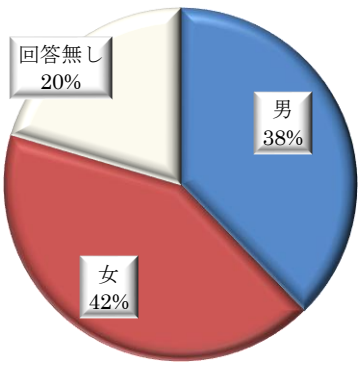
２０１３年度
接遇アンケート結果

作成日：2014.年 1 月 22 日

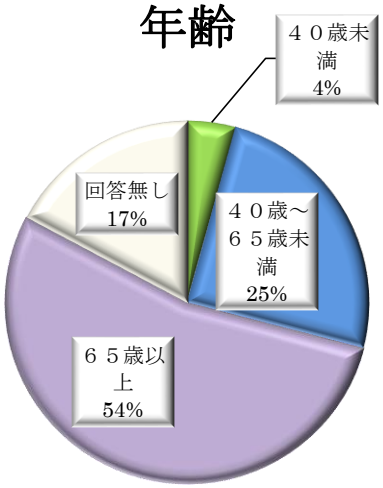
回答者：９３名

内訳

性別

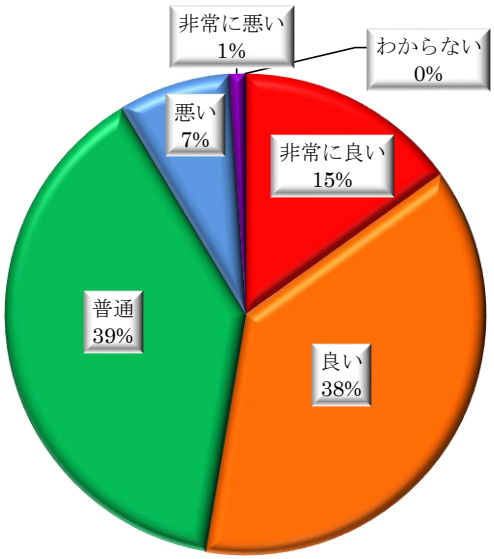


年齢

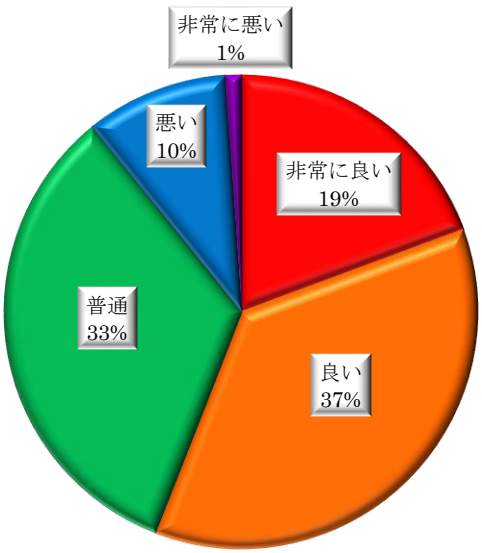


院内設備・環境について

