

# Patient Satisfaction Questionnaire for Virtual Consultation Services in the Primary Healthcare (MPSQ-VC)

This form is intended to obtain feedback from clients who have previously used Virtual Consultation (VC) services at the health clinic, for the purpose of evaluating and improving the service.

\* Indicates required question

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The Virtual Clinic, more commonly referred to by the abbreviation “VC” (Virtual Consultation or Virtual Clinic).



## SECTION A: INFORMED CONSENT FOR PARTICIPATION IN THE QUESTIONNAIRE SURVEY

This questionnaire does not require you to provide any personal information such as your name, telephone number or email address.

1. Please indicate your consent to provide feedback in this questionnaire: \*

*Mark only one oval.*

☐ I am 18 years of age or older and agree to participate in this questionnaire.Option 1

☐ I do not agree to participate in this questionnaire.Option 2

## Section B: Respondent Background

2. Age (in years) \*

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3. Gender \*

*Mark only one oval.*

☐ Male

☐ Female

4. Ethnicity \*

*Mark only one oval.*

☐ Malay

☐ Chinese

☐ Indian

☐ Other: 

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5. Highest level of education: \*

*Mark only one oval.*

- ☐ Primary School
- ☐ Secondary School
- ☐ Certificate/Diploma or equivalent
- ☐ Bachelor's degree or equivalent
- ☐ Postgraduate (Master's/Doctoral) or equivalent
- ☐ Other: \_\_\_\_\_

6. Since when have you been using the VC service? \*

*Mark only one oval.*

- ☐ 2019
- ☐ 2020
- ☐ 2021
- ☐ 2022
- ☐ 2023
- ☐ 2024
- ☐ 2025

7. Approximately how many times have you used the VC service? (Please provide an estimated number) \*

\_\_\_\_\_

8. What types of VC consultation services have you used? \*

\_\_\_\_\_

9. Apakah platform yang anda sering gunakan untuk VC? \*

*Tick all that apply.*

- ☐ Google Meet
- ☐ WhatsApp Video Call
- ☐ MySejahtera
- ☐ Other: \_\_\_\_\_

## SECTION B: PATIENT SATISFACTION QUESTIONNAIRE FOR VIRTUAL CONSULTATION SERVICES (MPSQ-VC)

Dear Sir/Madam,

The following statements relate to your satisfaction with this service. Please provide your response using the 1–10 agreement scale (Strongly Disagree to Strongly Agree). This scale is known as the Likert scale. Please refer to the example response shown in the image below. There are a total of 30 statements/items in this section that require your feedback.

### Example of Likert Scale Responses for Statements Related to Customer Satisfaction

I am satisfied with the virtual consultation \*

1 2 3 4 5 6 7 8 9 10

Strongly Disagree ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☒ ☐ ☐ Strongly Agree

10. 1. The consultation procedure via VC is easy \*

*Mark only one oval.*

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Strongly Disagree

Strongly Agree

11. 2. VC sessions disrupt my working hours. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Strongly Disagree

Strongly Agree

12. 3. VC makes it easier for me to access health clinic services. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

13. 4. I am satisfied with the applications (MySejahtera, Google Meet, or WhatsApp Video, etc.) used during VC sessions. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
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Strongly Disagree

Strongly Agree

14. 5. I feel comfortable communicating with healthcare staff during VC sessions. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
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Strongly Disagree

Strongly Agree

15. 6. I am confident that VC sessions can help prevent me and others from contracting infectious diseases. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
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| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

16. 7. I am satisfied with the visual quality of VC sessions. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
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Strongly Disagree

Strongly Agree

17. 8. I am satisfied with the audio quality of VC sessions. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
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| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

18. 9. I think VC is an acceptable method for healthcare services. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

19. 10. The duration of VC sessions is sufficient. \*

*Mark only one oval.*

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
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Strongly Disagree

Strongly Agree

20. 11. I would recommend this service to others. \*

*Mark only one oval.*

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

21. 12. VC sessions reduce my waiting time to see a doctor. \*

*Mark only one oval.*

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

22. 13. Healthcare staff can hear me clearly during VC sessions. \*

*Mark only one oval.*

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

23. 14. I am satisfied with the care provided by healthcare staff during VC sessions. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

24. 15. Healthcare staff can quickly restore the consultation session when problems occur. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

25. 16. The waiting time for a VC appointment slot is shorter than that for a regular clinic appointment. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
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| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

26. 17. Healthcare staff provide less efficient service during VC sessions. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
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| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

27. 18. I am confident in the consultation I received through VC sessions. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

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☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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Strongly Disagree

Strongly Agree

28. 19. Healthcare staff provide consultations carefully. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

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☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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Strongly Disagree

Strongly Agree

29. 20. I am confident that healthcare staff are knowledgeable in handling my health problems. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

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☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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Strongly Disagree

Strongly Agree

30. 21. I am confident about what I should do if I experience warning/dangerous symptoms, as explained by the healthcare staff. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

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☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

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Strongly Disagree

Strongly Agree

31. 22. I am confident I can follow the advice given by healthcare staff. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

---

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Strongly Disagree

Strongly Agree

32. 23. VC sessions can meet my healthcare needs. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

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☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Strongly Disagree

Strongly Agree

33. 24. I am confident in the cybersecurity of the VC system. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

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☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Strongly Disagree

Strongly Agree

34. 25. Healthcare staff can understand my health condition via VC. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

---

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Strongly Disagree

Strongly Agree

35. 26. Healthcare staff show genuine concern in understanding my health condition. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Strongly Disagree

Strongly Agree

36. 27. Healthcare staff treat me with respect. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Strongly Disagree

Strongly Agree

37. 28. Healthcare staff understand my concerns during VC. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Strongly Disagree

Strongly Agree

38. 29. Healthcare staff consistently demonstrate sincerity when providing services through VC sessions. \*

Mark only one oval.

1 2 3 4 5 6 7 8 9 10

☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Strongly Disagree

Strongly Agree

39. 30. Healthcare staff are attentive to my health problems. \*

Mark only one oval.

|                       |                       |                       |                       |                       |                       |                       |                       |                       |                       |
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| 1                     | 2                     | 3                     | 4                     | 5                     | 6                     | 7                     | 8                     | 9                     | 10                    |
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Strongly Disagree

Strongly Agree

THANK YOU

Your feedbacks and responses is greatly appreciated.

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