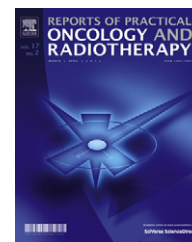




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Erratum

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

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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.

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Admission to hospital:

1 General registration service

		1	2	3	4	5
• was polite		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• was helpful		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• was ready to provide assistance		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• language was clear and easy to understand		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• patient registration was fast and efficient		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• was helpful		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• was ready to provide assistance		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• language was clear and easy to understand		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
• patient registration was fast and efficient		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

- directions on how to get to the clinic were sufficient
- connection with the Registration was easy

YES NO
YES NO

several attempts

after

Helpdesk

4. I used the Helpdesk service

YES NO

if not, further part of this section is inactive

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