Available online at www.sciencedirect.com

SciVerse ScienceDirect

journal homepage: http://www.elsevier.com/locate/rpor

Erratum

# Erratum to "Identification of patient's requirements in quality management system implemented in health care institutions" [Rep Pract Oncol Radiother 17 (2012) 50–53]

*Daniel Kaźmierczak*[a,*], *Marta Bogusz-Czerniewicz*[a,b]

[a] *Greater Poland Cancer Centre in Poznań, Department of Training, Scientific Cooperation and Quality Assurance, Garbary 15, 61-866 Poznań, Poland*

[b] *Poznań University of Medical Sciences, Poland*

The Publisher would like to point out that the above paper was published without the necessary appendices. The Publisher sincerely apologises for this omission. The missing appendices are below:

## Appendix A.

Sample electronic questionnaire for patients of the Greater Poland Cancer Centre

Dear Patient,

Please, be so kind as to spare a few minutes of your time to answer the below questions. They survey is aimed to improve your safety and health care level In our hospital.

The available answers are rated on a 1 to 5 scale, where:

1- Insufficient
2- Sufficient
3- Good
4- Very Good
5- Excellent

NOTE!
Please, evaluate all items of the survey, including sub-sections.

Date: *generated automatically*

DOI of original article: http://dx.doi.org/10.1016/j.rpor.2011.10.006.

* *Corresponding author*. Fax: +48 61 8850 801.
E-mail address: daniel.kazmierczak@wco.pl (D. Kaźmierczak).

1507-1367/$ – see front matter © 2011 Greater Poland Cancer Centre, Poland. Published by Elsevier Urban & Partner Sp. z o.o. All rights reserved.
http://dx.doi.org/10.1016/j.rpor.2012.04.001

**Admission to hospital:**

| 1. General registration service | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| • was polite | ☐ | ☐ | ☐ | ☐ | ☐ |
| • was helpful | ☐ | ☐ | ☐ | ☐ | ☐ |
| • was ready to provide assistance | ☐ | ☐ | ☐ | ☐ | ☐ |
| • language was clear and easy to understand | ☐ | ☐ | ☐ | ☐ | ☐ |
| • patient registration was fast and efficient | ☐ | ☐ | ☐ | ☐ | ☐ |

My comments:

| |
|---|
| |

*text box for approx. 300 characters, repeated under all sections marked "My comments"*

2. I used phone registration yes no

*if not, further part of this section is inactive*

| 3. Phone registration service: | 1 | 2 | 3 | 4 | 5 |
|---|---|---|---|---|---|
| • was polite | ☐ | ☐ | ☐ | ☐ | ☐ |
| • was helpful | ☐ | ☐ | ☐ | ☐ | ☐ |
| • was ready to provide assistance | ☐ | ☐ | ☐ | ☐ | ☐ |
| • language was clear and easy to understand | ☐ | ☐ | ☐ | ☐ | ☐ |
| • patient registration was fast and efficient | ☐ | ☐ | ☐ | ☐ | ☐ |

- directions on how to get to the clinic were sufficient YES NO
- connection with the Registration was easy YES NO

several attempts after

**Helpdesk**

4. I used the Helpdesk service YES NO

*if **not**, further part of this section is inactive*

Download English Version:

https://daneshyari.com/en/article/1854230

Download Persian Version:

https://daneshyari.com/article/1854230

Daneshyari.com