

Appendix I

Sample Questions for Patient Satisfaction Survey

Sample Survey Questions For Patient Satisfaction on Interpreter Services

(To be Included in Hospital Patient Satisfaction Survey)

1. Do you have difficulties speaking, reading and/or understanding English?

- Yes No (*skip to Q.9*)

2. If yes, what language do you need for your healthcare services and feel most comfortable speaking with your doctor or nurse?

3. During your last visit to the hospital, did you need interpreter services?

- Yes No (*skip to Q.9*)

4. Did the hospital provide you with interpreter services?

- Yes No (*skip to Q. 9*)

5. What services did you receive?

6. Did the interpreter services help you to better communicate with your doctor or nurse?

- Yes No

7. Did you understand the information and instructions provided by your doctor or nurse?

- Yes No

8. How satisfied were you with the language services you received?

- Extremely satisfied
 Very satisfied
 Somewhat satisfied
 A little satisfied
 Not satisfied at all

9. For your next visit, would you like the hospital to provide you with interpreter services?

- Yes No
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