

Annexe 3: Beneficiary Feedback Form (Post Discharge)

To be used with appropriate logo and branding of PM-JAY

Date:

To:

Beneficiary Name

Beneficiary Address

I hope this letter finds you in good health. I hope you were satisfied with the free treatment you received under PM-JAY on <Date > at < Hospital Name> for <nature of treatment>.

Your honest feedback about your recent experience of using PM-JAY is very valuable to us. I have enclosed a short survey to understand more about your experience and how we can further improve services being provided under PM-JAY.

I request you to kindly fill the attached feedback and mail it back to us in the envelope enclosed.

We will incorporate your suggestions to continue improving the quality of services, so please do take out some time to respond back to the feedback.

Regards,

From the Chief Minister

Draft Feedback Questions
(To be sent in a self-addressed pre-paid inland letter)

S.No.	Service Parameters (Please ✓ tick appropriate box)	Response from beneficiary
1	What was treatment/procedure done by hospital under PM-JAY?	
2	Did the PMAM (Pradhan Mantri Arogya Mitra) provide you with necessary information and assistance during your hospitalization?	1 - Yes 2 - No 3 - No Comments
3	Please rate your satisfaction with service in the hospital	1 - Poor 2 - Satisfactory 3 - Good 4 - Excellent 5 - No Comments
4	Please rate your overall satisfaction with Treatment received by you under PM-JAY	1 - Poor 2 - Satisfactory 3 - Good 4 - Excellent 5 - No Comments
5	Was any money paid by you during treatment?	1 - Yes 2 - No 3 - No Comments
	-Amount Paid (in Rs) (pl. specify)	
	-Paid to whom	1 - Hospital 2 - PMAM 3 - Doctor 4 - Any other (pl. specify)
	-Reason for payment	1 - Doctor Fees 2 - Medicines 3 - Investigation 4 - Any other (pl. specify)
6	In absence of PM-JAY, what would you have done to address your present health care problem?	
7	Please share your advice and suggestions on how we can improve the quality of care being provided under PM-JAY	

(Signature of Beneficiary)

Thank you for your valuable inputs