



Teleperformance

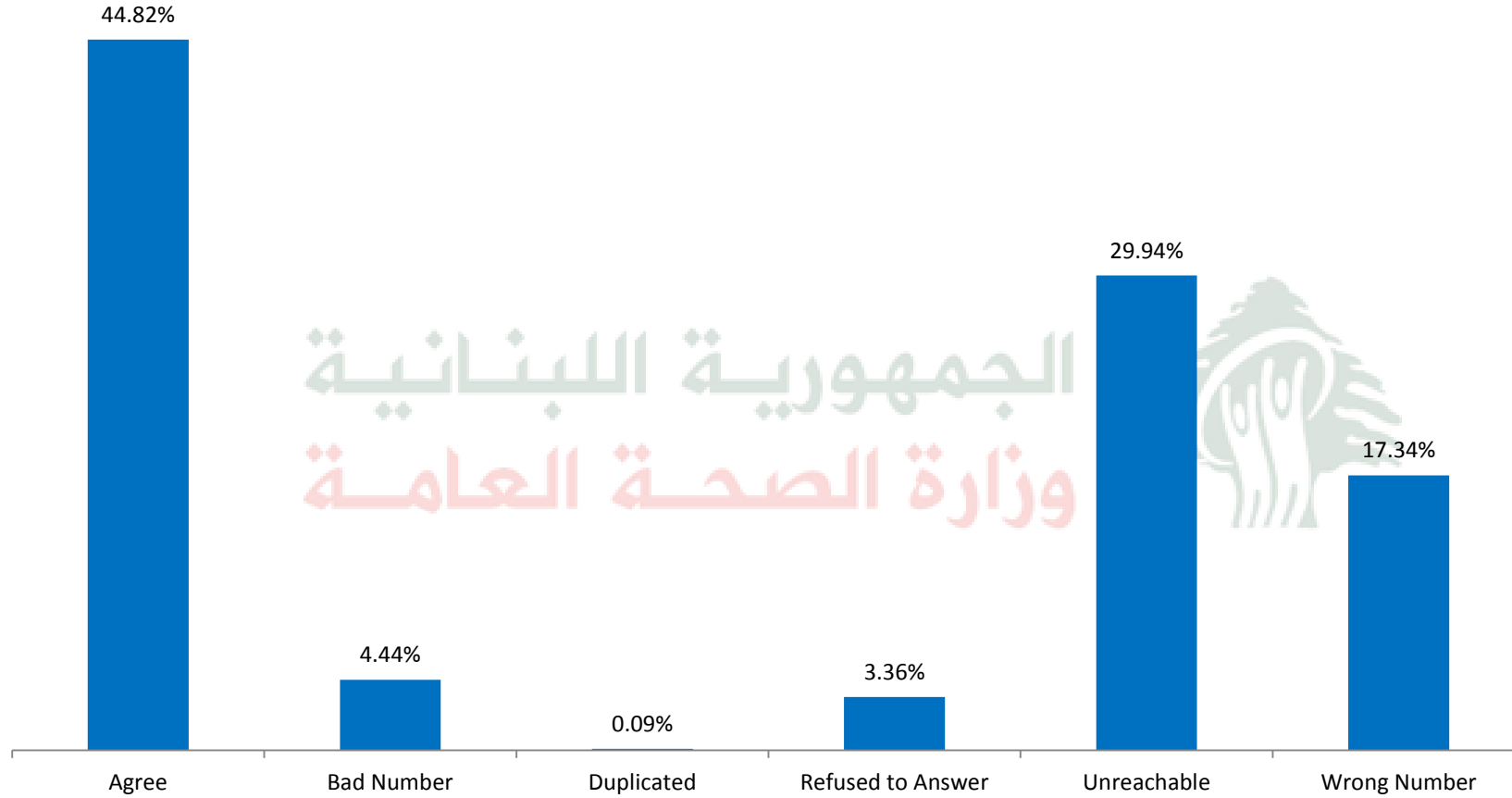
Transforming Passion into Excellence

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Patient