

Patient satisfaction questionnaire

1. Do you use video calling privately?
2. Which type of device did you use for the video consult?
3. Which network did you use to establish a connection?
4. Do you have experience with a video consult for health purposes?
5. How would you describe your experience with technology?

6. What was the reason for choosing a video consult?
7. Was there a waiting time at the day of the video consult?
8. Who attended the video consultation?
9. It is comforting to see my doctor's face next to hearing his or her voice
10. I think it is beneficial to my partner, family or friends to see the healthcare provider as well.
11. I feel it is of value if my doctor not only hears me, but can also see me
12. I believe my doctor understands my needs better if he or she sees me, not only hears me
13. I think that my privacy is protected during a video consult
14. I think this appointment was suitable for a video consult
15. I felt comfortable communicating with my healthcare provider
16. I could hear the healthcare provider clearly
17. I could see the healthcare provider clearly
18. On a scale from 0-10 how satisfied were you with the video consult?
19. I would use a video consult again in the future?
20. If I could choose between a video consult and a telephone consult I would prefer..
21. Do you have any general remarks?