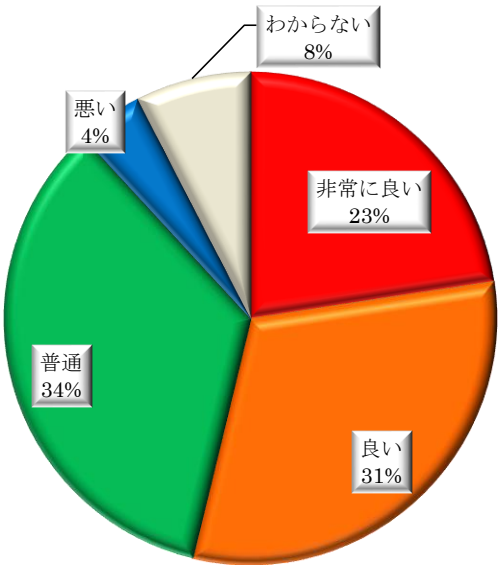
透析室・控室の清潔感



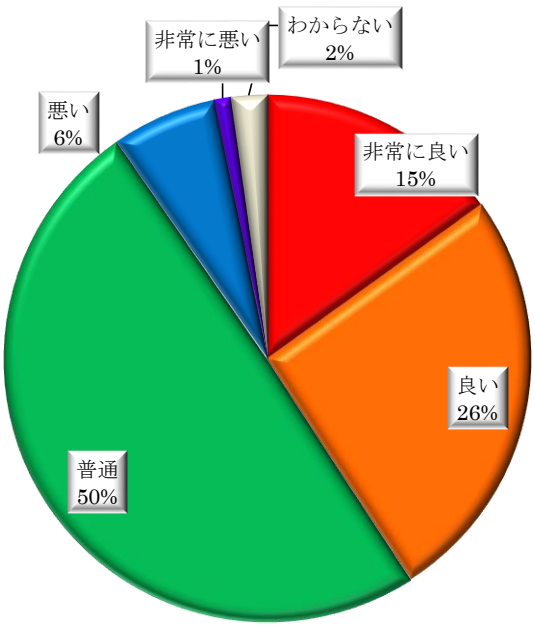
透析室・控室の空調・照明



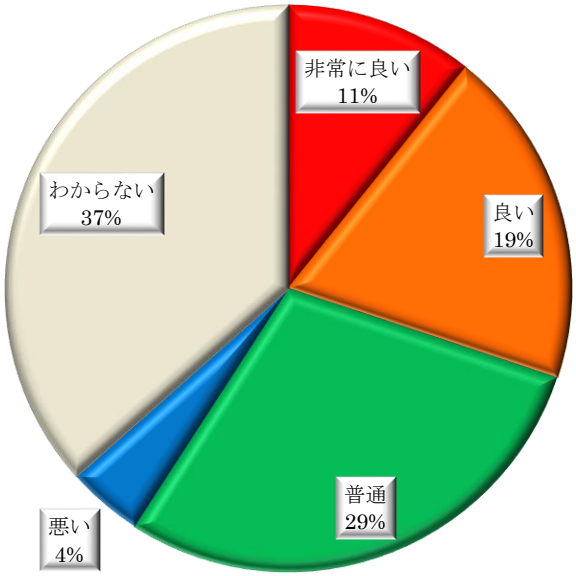
トイレの清潔感



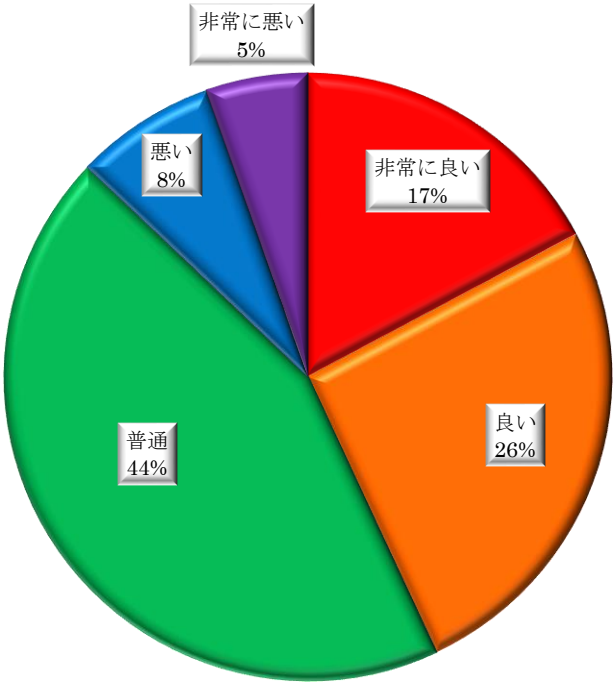
院内の案内表示・掲示物



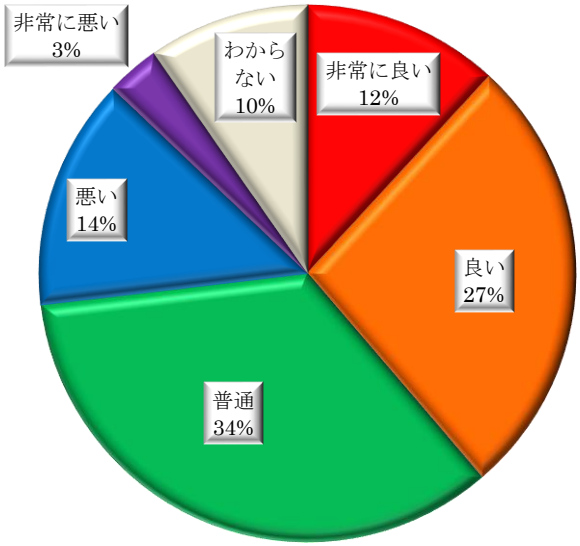
食事のメニュー