Satisfaction Survey

April 2014



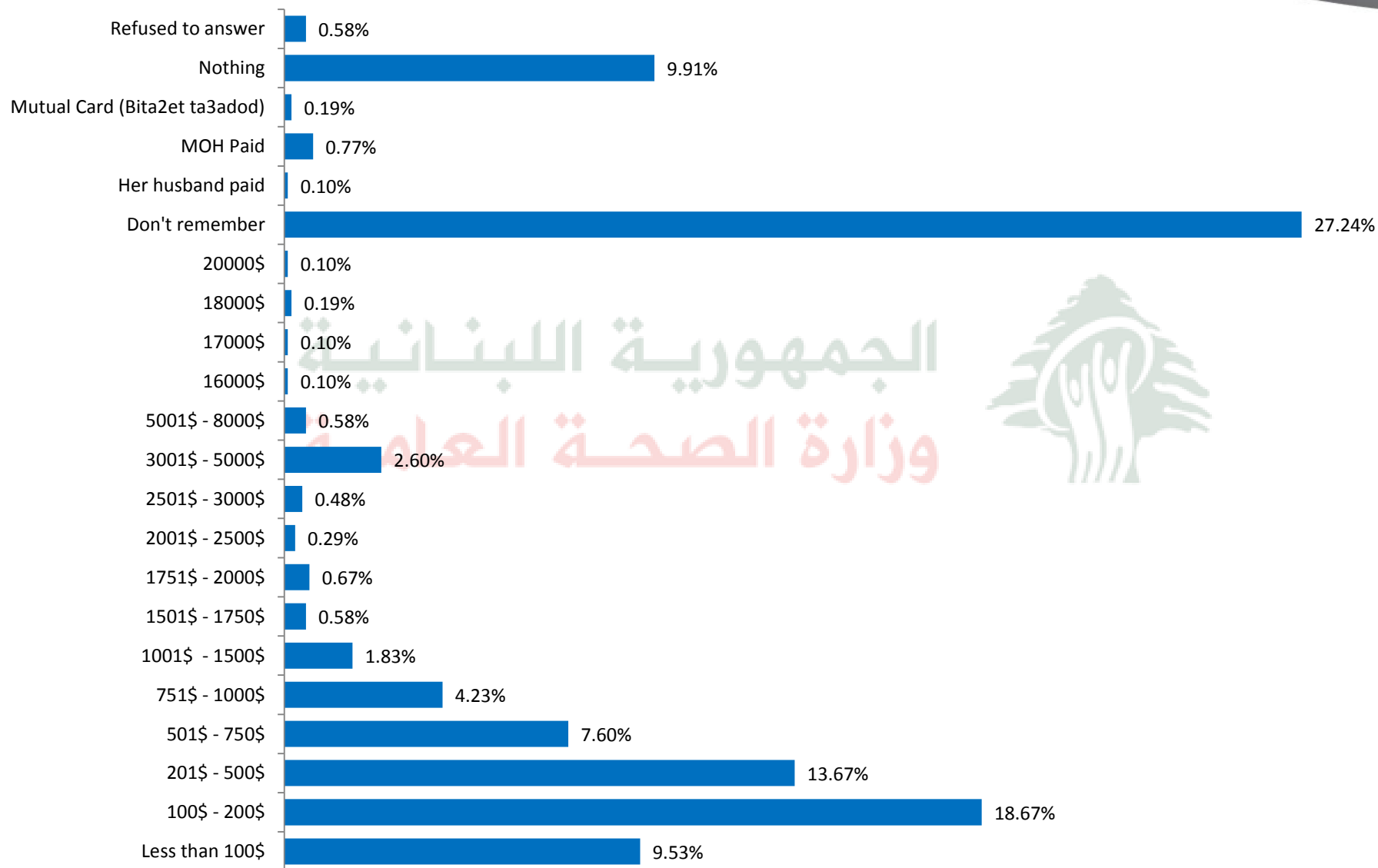
Q.1 You've entered the hospital with a pre-approved case or emergency Case?

