

Telehealth Patient Satisfaction Survey

This tool was submitted by Centura Health At Home as a part of their *Enhancing the Home Telehealth Program with Call Center Activities* project supported by the Center for Technology and Aging, Remote Patient Monitoring Diffusion Grants Program, 2010-2011. Additional information is available at <u>toolkit.techandaging.org</u>



Telehealth Patient Satisfaction Survey

Telehealth was used for:
Me A family member

Please indicate your level of agreement with each of the following statements about you or your family member's Telehealth experience.

	No, definitely not 1	l don't think so 2	Maybe yes, maybe no 3	Yes, I think so 4	Yes, Definitely 5	not applica ble
 The training and support team from Centura's home care agency helped me understand how to operate the equipment 						
2. Telehealth equipment was easy to use						
 Since using Telehealth monitoring, I am more motivated to monitor my health 						
 Telehealth equipment helped me improve my health 						
 I was uncomfortable using the Telehealth technology 						
 The Telehealth equipment took too much time to use 						
 I worried about my privacy with Telehealth technology 						
 Telehealth technology helped me become more involved with my healthcare 						
9. The care I received with Telehealth technology was just as good as having a nurse come to my house						
10.I would recommend Telehealth to others						

Thank you for participating in our survey. We appreciate and value your feedback.

What did you like best about Telehealth?

What did you like least about Telehealth?

Patient's Name_____

Signature_____