

Telehealth Student Feedback Survey

Offering telemedicine as a new service is one way institutions hope to provide an opportunity for students to still feel connected to their on-campus health providers. Use this survey, created by Wake Forest University, to seek feedback about the student experience with new telehealth options.

1. Please select the name of the health care provider you saw during your telehealth visit.
2. What was the date of your telehealth visit (MM/DD/YYYY)?

Please answer the questions based on your telehealth visit:

3. I was able to explain my medical problems clearly to the provider during the telehealth visit:
 - a. Disagree Strongly
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
 - f. Not Applicable
4. I was able to ask all my questions to the provider:
 - a. Disagree Strongly
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
 - f. Not Applicable
5. I was able to receive answers to all my questions from the provider:
 - a. Disagree Strongly
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
 - f. Not Applicable
6. My provider explained things in a way that was easy to understand:
 - a. Disagree Strongly
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
 - f. Not Applicable
7. I had adequate time to discuss my care with my provider:
 - a. Disagree Strongly
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
 - f. Not Applicable
8. I feel my privacy was protected during the video examination:
 - a. Disagree Strongly
 - b. Disagree
 - c. Neutral
 - d. Agree
 - e. Strongly Agree
 - f. Not Applicable

9. I feel the interactions with the provider using the video recording was adequate for my care:

- a. Disagree Strongly
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly Agree
- f. Not Applicable

10. I was satisfied with the telehealth visit:

- a. Disagree Strongly
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly Agree
- f. Not Applicable

11. I would recommend the [INSTITUTIONAL] telehealth program to others:

- a. Disagree Strongly
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly Agree
- f. Not Applicable

12. I feel that the telehealth visit is a convenient form of healthcare delivery:

- a. Disagree Strongly
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly Agree
- f. Not Applicable

13. The information provided by my provider has helped me manage my health problems:

- a. Disagree Strongly
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly Agree
- f. Not Applicable

14. I feel the technology was simple and easy to use:

- a. Disagree Strongly
- b. Disagree
- c. Neutral
- d. Agree
- e. Strongly Agree
- f. Not Applicable

15. Do you have any comments you wish to share about your visit?