
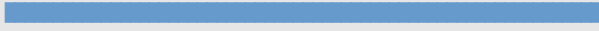
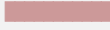



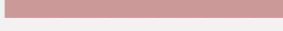







MRS-Online review



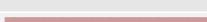
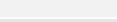

Welcome to the MRS-Online Survey. Thank you in advance for taking the time to complete this questionnaire.



If you are willing to be contacted for further information about your response please input your DAME Stamp no. or name		Response Percent	Response Total
DAME Stamp No.			139
Name			138
Total # of respondents 156 . Statistics based on 147 respondents; 0 filtered; 9 skipped.			



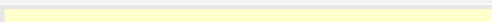

What internet browser do you currently use (for non-MRS use)?		Response Percent	Response Total
Don't use the internet		0.6%	1
Internet Explorer		77.6%	121
Firefox		14.1%	22
Gozilla		0%	0
other?		7.7%	12
Total # of respondents 156 . Statistics based on 156 respondents; 0 filtered; 0 skipped.			

What speed internet connection do you have where you perform CASA medical examinations?		Response Percent	Response Total
Dialup (28-56K)		7.7%	12
ISDN (256K)		0.6%	1
ADSL		36.5%	57
Broadband		53.2%	83
No internet connection		1.9%	3
Total # of respondents 156 . Statistics based on 156 respondents; 0 filtered; 0 skipped.			

You have indicated that you currently use MRS-online on a non-broadband connection. If you were able to view CASA data on applicants, would you be willing to switch to broadband?		Response Percent	Response Total
Yes		33.3%	4
No		25%	3
Uncertain		41.7%	5
Total # of respondents 156. Statistics based on 12 respondents; 0 filtered; 144 skipped.			

How many CASA medical exams do you do per annum?		Response Percent	Response Total
0 - 10		25.6%	40
11 - 20		23.7%	37
21 - 50		26.3%	41
51 - 100		15.4%	24
More than 100		9%	14
Total # of respondents 156. Statistics based on 156 respondents; 0 filtered; 0 skipped.			

Do you currently use MRS-Online?		Response Percent	Response Total
Yes		37.8%	59
No		62.2%	97
Total # of respondents 156. Statistics based on 156 respondents; 0 filtered; 0 skipped.			

How long have you been using this product?		Response Percent	Response Total
Less than one month		1.9%	1
One to six months		0%	0
Six months to a year		5.7%	3
One to three years		64.2%	34
Over three years		28.3%	15
Never used		0%	0
Total # of respondents 156. Statistics based on 53 respondents; 0 filtered; 103 skipped.			

How do you rate the following aspects of the HESA I-Key system

	Difficult 1.	2.	3.	Neutral 4.	5.	6.	Easy 7.	Response Total
Obtaining the key?	20.8% (11)	15.1% (8)	11.3% (6)	11.3% (6)	13.2% (7)	5.7% (3)	22.6% (12)	53
Installing the key?	9.4% (5)	5.7% (3)	20.8% (11)	15.1% (8)	11.3% (6)	11.3% (6)	26.4% (14)	53
Using the key in your practice?	11.3% (6)	5.7% (3)	1.9% (1)	13.2% (7)	9.4% (5)	7.5% (4)	50.9% (27)	53

Total # of respondents **156**. Statistics based on **53** respondents; **0** filtered; **103** skipped.

Please rate MRS Online on each of the following:

	Excellent	Very Good	Fair	Poor	N/A	Response Total
Ease of use	11.9% (7)	39% (23)	35.6% (21)	13.6% (8)	0% (0)	59
Quality	6.8% (4)	59.3% (35)	25.4% (15)	8.5% (5)	0% (0)	59
Reliability	8.5% (5)	45.8% (27)	32.2% (19)	13.6% (8)	0% (0)	59
Support	18.6% (11)	54.2% (32)	15.3% (9)	6.8% (4)	5.1% (3)	59

Total # of respondents **156**. Statistics based on **59** respondents; **0** filtered; **97** skipped.