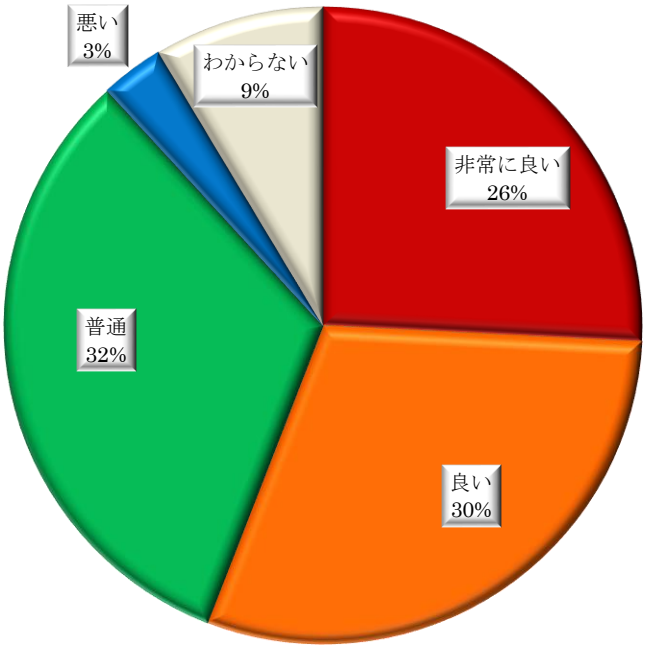
穿刺の待ち時間



プライバシーの配慮

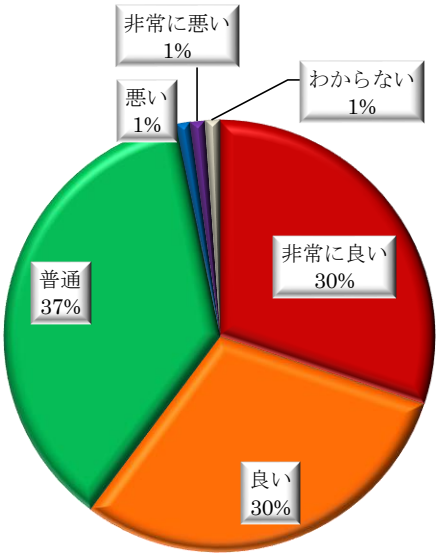


電話の対応

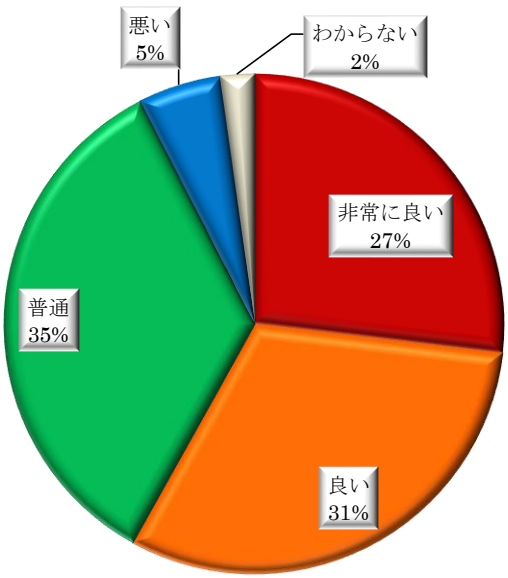


医師の診察について

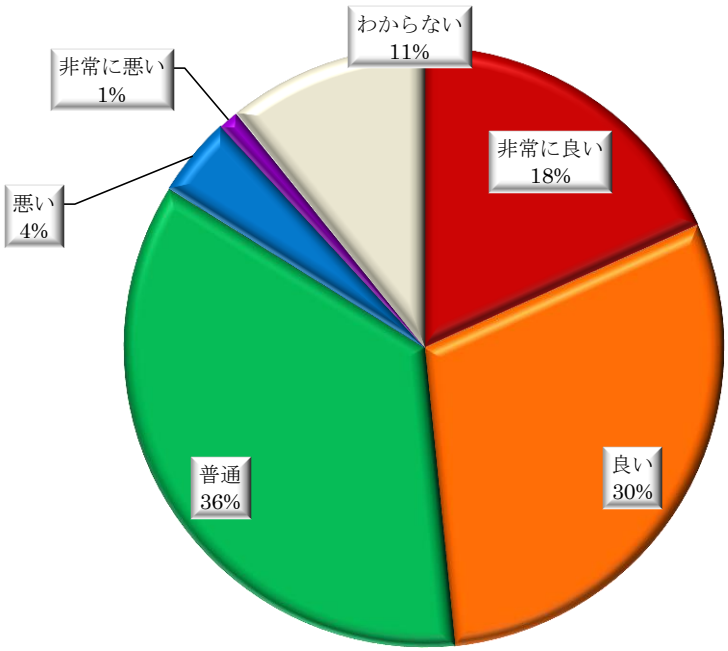
質問・相談のしやすさ



説明のわかりやすさ

