further diagnostics were carried out. Untersuchungen durchgeführt
- I did not receive my prescription.
- I could not follow the conversation well
 - I had technical problems
 - I had problems in concentration
- other: _____

Could you imagine such appointments for you in the future in general?

absolutely 1 2 3 4 5 6 by no means

If not, how often do you wish personal contact on site?

- once in 3 months once in 6 months once a year
- less often upon need no information

For those, who have already visited the department before

Please remember your last appointment (phone or video) compared to previous personal appointments:

Please think about your last appointment (phone or video). How satisfied were you with the appointment compared to previous ones? (same = 3)

better 1 2 3 4 5 worse

How much time did the doctor have for me?

less unchanged more

The advice of the doctor was understandable to me ...

less unchanged better

There was enough time for me to ask my questions.

less unchanged more

Did this appointment help you to understand and treat your illness in a similar way? (same = 3)

better 1 2 3 4 5 worse

Will you follow this advice as if you had appeared in person? (same = 3)

in any case 1 2 3 4 5 surely not
