

Survey questions

My name is currently conducting research for my degree in MBA Global Healthcare. Kindly spare me a few minutes to complete a survey as it will enable me to complete my dissertation. Please be assured that all responses will be treated with utmost confidentiality and will be used only for the purpose of the study. Thank you.

1. Age

- Below 15
- 15-30
- 31-45
- 46-60
- 61 above

2. Education

- High School
- Graduate
- Postgraduate
- Professional Courses
- Doctorate

3. Occupation

- Self employed
- Service employed
- Student
- Not Employed
- Others

4. Experience of Using Mobile phone and different smart applications (Uber, Zomato, RelianceMart, Sahili App)

- Less than 2 years
- 2 – 4 years
- 5- 7 Years

- 8 & Above
 - No experience with mobile phones
5. Average number of hospital visits for yourself or your family members in last 3 months
- Less than 2 times
 - 2 – 4 times
 - 5- 7 times
 - 8 & Above
 - Not been to hospital for me or any family member

Smart Healthcare Services					
Sentences	Always	Often	Sometimes	Rarely	Never
1. The hospital I visit to has an app and also a 24*7 call center to make the bookings.					
2. The hospital has made a provision of virtual doctor assistance when things are not serious.					
3. The hospital is making the reports and documents paperless and sends a digital copy of reports to me and the doctor.					
4. The details of the doctor (experience, working hours, location etc). are given on the app.					
Smart Healthcare Services and Service Quality					
Sentences	Always	Often	Sometimes	Rarely	Never
5. The quality of services is enhanced as the previous records and care giver details are there on the app.					
6. The smart healthcare also increased my awareness of insurance, as I don't have to recheck for insurance packages. The details are in the app.					
7. It is now easy to connect with the healthcare providers through chatbot rather than					

visiting hospital every now and then.					
8. The smart healthcare has also got in the advanced products like oximeters, wearable blood sugar measuring machines etc. This has improved an overall vigilance on health.					
Smart Healthcare Services and Customer Satisfaction					
Sentences	Always	Often	Sometimes	Rarely	Never
9. The process of making the bookings via app or call center is easy and all age group friendly.					
10. In case of telemedicine or virtual assistance, the person is calm and listens to details before transferring the calls to other departments.					
11. The payment is also easy as the bill with the details can be generated online and the payment link along with insurance details are given already.					
12. Smart services have reduced the waiting hours and the extra time (apart from treatments) spent in the hospitals.					
Smart Healthcare and Recommendations					
Are there any improvements in the smart healthcare that you want to see to improve your experience as a patient:					