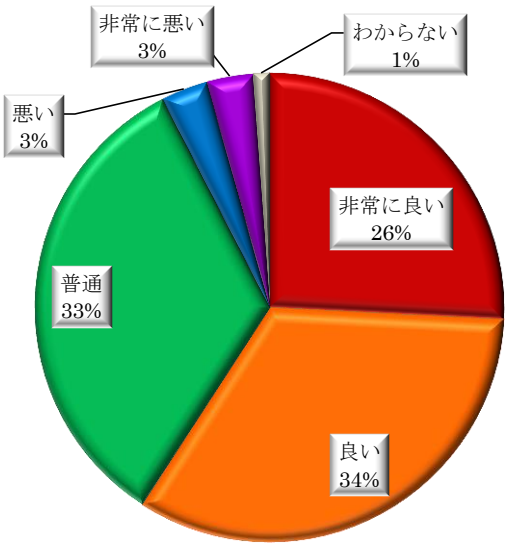


相談に対する応対

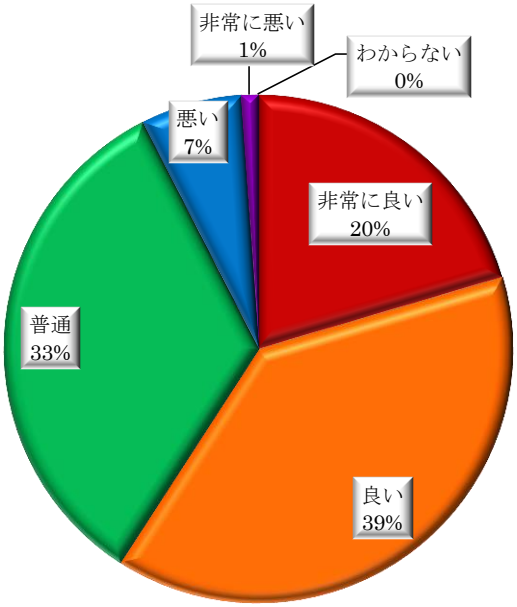


看護師

質問・相談のしやすさ



透析中のトラブルに対する対応



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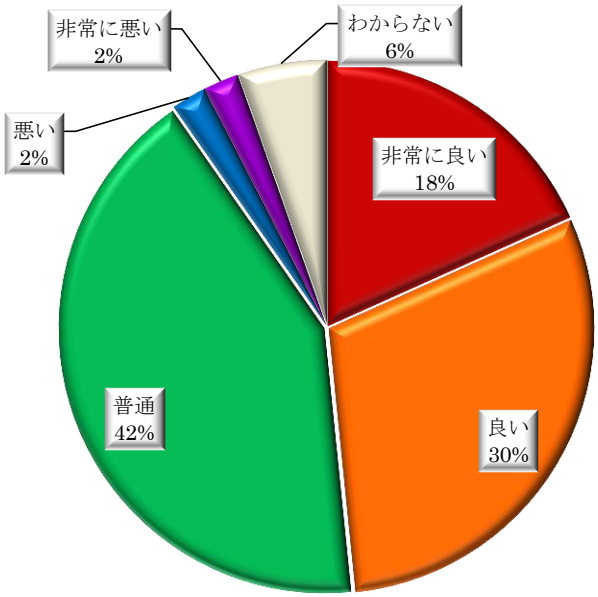
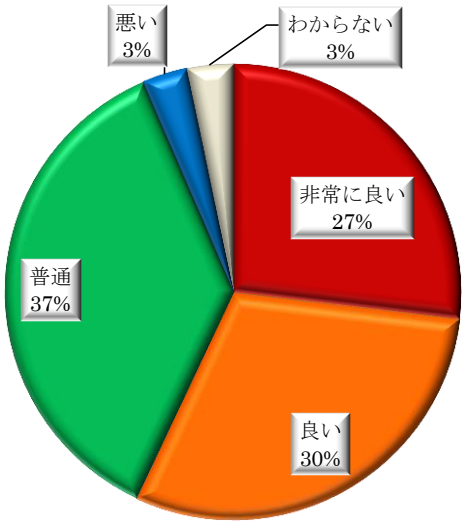