Out of 1039 patients



Q.2 How much did you pay?

Out of 1039 patients

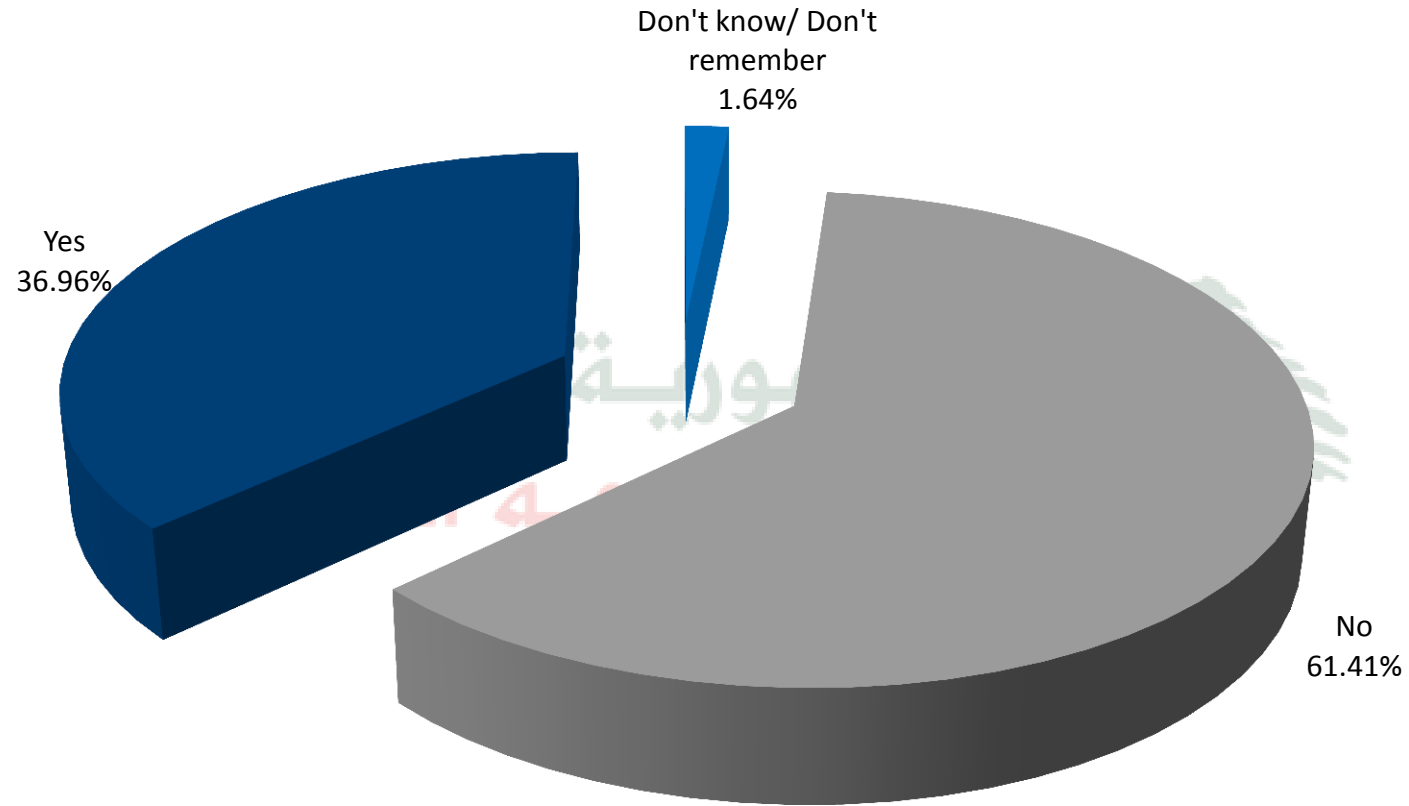


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Q.3 Did you meet the MOH Doctor

