

Annex E: OTC SAM Satisfaction Questionnaire



Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION
Citystate Centre, 709 Shaw Boulevard, Pasig City
(02) 8662-2588 www.philhealth.gov.ph
PhilHealthOfficial teamphilhealth

OTC SAM SATISFACTION QUESTIONNAIRE

We would like to know how you feel about the services that pertain to the Outpatient Therapeutic Care for Severe Acute Malnutrition for Children 60 months old and below in order that we can improve and meet your needs. This survey will only take a few minutes. Please read the items carefully. If you need to clarify items or ask questions, you may approach your friendly health facility or you may contact PhilHealth call center at 8662-2588. Your responses will be kept confidential and anonymous.

For items 1 to 2, please tick on the appropriate box.

1. Respondent's age is:
 - 19 years old & below
 - Between 20 to 35
 - Between 36 to 45
 - Between 46 to 55
 - Between 56 to 65
 - Above 65 years old
2. Sex of respondent
 - Male
 - Female

For items 3 to 7, please select the one best response by ticking the appropriate box.

3. How would you rate the services received from the health facility (HF) in terms of availability of commodities (e.g. RUTF), medicines or supplies needed for the treatment of your condition?
 - Adequate
 - Inadequate
 - Don't know
4. How would you rate the patient's or family's involvement in the care in terms of patient empowerment?
 - Excellent
 - Satisfactory
 - Unsatisfactory
 - Don't know



5. In general, how would you rate the health care professionals that provided the services for the OTC benefits package for SAM in terms of doctor-patient relationship?
- Excellent
 - Satisfactory
 - Unsatisfactory
 - Don't know
6. In your opinion, by how much has your health facility expenses been lessened by availing of the PhilHealth OTC benefits package for SAM?
- Less than half
 - By half
 - More than half
 - Don't know
7. Overall patient satisfaction (PS mark) is:
- Excellent
 - Satisfactory
 - Unsatisfactory
 - Don't know
8. If you have other comments, please share them below:

Thank you. Your feedback is important to us!

Signature over Printed Name
(Patient/ Parent/ Guardian)

Date accomplished: _____