

FEEDBACK FORM

As part of our effort to improve on our health service delivery, we would like to hear your opinion about our scheme. This will help us identify areas where we are doing well and where to do better in order to serve you right and like none of such.

If you prefer to speak with someone about your opinion/experience, you may call our care line, **+234 80 6 2290 889, 02-873 0533**

(Please tick appropriately)

Type of scheme

Corporate

NHIS

Type of Health Plan

Essential

Standard

Silver

Gold

Platinum

Name and address of your primary provider.....

Date of visit..... Time of Visit.....

How long did you wait to see the doctor?

Less than 10minutes

10-20 minutes

21-30 minutes

31- 50 minutes

More than 1 hour

In which department where you delayed?

Out-patient

Emergency

General Consultation

Specialist Consultation

Antenatal

Immunization/Child Welfare

Others, please specify

How would you rate the quality of customer service of your provider?

Excellent

Good

Fair

Poor

Very poor

Were you satisfied with the doctor's approach and prescription

Yes

No

Were you satisfied with the nurses' approach?

Yes

No

