

#### A.4 Result – Patient Satisfaction Questionnaire

<b>Number of Patients:</b>	14	
<b>Men:</b>	6	
<b>Women:</b>	8	
<b>Average age:</b>	53	years

	<b>Video</b>	
	<b>stream.</b>	<b>3G mobile</b>
<b>Type of Consultation:</b>	8	6

	<b>Yes</b>	<b>No</b>
<b>1 Would you recommend the SPEX service to others?</b>	13	1
<b>Comments:</b>		
<p>Fast decisions were very positive. Very good to have two specialist's judgments concerning my wound. Nice to avoiding transport to an other hospital. Yes, if I received information before. Good that the patient can take part in the discussion between doctors. Fast and flexible, lower costs. Can not recommend it, but I can't advise anyone not to participate. Nice with a second opinion. Feels safer and more secure. Had been very bothersome to get transported (paralysed patient).Saves time. Fast decisions with suitable treatment. Good that consultations with other specialists that can see the wound live. Nice to not going to Uppsala, I feel lost there (trying to find my way).</p>		

		Excellent	Very Good	Good	Satisfactory	Poor	Do not know
2.1	What is your health conditions at present time?	1	3	7	2	1	0
2.2	How is the conditions concerning your complaint? (the reason you got treatment in SPEX)	5	0	5	3	1	0
3.1	How did you value the fact that you were able to attend Eskilstuna Hospital instead of going to Uppsala for treatment?	7	3	3	0	1	0
3.2	Overall, how was the information you received?	3	7	2	1	1	0
3.3	How would you assess the doctor's attitude?	5	6	2	0	1	0
3.4	How would you assess the nurse's attitude?	5	5	1	1	0	2
3.5	How would you assess being treated with telemedicine services? (Videoconferencing)	2	9	1	1	0	1
3.6	How did you feel concerning your integrity in this situation?	7	4	3	0	0	0
3.7	How was your experince talking to a distant doctor only by telephone and video?	1	3	3	1	0	6
3.8	How did you experience the quality of care you were given using telemedicine services (videoconferencing)?	4	3	4	1	1	1
3.9	How did you experience the explanations by the doctors, concerning your condition and course of treatment?	2	2	3	1	0	6
		<b>42</b>	<b>45</b>	<b>34</b>	<b>11</b>	<b>6</b>	<b>16</b>