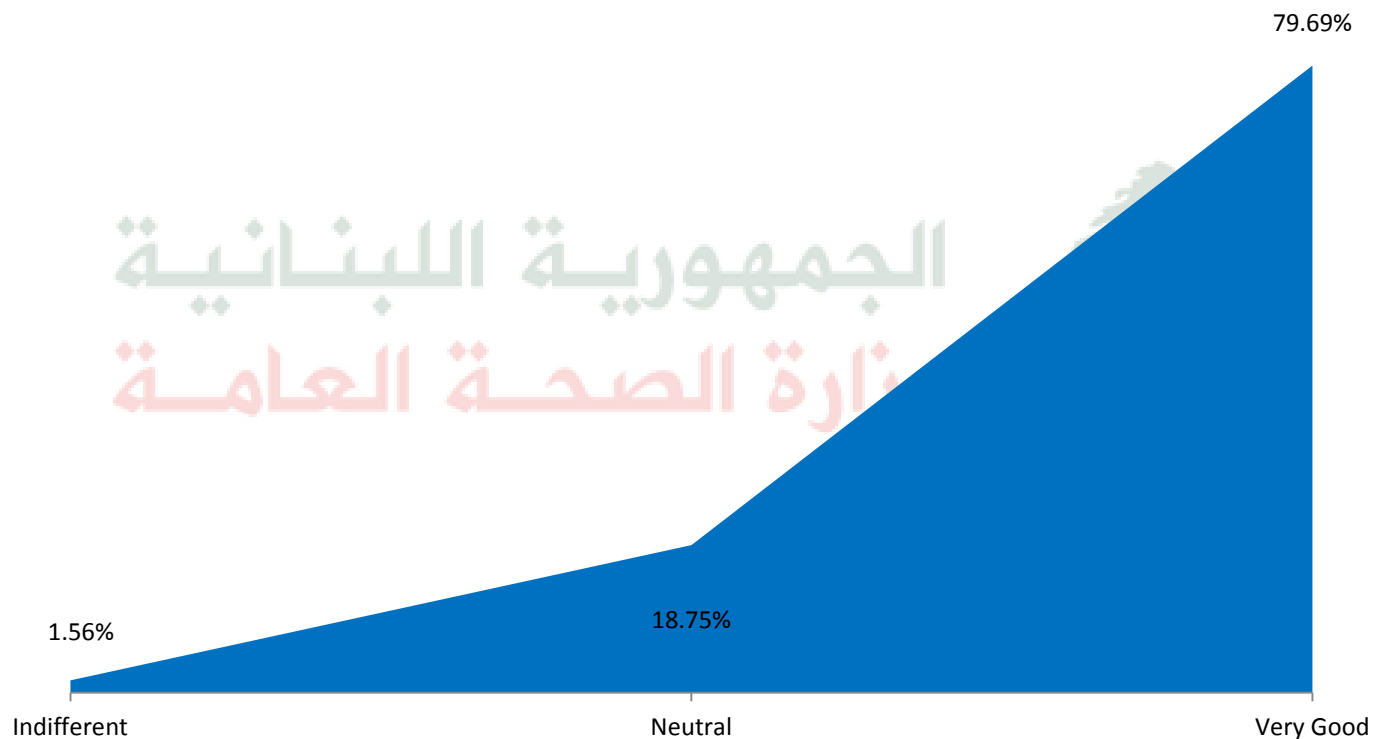
Out of 1039 patients



Q.4 How did he treat you?