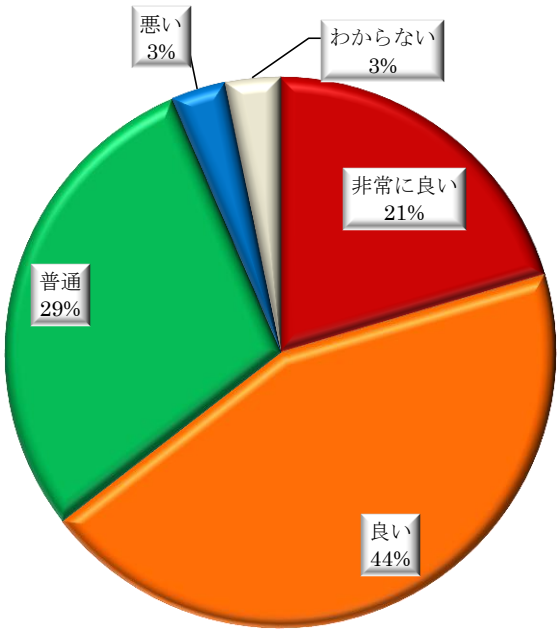


臨床工学技士

質問・相談のしやすさ



穿刺・回収における対応（安心感）



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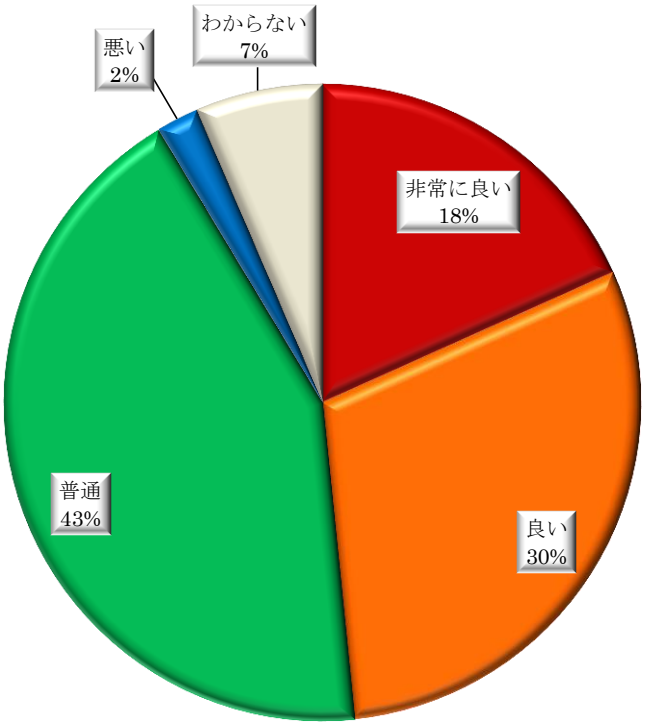
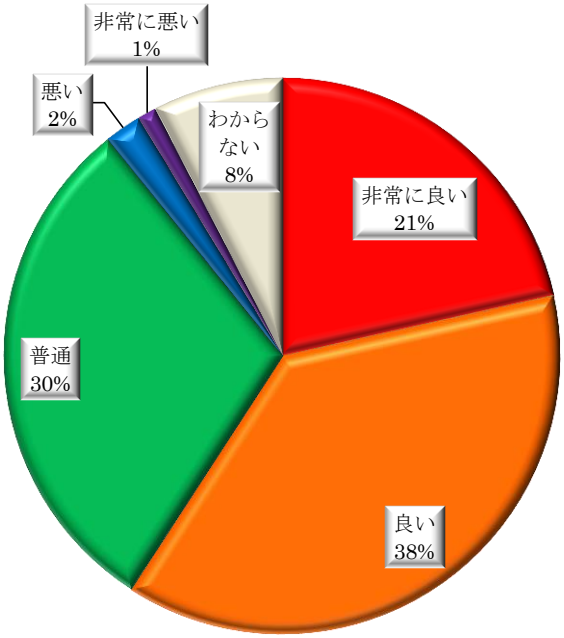
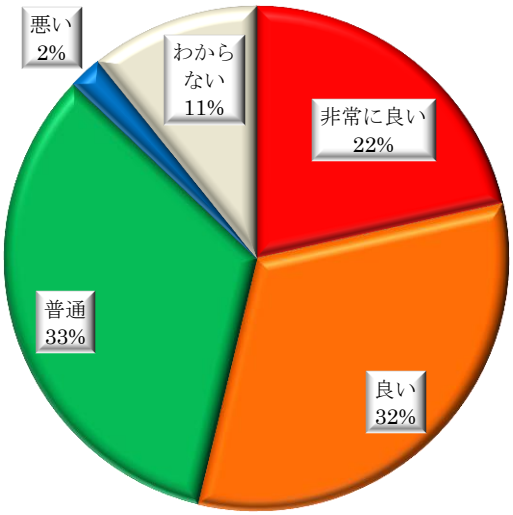


