

PhilHealth



Benefits

Share your opinion with us!

We would like to know how you feel about the services that pertain to the Z Benefit Package 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 3, please tick on the appropriate box.**

1. Z benefit package availed is for:
  - Acute lymphoblastic leukemia
  - Breast cancer
  - Prostate cancer
  - Kidney transplantation
  - Cervical cancer
  - Coronary artery bypass surgery
  - Surgery for Tetralogy of Fallot
  - Orthopedic implants
  - Peritoneal dialysis
  - Colorectal cancer
  - Post kidney transplantation services
  - Prevention of preterm delivery
  - Preterm and small baby
  - Children with developmental disability
  - Children with mobility impairment
  - Children with visual disability
  - Children with hearing impairment
  - Surgery for ventricular septal defect
  - ZMORPH/Expanded ZMORPH
  - Heart Valve Surgery
  
2. 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
  
3. Sex of respondent:
  - male
  - female

**For items 4 to 8, please select the one best response by ticking the appropriate box.**

4. How would you rate the services received from the health facility (HF) in terms of availability of medicines or supplies needed for the treatment of your condition?
  - adequate
  - inadequate
  - don't know
  
5. How would you rate the patient's or family's involvement in the care in terms of patient empowerment? (You may refer to your Member Empowerment Form)

excellent       satisfactory       unsatisfactory       don't know

6. In general, how would you rate the health care professionals that provided the services for the Z benefit package in terms of doctor-patient relationship?

excellent       satisfactory       unsatisfactory       don't know

7. In your opinion, by how much has your HF expenses been lessened by availing of the Z benefit package?

less than half       by half       more than half       don't know

8. Overall patient satisfaction (PS mark) is:

excellent       satisfactory       unsatisfactory       don't know

9. If you have other comments, please share them below:

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**Thank you. Your feedback is important to us!**

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Signature of Patient/ Parent/ Guardian

Date accomplished: \_\_\_\_\_