Out of 384 patients who saw the MOH Doctor

Q.4

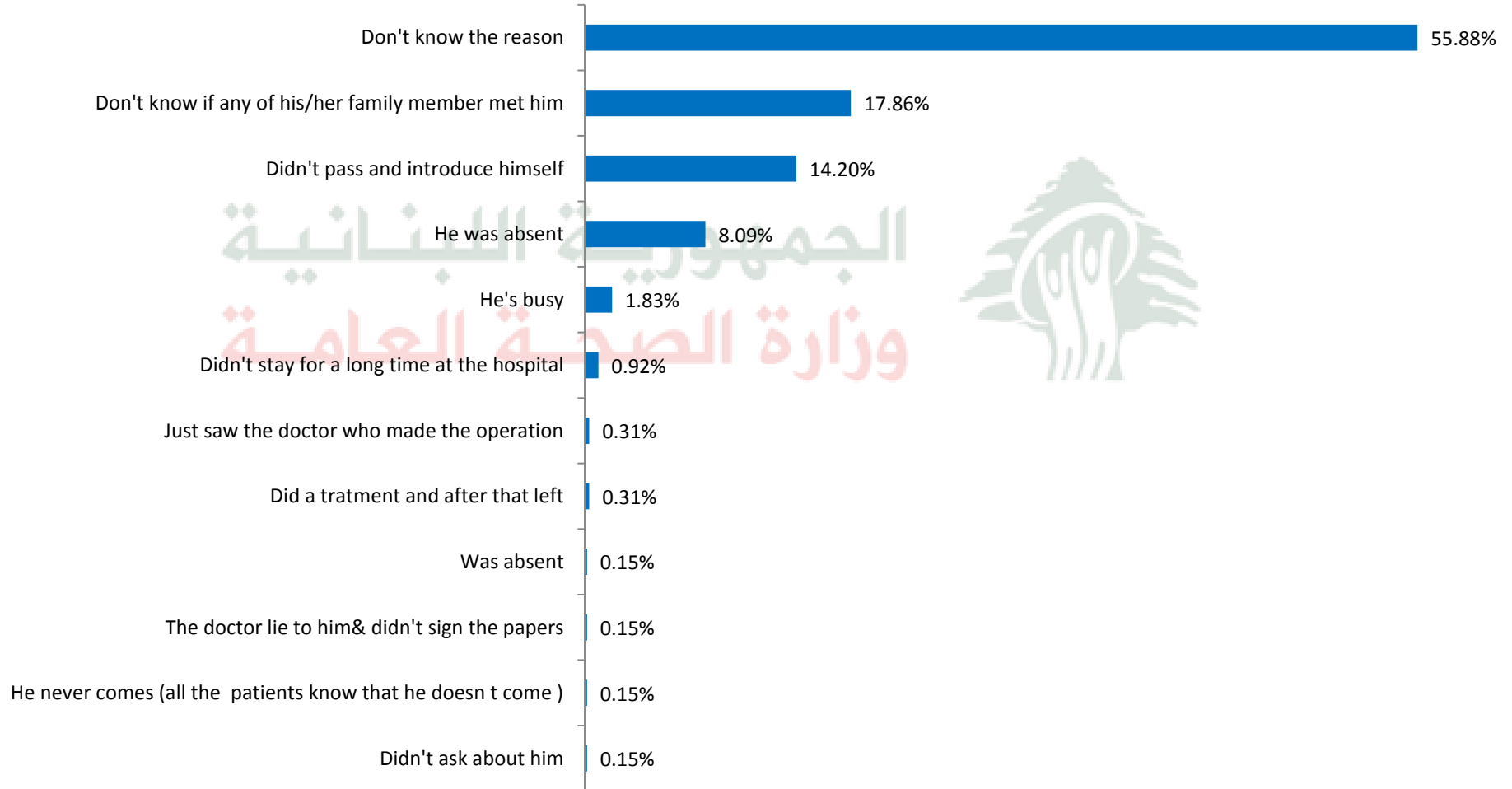


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Q.5 Why didn't you see him?

