



Direktor: Prof. Dr. R. Surges, MHBA Venusberg-Campus 1, 53127 Bonn

## Interview on satisfaction about telemedical counseling and treatment

name:				
date of birth:				
date of appointment		date of audit		
native speaker	/es  no			
 phone \( \square\)	rideo 🗌			
Were you satisfied with the offer of tele- medical counseling and treatment in		What were the disadvantages?		
general?	yes 🗌 no 🗌	☐ I appreciate personal contact as such.		
Please think about your last appointment				
(phone or video). How satisfied were you with the appointment?		☐ I use the appointments to get around.		
much 1 🗌 2 📗 3 [	4 □ 5 □ 6 □ not at all			
What were the adv	vantages of telemedical eatment?	<ul> <li>I use the appointments to talk to oth patients</li> </ul>	ner	
comfortable		<ul> <li>No further diagnostics were carried out.</li> <li>Untersuchungen durchgeführt</li> </ul>		
shorter waiting other things wh	time/ I was able to do nile waiting	☐ I did not receive my prescription.		
no driving time a driver	/ I did not have to look for	☐ I could not follow the conversation well☐ I had technical problems		
no expenses for	rtravelling	☐ I had problems in concentration		
☐ I was able to follow the conversation better.		other:		
☐ I was able to pro	epare the conversation better.	other.	_	
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 month	s once in6 months	once a year		
less often	upon need	no information		





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For those, v	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 2	3 4 5 worse				
How much tim	or me?				
less 🗌	unchanged 🗌	more _			
The advice of t	tandable to me				
less 🗌	unchanged 🗌	better			
There was eno	re 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 better 1 _ 2 _ 3 _ 4 _ 5 _ worse					
Will you follow	this advice as if you h	nad appeared in person? (same = 3)			
•		surely not			
	Please remer personal app Please think al appointment of better 1 2 1 How much time less 1 The advice of the less 1 There was encountered better 1 2 1 Will you follow in any case	Please remember your last appoint personal appointments:  Please think about your last appoint appointment compared to previous of better 1 2 3 4 5 worse.  How much time did the doctor have for unchanged.  The advice of the doctor was understless unchanged.  There was enough time for me to ask less unchanged.  Did this appointment help you to unchanged.  Will you follow this advice as if you keep the second of the doctor was understless.  Did this appointment help you to unchanged.			