



PVT. LTD.

(Medical Tourism)

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FEEDBACK FORM FOR 'IN-PATIENT'

NAME: MR. MUSE ISMAIEL. MAHMOOD.

AGE: 51 years

ADDRESS: Addisababa, ETHIOPIA - AFRICA

EDUCATION/OCCUPATION: BUSINESS

DATE: 28/04/2009.

CONSULTANT DOCTOR: DR. BHARAT DAVE.

HOSPITAL / CLINIC: STERLING HOSPITAL.

"We trust that your stay in India under the assistance of MEDFLY 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] 10-15 minutes

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 MEDFLY 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 MEDFLY PVT LTD.
 [d] I came to know about it through Internet / Word of mouth
 [e] Any other:
-

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: 28-04-2009