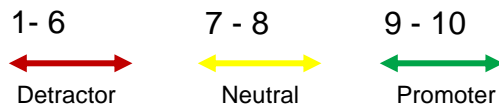
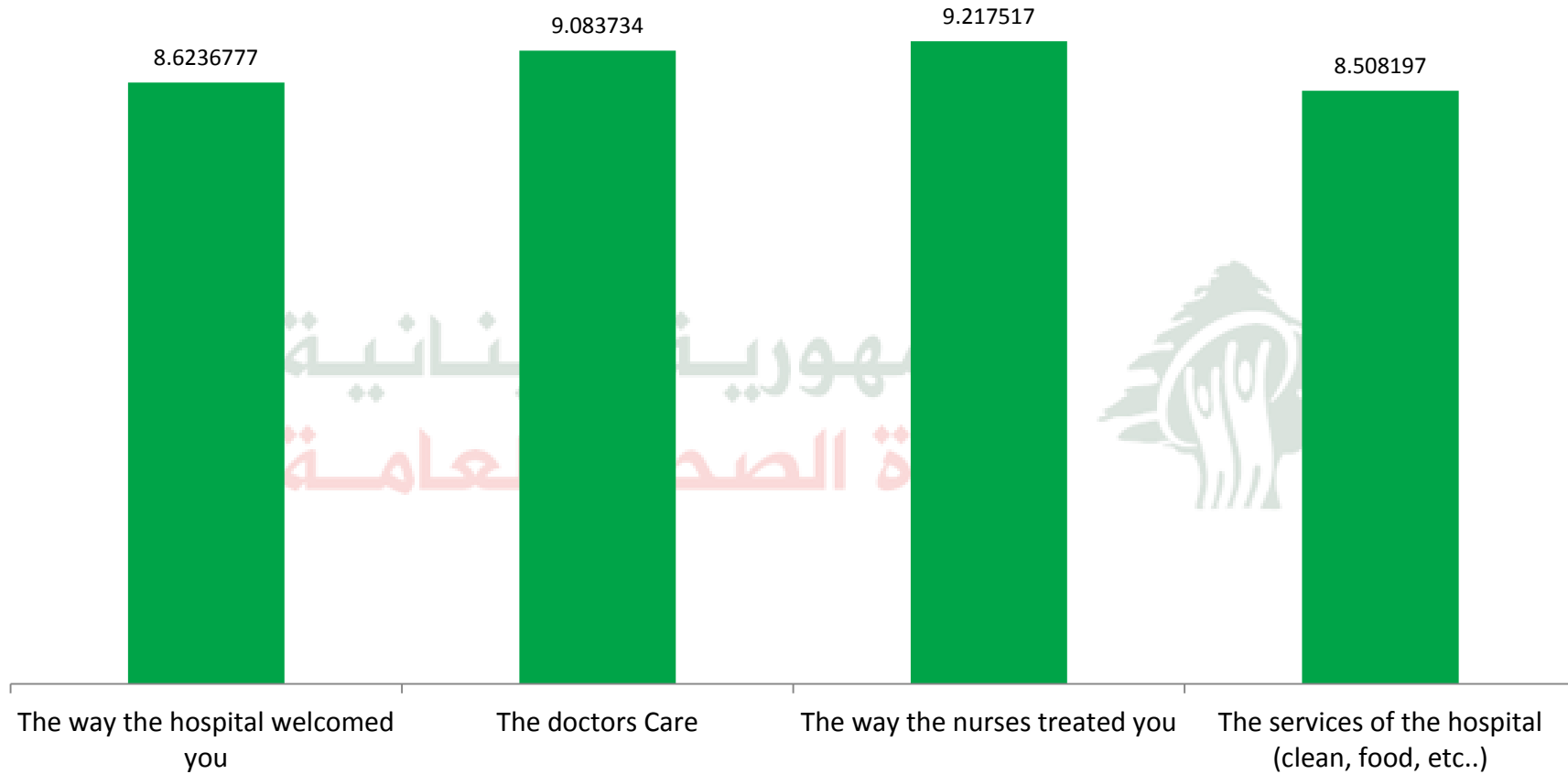
Out of 655 patients divided as follow:

- 17 don't remember if they saw the MOH Doctor
- 638 confirmed not seeing the MOH Doctor



Q.6 Grade the way the hospital welcomed you?

Out of 10396 patients





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Thank you