PATIENT SATISFACTION

(adapted from DiMatteo and Hays)

To what extent do you agree with the following statements:

| | Strongly Disagree | Slightly Disagree | Neutral | Slightly Agree | Strongly Agree |
|--|----------------------|----------------------|---------|-------------------|-------------------|
| This doctor really cares about me as a person. I'm not just part of his/her job. | 1 st | 2 | 3 | 4 | 5 |
| This staff really cares about me as a person. I'm not just part of their job. | 1 st | 2 | 3 | 4 | 5 |
| This doctor always treats me with a grea deal of respect and never "talks down" to me. | 1 at | 2 | 3 | 4 | 5 |
| This staff always treats me with a greated of respect and never "talks down" to me. | 1 at | 2 | 3 | 4 | 5 |

| Final Questions | | | | |
|--|----------------|------------------|-------------------------|--------------------------|
| Please write you continue on the | | | o questions on the li | nes below. You may |
| 1. Were there and life? | ny questions i | n this question | naire that were irrele | evant to your quality of |
| | | | | |
| | ning importan | t to your qualit | ty of life that was not | asked about in this |
| questionnaire? | | | | |
| | | | | |
| | | | | |
| | | | | |
| Time interview o | ended | | | |
| Dialysis shift pat | | | | |
| Interviewer's as | sessment | | | |
| Was the patient | No | | | |
| Were family me | No | | | |
| Were there frequency frequency would you | uent interrupt | tions during int | terview? Yes | No |
| Poor | Fair | Good | Very Good | Excellent |