Customer Feedback Report

Number of patients: 48

Number of patients responded: 36

Response rate: 75.00%

**Center Details**

Center Name: Yatharth Hospital Noida

Score: 2.89

Remarks: Average

**Staff Details**

Operations Manager: Manvi Kaushik(R.M.)

Center Manager: Garima Mittal

Doctor: Hakim/On Call

Senior Technicians: Vivek & Mohsin

**Report**

|  |  |  |  |
| --- | --- | --- | --- |
| **S.NO** | **Parameter** | **Remarks** | **Score** |
| 1 | Environment | Average | 2.92 |
| 2 | Cleanliness | Average | 2.83 |
| 3 | Staff Behavior | Average | 2.92 |
| 4 | Procedure Explained | Satisfactory | 3.61 |
| 5 | Dialysis started on time | Satisfactory | 3.33 |
| 6 | Dialysis received for 4 hours | Satisfactory | 3.88 |

* Score table is defined in table below :

|  |  |
| --- | --- |
| **Score** | **Remarks** |
| 5 | Excellent |
| 4 | Very Good |
| 3 | Satisfactory |
| 2 | Average |
| 1 | Poor |