

Patient Satisfaction (PSQ-18)

	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
1. The healthcare professionals in the lipid clinic are good at explaining the reason for medical tests	1	2	3	4	5
2. I think the setting in which I receive my care (virtual/telephone/face to face clinic) has everything needed to provide me the best care	1	2	3	4	5
3. The healthcare I have been receiving is just about perfect	1	2	3	4	5
4. Sometimes the healthcare professionals make me wonder if the diagnosis is correct	1	2	3	4	5
5. I am confident that I can get the healthcare I need without any financial set backs (e.g. travel to clinic, prescription charges etc.)	1	2	3	4	5
6. In clinic, the healthcare professionals are careful to check everything when treating and examining me	1	2	3	4	5
7. I have to pay for more of my medical treatment than I can afford (e.g. prescription charges)	1	2	3	4	5
8. I have easy access to the healthcare professionals I need	1	2	3	4	5
9. Where I get my healthcare, people have to wait too long for emergency treatment	1	2	3	4	5
10. Healthcare providers act too impersonal, business like towards me	1	2	3	4	5
11. My healthcare provider treats me in a very friendly and courteous manner	1	2	3	4	5
12. Those who provide my healthcare sometimes hurry too much when they treat me	1	2	3	4	5
13. Healthcare providers sometimes ignore what I tell them	1	2	3	4	5
14. I have some doubts about the ability of the healthcare providers that treat me	1	2	3	4	5
15. The healthcare providers usually spend plenty of time with me	1	2	3	4	5
16. I have found it hard to get an appointment right away for this clinic	1	2	3	4	5
17. I am dissatisfied with some of the things about the healthcare	1	2	3	4	5
18. I am able to get medical care whenever I need it	1	2	3	4	5

References: [Thayaparan](#) and [Mahdi](#). 2013. The Patient Satisfaction Questionnaire Short Form (PSQ-18) as an adaptable, reliable, and validated tool for use in various settings. Med Educ Online 2013, 18 : 21747 - <http://dx.doi.org/10.3402/meo.v18i0.21747>