

## MEDICAL PROVIDER QUESTIONNAIRE

### Section 1: Demographic characteristics

1. Please select which age group you belong to:
  - a. 19-35
  - b. 36-50
  - c. 51-65
  - d. Above 65 years
  
2. Specify your gender:
  - a. Female
  - b. Male
  
3. Your current employment status:
  - a. General practitioner
  - b. Dentist
  - c. Gynecologist
  - d. Other, please specify: \_\_\_\_\_
  
4. You currently live in:
  - a. Urban residence
  - b. Rural residence
  
5. Your medical facility where you work is located in:
  - a. Urban area
  - b. Rural area

### Section 2: Medical provider viewpoints and satisfaction of the current first come – first served principle

1. List the most common reason patients visit you?
  - a. Regular examination
  - b. Chronic disease
  - c. If needed
  - d. Other, please specify: \_\_\_\_\_
  
2. Usually, at what time of day do you have the most patients (24h format)?
  - a. 08:00 – 12:00
  - b. 12:00 – 16:00
  - c. 16:00 – 20:00
  - d. Other, please specify: \_\_\_\_\_
  
3. On a scale of 1 to 5 (1 is Strongly disagree, 2 is Disagree, 3 is Neither agree Nor disagree, 4 is Agree, 5 is Strongly agree)  
Your facility is often crowded with patients? \_\_\_\_\_
  
4. According to you, how much time (in minutes) do you spend on average with a patient after admitting him?
  - a. 0 – 10 minutes
  - b. 10 – 20 minutes

- c. 20 – 30 minutes
  - d. 30 – 40 minutes
  - e. Above 40 minutes
5. On a scale of 1 to 5 (1 is Strongly disagree, 2 is Disagree, 3 is Neither agree Nor disagree, 4 is Agree, 5 is Strongly agree)  
Patients are often exposed to health risks from other patients while waiting to be admitted.  
\_\_\_\_\_
6. On a scale of 0 to 5 (where 0 is No opinion, 1 is Very dissatisfied, 2 is Dissatisfied, 3 is Neutral, 4 is Satisfied, and 5 is Very satisfied)  
How satisfied are you with the current concept of work that has been established, i.e. on the principle of first come - first served? \_\_\_\_\_
7. On a scale of 0 to 5 (where 0 is No opinion, 1 is Very dissatisfied, 2 is Dissatisfied, 3 is Neutral, 4 is Satisfied, and 5 is Very satisfied)  
Do you think that the current principle of work first come - first served should be improved or changed?

Section 3: Medical provider viewpoints on introducing e-appointment system at primary care physicians to the current first come – first served principle in Macedonia, possible advantages/disadvantages, and help against Covid-19 spread by using EASPCP

1. On a scale of 0 to 5 (where 0 is No opinion, 1 is Strongly disagree, 2 is Disagree, 3 is Neither agree Nor disagree, 4 is Agree, and 5 is Strongly agree)  
What is your opinion on the introduction of online appointments by patients through a web system in addition to the current principle of first come - first served?  
(Optional) If you do not agree, please explain: \_\_\_\_\_
2. If online scheduling was introduced, at what time of day would you apply it (24h format)?
- a. 08:00 – 12:00
  - b. 12:00 – 16:00
  - c. 16:00 – 20:00
  - d. Other, please specify: \_\_\_\_\_
3. On a scale of 1 to 5 (1 is Strongly disagree, 2 is Disagree, 3 is Neither agree Nor disagree, 4 is Agree, 5 is Strongly agree)  
In your opinion, if such an electronic system was introduced with the possibility of making an appointment with the physician, it would provide:
- 3.1. Time-saving \_\_\_\_\_
  - 3.2. Reduce crowding at the medical facility \_\_\_\_\_
  - 3.3. Improve patient care \_\_\_\_\_
  - 3.4. Improve access and organization of the medical facility \_\_\_\_\_
  - 3.5. Reduce waiting time at the medical facility \_\_\_\_\_
  - 3.6. Assured a time slot for appointment \_\_\_\_\_

- 3.7. Ease in patient follow-ups \_\_\_\_\_
- 3.8. Improvement in medical services \_\_\_\_\_
- 3.9. Easy consultation appointments \_\_\_\_\_
- 3.10. Better care and benefits for all patients, especially for the more vulnerable category of patients (chronically ill, pregnant women and children), making it essential for health care \_\_\_\_\_
- 3.11. Reduce flexibility of the medical provider services at the medical facility \_\_\_\_\_
- 3.12. Problems with patients who do not show up or are late for appointments \_\_\_\_\_

4. On a scale of 1 to 5 (1 is Strongly disagree, 2 is Disagree, 3 is Neither agree Nor disagree, 4 is Agree, 5 is Strongly agree)  
 Do you think that the results will improve in relation to the previous question by dividing the time period of the day, one period for electronic appointments and one period for the principle first come - first served (mix of services)? \_\_\_\_\_

5. On a scale of 1 to 5 (1 is Strongly disagree, 2 is Disagree, 3 is Neither agree Nor disagree, 4 is Agree, 5 is Strongly agree)  
 Do you think that the results in relation to question 3 would improve by introducing a reminder system, such as messages, e-mail, phone calls, etc.?) \_\_\_\_\_

6. On a scale of 1 to 5 (1 is Strongly disagree, 2 is Disagree, 3 is Neither agree Nor disagree, 4 is Agree, 5 is Strongly agree)  
 Do you think that using such a system would help in today's global crisis with Covid-19? \_\_\_\_\_

7. On a scale of 1 to 5 (1 is Strongly disagree, 2 is Disagree, 3 is Neither agree Nor disagree, 4 is Agree, 5 is Strongly agree)  
 The system would provide online scheduling of video consultations with the physicians. \_\_\_\_\_

8. On a scale of 1 to 5 (1 is Strongly disagree, 2 is Disagree, 3 is Neither agree Nor disagree, 4 is Agree, 5 is Strongly agree)  
 By describing the problems in the form provided in the appointment system by the patients, do you think it would help the physicians to determine the urgency for the examination? \_\_\_\_\_

9. On a scale of 1 to 5 (1 is Strongly disagree, 2 is Disagree, 3 is Neither agree Nor disagree, 4 is Agree, 5 is Strongly agree)  
 Regarding the previous question, do you think that this will help physicians to respond better, especially in case of coronavirus signs? \_\_\_\_\_

Additionally, leave a comment if you have something to add:

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