各職種との連携

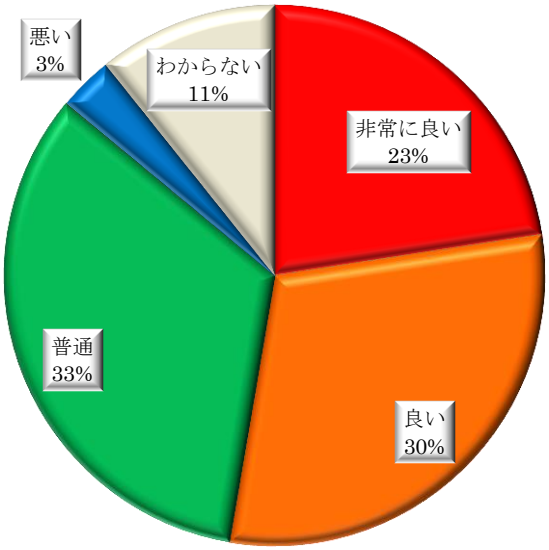
医師と看護師



医師と技士

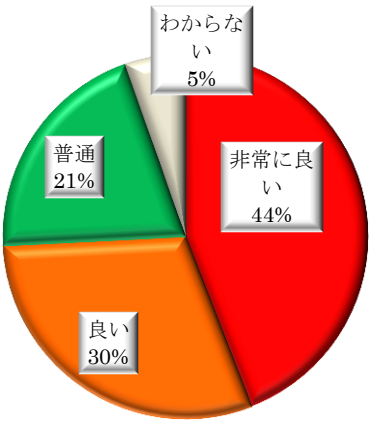


看護師と技士

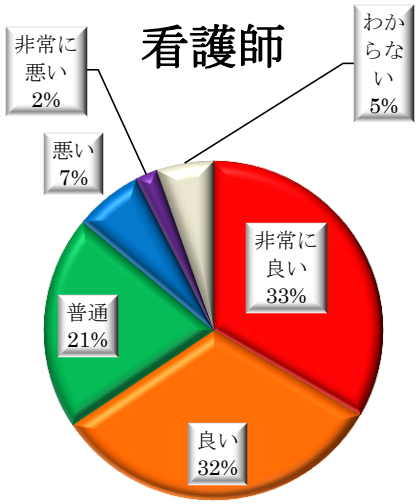


言葉づかい・態度・身だしなみ

医師



看護師



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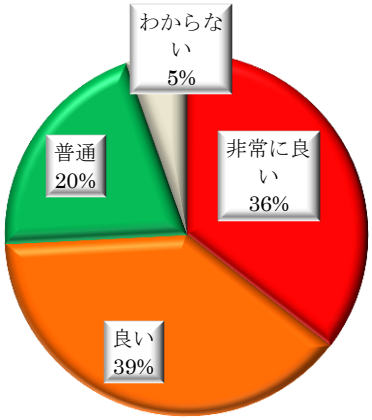
