

Patient Satisfaction Survey

Your Visit to the Hospital

Please tell us what you think. Your feedback helps us to do better.



Thunder Bay Regional
Health Sciences
Centre

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1. The staff introduced themselves to me.

- Yes
- Some of the time
- No

2. Did you see staff wash or foam their hands before they treated you?

- Yes
- No
- Did not notice

3. The staff explained their role before they offered care.

- Yes, all staff
- Yes, some of the staff
- No, none of the staff

4. The staff explained what they were going to do.

- Yes, all staff
- Yes, some of the staff
- No, none of the staff

5. The staff were nice to me during my visit.

- Satisfied
- Dissatisfied
- Don't know
- Not applicable

6. The care was explained to me.

- Satisfied
- Dissatisfied
- Don't know
- Not applicable

7. The health care provider answered my questions.

- Yes
- No
- Not Applicable

8. If you had any fears during your visit, were you able to tell someone?

- Yes
- No
- Not Applicable

9. The staff were respectful and understood my needs.

- Yes
- No
- Not Applicable

10. Overall, how would you rate the care you received?

- Excellent
- Very Good
- Good
- Fair
- Poor
- Not Applicable

11. Overall, how would you rate your experience at the hospital?

- Excellent
- Very Good
- Good
- Fair
- Poor
- Not Applicable

12. What area of the hospital were you visiting today?

- Cancer Care
- Diabetes
- Emergency
- Renal
- Other

13. I would feel comfortable asking for traditional foods and/or services if I wanted them.

- Yes
- No
- Did not notice

14. Were there any difficulties communicating during your visit?

- Yes
- No
- Not Applicable

15. Would an Indigenous Patient Navigator have been helpful for you?

- Yes
- No
- Not Applicable

16. I felt I was in a welcoming environment.

- Yes
- No
- Not Applicable

17. Did you know that if you supply your status card information to the hospital, we can bill Non-Insured Health Benefits (NIHB) directly for some health care items, such as crutches?

- Yes
- No
- Not Applicable

Comments

Miigwetch. We value your opinion.