



**VITA VISTA**

MED SERVICES PVT LTD.

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## 'FEEDBACK FORM FOR 'IN-PATIENT'

NAME: TITUS M. GATOTO

AGE: 41 YRS

ADDRESS: P.O BOX 210 ISIBAMIA KENYA

EDUCATION/OCCUPATION: — BUSINESS

DATE: 16/2/2011

CONSULTANT DOCTOR: — DR. DEEPAK - Dave

HOSPITAL / CLINIC: — H.C.G. —

*"We trust that your stay in India under the assistance of VITAVISTA PVT. LTD. Was comfortable and satisfying. With the view to live up to one's expectations and improve our services for the benefit of patients, we welcome your suggestions. We always try to make our services pleasing to the patient and your feedback will go a long way in improving ourselves, which is our ultimate GOAL – a healthy return back home with a peaceful mind."*

1]

Was the admission process very easy to complete? Yes  No

2]

Did an attendant accompany you to your room? Yes  No

3]

Was your room ready on your arrival? Yes [] No [  ]

4]

After you were admitted, how much time was taken by the Nursing staff to attend to you?

[ Specify in minutes] Immediately

5]

How was the attitude of nurses attending to you?

[a] Friendly & helpful

[b] Rude & Un co operative

6]

Were the attendants helping you to maintain your personal hygiene and was it done in time?

Yes [] No [  ]

7]

Did the doctors visit you regularly?

Yes [] No [  ]

8]

Are you satisfied about the medical treatment given to you in the hospital?

Yes [] No [  ]

9]

How was the food served?

[a] Warm & hygienic

[b] Cold & Non presentable

10]

Was the room cleanliness up to your satisfaction?

[a] Excellent ✓

[b] Good

[c] Average

11]

Did the doctors inform you about the care to be taken after your discharge? Yes  No

12]

What was the overall impression of the services, apart from the treatments, such as pick up at the airport, arranging accommodations, follow ups with the doctors, etc

[a] Excellent ✓

[b] Good

[c] Average

13]

Why did you choose VITAVISTA PVT LTD as your Service provider?

[a] Because your doctor recommended the same.

[b] Friends & relatives recommended the same.

[c] My company is affiliated with VITAVISTA PVT LTD.

[d] I came to know about it through Internet / Word of mouth

[e] Any other: Through your facilitating agent in our Country.

14]

Would you recommend this organization to your friends & relatives?

[a] Definitely ✓

[b] Not sure

[c] No

Thanking you for spending a few minutes and help us to improve.

Signature:  Date: 16/2/2011