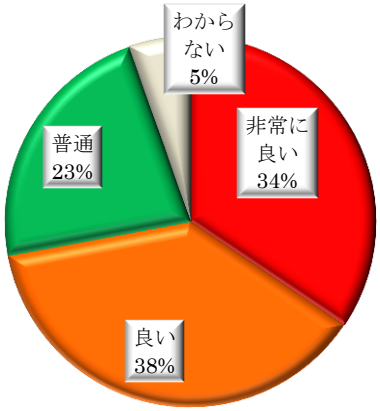
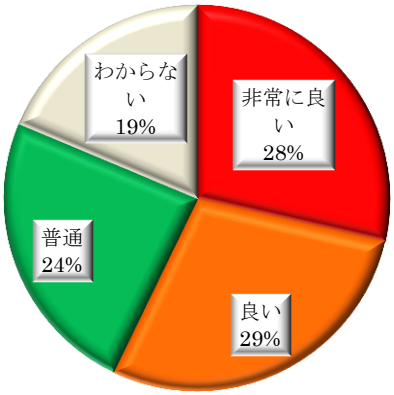


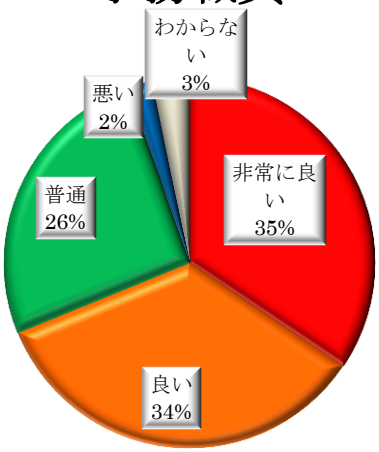
検査技師



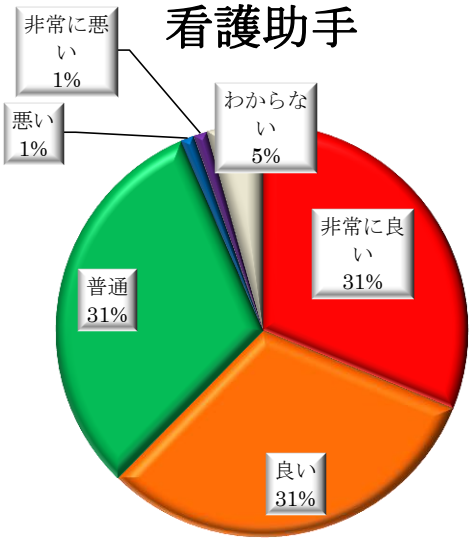
管理栄養士



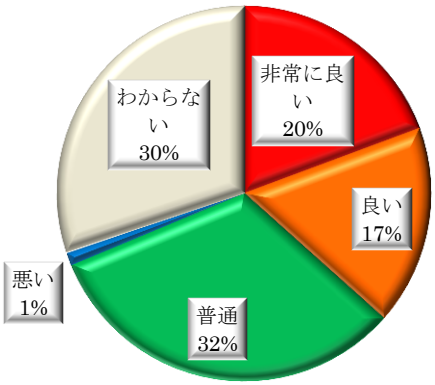
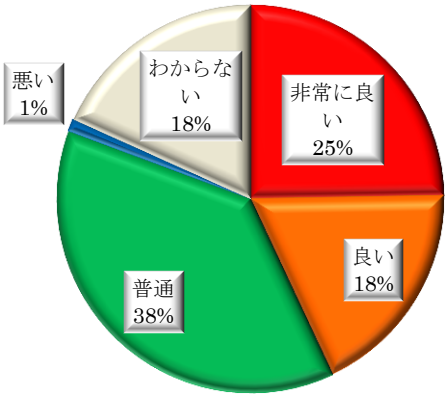
事務職員



看護助手



調理員



清掃員