

Development of an Online Registration Website in a Tertiary Care Hospital of Coastal Karnataka

Respondents Detail:

Name: _____

Sex: M/F

Age: _____

Occupation: _____

Aim: To develop mobile-based Out-Patient registration website for patients.

Objectives:

- To study the patient waiting time in the registration area
- To assess the patient's willingness to adapt to online registration system
- To develop a mobile-based outpatient registration website for patients
- To assess the effectiveness of the website

Instructions: Respondents are requested to go through the questionnaire and provide their opinion by marking (✓) against the specific option.

1. Are you aware of the registration process in Kasturba Hospital?
☐ Yes ☐ No
2. Are you satisfied with the existing registration process?
☐ Yes ☐ No
3. How long had it taken for the registration process?
☐ Less than 5 min
☐ 5–10 min
☐ 11-15 min
☐ Above 15 min
4. How was your overall experience in the hospital in terms of waiting time at different counters since your arrival?
☐ Very dissatisfied
☐ Dissatisfied
☐ Neutral
☐ Satisfied
☐ Very satisfied
5. How was your experience in the queue at the registration counter?
☐ Very dissatisfied
☐ Dissatisfied
☐ Neutral
☐ Satisfied
☐ Very satisfied

6. How much would you rate the registration process?
- ☐ Excellent
 - ☐ Good
 - ☐ Fair
 - ☐ Poor
 - ☐ Very Poor
7. Are you aware of online registration?
- ☐ Yes ☐ No
8. Do you think online registration will reduce the waiting time?
- ☐ Yes ☐ No
9. Would you register online if the online registration website is developed?
- ☐ Yes ☐ No
