



**EMS MEMORIAL CO-OPERATIVE HOSPITAL
& RESEARCH CENTRE LTD., No. M 549**
NABH Accredited and ISO 9001-2008 Certified Multi Super Speciality Hospital
P.B.No.25, Perintalmanna - 679322
Phone: 04933 225751 - 225755, 300000 Tele Fax: 04933 225756 website: www.emshospital.org.in



INPATIENT SATISFACTION LEVEL FOR THE MONTH OF SEPTEMBER 2021

TOTAL NUMBER OF FEED BACK FORMS VALIDATED = 350

SERVICES	LEVEL OF SATISFACTION
Staff Approach Regarding Your Diet And Spiritual Needs	Good
Respect For Personal Dignity And Privacy During Treatment	Good
Care Of Staff During Stay	Very Good
Communication Skill Of Staff	Good
Service Of Emergency Department	Good
Service Of Doctors	Very Good
Nursing Service	Very Good
Radiology (Mri,Ct, x-Ray, Usg Scan)	Good
Service Of Admission Counter	Good
Service Of Attenders	Good
Services Of Security Staff	Good
Services Of Cleaning Staff	Good
Services Of Ward Secretary	Good
Services Of Billing Counter	Good
Lift Facility	Satisfactory
Room/ Ward Facility	Satisfactory
Canteen Food & Facility	Satisfactory

OUTPATIENT SATISFACTION LEVEL FOR THE MONTH OF SEPTEMBER 2021

TOTAL NUMBER OF FEED BACK FORMS VALIDATED = 300

SERVICES	LEVEL OF SATISFACTION
RECEPTION	Good
OPINION ABOUT DOCTORS	Good
BEHAVIOR OF OP STAFF	Good
OP WAITING/SPACE FACILITY	Satisfactory
PHARMACY	Good
RADIOLOGY	Good
TOILET FACILITY	Satisfactory
CLEANLINESS	Good
DRINKING WATER FACILITY	Good
CANTEEN	Good

LABORATORY SATISFACTION LEVEL FOR THE MONTH OF SEPTEMBER 2021	
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TOTAL NUMBER OF FEED BACK FORMS VALIDATED = 260	
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SERVICES	LEVEL OF SATISFACTION
BEHAVIOR OF LABORATORY STAFF	Good
SERVICES OF THE STAFF TAKING SAMPLE	Good
SERVICES IN HISTOPATHOLOGY SECTION	Good
WHETHER THE RESULT ARE ISSUED WITH IN THE PRESCRIBED TIME LIMIT	Good
OTHER LABORATORY FACILITIES	Good