

# dotforms census: Give me your opinion! Quick!

**Where is he going, the customer, the patient, the potential client? Will he come back? Is he satisfied with our service? Will he recommend our business? That is what we like and actually need to know! Even more! Surveys of the target customers are essential for the increased quality standards and requirements of hospitals, suppliers or service providers. Yet, how to conduct surveys, if people are too busy to complete them and evaluation is intricate and time consuming?**



dotforms census performs this survey in the usual manner: with pen and paper. The difference: the respondent (patient, customer, passer-by, fairgoer, etc.) uses a digital pen to complete the questionnaire. The camera within this pen is able to record the writing and starts with the transmission as soon as the pen is connected via a docking station to the computer. Mobile data entry via cell phone is possible, too.

The range of possible uses of dotforms is broad. A patient leaving the hospital can quickly be asked to fill out a questionnaire about his view on the stay and dotforms would handle the rest: digital archiving, interpretation and conclusion forming without any time and effort. A census of opinion on the streets can be conducted with the same ease. The same holds for exit polls of fairgoers or customers in a mall.

1	Wie alt sind Sie?	<input type="checkbox"/> jünger als 20 Jahre <input type="checkbox"/> zwischen 20 und 29 Jahre <input type="checkbox"/> zwischen 30 und 39 Jahre <input type="checkbox"/> älter als 40 Jahre
2	Geschlecht	<input type="checkbox"/> männlich <input type="checkbox"/> weiblich
3	Wer hat die Aufnahme in diese Klinik vermittelt?	<input type="checkbox"/> Ich wollte in diese Klinik <input type="checkbox"/> Hausarzt <input type="checkbox"/> Diabetologische Schwerpunktpraxis <input type="checkbox"/> Krankenkasse <input type="checkbox"/> anderes Krankenhaus <input type="checkbox"/> Familienversicherungsträger
4	1) Wurde bei Schweißproben bei der Genehmigung? 2) Sind Sie Selbstzahler?	1) <input type="checkbox"/> Ja <input type="checkbox"/> Nein 2) <input type="checkbox"/> Ja <input type="checkbox"/> privat <input type="checkbox"/> Zusatzversicherung <input type="checkbox"/> Nein
4	Wie lange mußten Sie in der Aufnahme warten, ehe Sie aufgenommen wurden?	<input type="checkbox"/> unter einer halben Stunde <input type="checkbox"/> eine halbe Stunde <input type="checkbox"/> eine Stunde <input type="checkbox"/> zwei Stunden <input type="checkbox"/> vier Stunden oder länger <input type="checkbox"/> länger als vier Stunden
4	Wie Sie in den Aufnahmebereich kamen - wie wurden Sie empfangen, begrüßt und aufgenommen?	<input type="checkbox"/> sehr freundlich <input type="checkbox"/> freundlich <input type="checkbox"/> weniger freundlich <input type="checkbox"/> unfreundlich <input type="checkbox"/> sehr unfreundlich
5	Wie fanden Sie sich in der Klinik am Tag der Aufnahme zurecht?	<input type="checkbox"/> sehr gut <input type="checkbox"/> gut <input type="checkbox"/> so geht's <input type="checkbox"/> nicht so gut <input type="checkbox"/> schlecht
6	Wie Sie auf die Stationen kamen - wie wurden Sie empfangen und aufgenommen?	<input type="checkbox"/> sehr freundlich <input type="checkbox"/> freundlich <input type="checkbox"/> weniger freundlich <input type="checkbox"/> unfreundlich <input type="checkbox"/> sehr unfreundlich
22	Wie sind Sie mit der Verpflegung zufrieden?	<input type="checkbox"/> sehr gut <input type="checkbox"/> gut <input type="checkbox"/> bef. mäßig <input type="checkbox"/> schlecht <input type="checkbox"/> sehr schlecht  Geschmack Wahrgenommenheit Temperatur Aussehen Service

Your decision to use dotforms census is a decision for an extremely efficient technology that is both intuitive and easy to handle for every person that knows to write. Thus, there is no need to fear any form of customer rejection. Beyond it, the evaluation of the questionnaires is carried out automatically in the background and is available at the push of a button.

In this manner, you are collecting crucial information about your client which can help you to observe your service performance from a different perspective and assist you to improve your service and quality. This creates competitive advantages.

dotforms census gently bridges the gap of feedback between you and the customers.

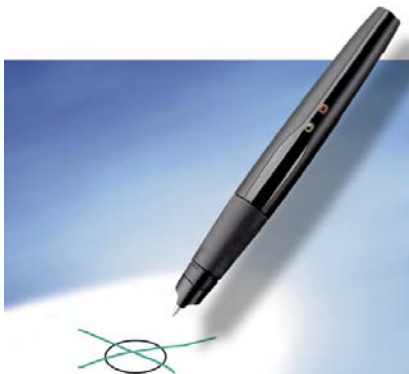




Diagramm Halbach is a full-feature service provider for digital pen applications on the basis of the Anoto functionality.

We supply the complete system with all components and can implement it for your environment.

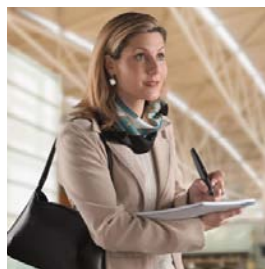
Diagramm Halbach, as one of the largest manufacturers of special paper and print products, possesses excellent capacities for the design, printing (offset as well as digital printing technology) and finishing of dotforms paper.

Diagramm Halbach is certified print partner of Anoto's for both offset printing (copied pattern) and digital printing (unique pattern).



**dotforms applications support paper-based mobile data entry ...**

- Local, internet and intranet solutions
- Barcodes
- Check box recognition (OMR)
- Handwriting recognition (HWR)
- Generation of digital graphics (JPG, PDF, TIF)
- Generation of XML, CSV and other data types
- Time stamp
- High capacity data verification
- USB and Bluetooth interfaces
- Unique and copied pattern
- Mobile phone application



For more information, please do not hesitate to contact us:

**Diagramm Halbach GmbH & Co. KG**  
– dotforms services –

Am Winkelstueck 14  
D-58239 Schwerte/Germany

Phone: +49 23 04/7 59-0  
Fax: +49 23 04/7 59-86

Email: [dotforms@halbach.com](mailto:dotforms@halbach.com)  
Web: [www.halbach.com/dotforms](http://www.halbach.com/dotforms)

