

Experience to health care services

N= 200

High satisfied low satisfied

Convenience

Waiting time for physical examination	124 (62)	76 (38)
Waiting time for receiving medicine pharmacy	107 (53.5)	93 (46.5)
Place for receiving the medicine	59 (30)	141 (70)
OPD timing is adequate for your need	156 (78)	44 (22)
Receiving medical services from one department to another Department in OPD	126 (63)	74 (37)

Medical expenses

Cost of lab investigation	174 (87)	26 (13)
Cost for radiological investigation	160 (80)	40 (20)
Cost of blood investigation	174 (87)	26 (13)

Quality of care

Treatment received from physician	160 (80)	40 (20)
Medicine prescribed by physician	77 (38.5)	123 (61.5)
Skill of nurses	148 (74)	52 (26)
Frankness with doctor	158 (79)	42 (21)
Hospital staff behavior	113 (56.5)	87 (43.5)