Please rate MRS-Online on the following aspects

	A	B	C	D	E	F	G	Response Total
Length of questionnaire	27.1% (16)	16.9% (10)	27.1% (16)	13.6% (8)	6.8% (4)	8.5% (5)	0% (0)	59
Content of questionnaire	5.1% (3)	16.9% (10)	35.6% (21)	20.3% (12)	6.8% (4)	13.6% (8)	1.7% (1)	59
layout / placement of questions	11.9% (7)	10.2% (6)	20.3% (12)	33.9% (20)	10.2% (6)	13.6% (8)	0% (0)	59
Feedback via emails	12.3% (7)	15.8% (9)	7% (4)	26.3% (15)	10.5% (6)	21.1% (12)	7% (4)	57

Total # of respondents **156**. Statistics based on **59** respondents; **0** filtered; **97** skipped.

Legend for Rank Grid table:Please rate MRS-Online on the following aspects

Columns:

- A** - Poor
1.
- B** -
2.
- C** -
3.
- D** - Good
4.
- E** -
5.
- F** -
6.
- G** - Excellent
7.

How do you rank the importance of each of the following?								
	A	B	C	D	E	F	G	Response Total
System reliability and performance	1.7% (1)	6.8% (4)	16.9% (10)	18.6% (11)	18.6% (11)	15.3% (9)	22% (13)	59
appearance and 'intuitiveness' of system	8.5% (5)	10.2% (6)	16.9% (10)	16.9% (10)	15.3% (9)	22% (13)	10.2% (6)	59
Functionality (e.g. auto-calculations)	1.7% (1)	10.2% (6)	8.5% (5)	30.5% (18)	13.6% (8)	22% (13)	13.6% (8)	59
Ease of navigation	1.7% (1)	10.3% (6)	10.3% (6)	31% (18)	10.3% (6)	20.7% (12)	15.5% (9)	58
Total # of respondents 156 . Statistics based on 59 respondents; 0 filtered; 97 skipped.								

Legend for Rank Grid table:How do you rank the importance of each of the following?

Columns:

- A** - Poor
1.
- B** -
2.
- C** -
3.
- D** - Good
4.
- E** -
5.
- F** -
6.
- G** - Excellent
7.

How does the time taken to complete an online medical compare to that of a paper based one?		Response Percent	Response Total
Faster online than paper based		22.4%	13
About the same amount of time		25.9%	15
Slower using the online system		50%	29
Other		1.7%	1
Comments			25
Total # of respondents 156. Statistics based on 58 respondents; 0 filtered; 98 skipped.			






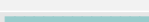
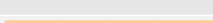
Do you consider down-load of a summary of significant medical history and treatment a major advantage for a revised on-line medical exam system?		Response Percent	Response Total
Yes		92.5%	49
No		7.5%	4
Comments			7
Total # of respondents 156. Statistics based on 53 respondents; 0 filtered; 103 skipped.			

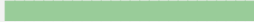


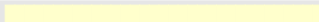

Please list any suggestions you have for improvements to MRS-Online that would make its use easier or more effective.	Response Percent	Response Total
		43
Total # of respondents 156. Statistics based on 43 respondents; 0 filtered; 113 skipped.		

How would you prefer to receive support for issues associated with MRS Online?	Response Percent	Response Total
Via email	78%	46
Via dedicated telephone support	45.8%	27
Via online help knowledge database	10.2%	6
Other	1.7%	1
Total # of respondents 156. Statistics based on 59 respondents; 0 filtered; 97 skipped.		

Please rate your overall level of satisfaction with the product	Response Percent	Response Total
Extremely Dissatisfied	5.1%	3
Dissatisfied	25.4%	15
Satisfied	61%	36
Extremely Satisfied	8.5%	5
Total # of respondents 156. Statistics based on 59 respondents; 0 filtered; 97 skipped.		

Would you recommend the product to other DAMEs currently not using it?	Response Percent	Response Total
Absolutely	37.3%	22
Very likely	39%	23
Unlikely	5.1%	3
Absolutely not	1.7%	1
Only if it were improved	15.3%	9
Not sure	1.7%	1
Total # of respondents 156. Statistics based on 59 respondents; 0 filtered; 97 skipped.		

Why do you currently prefer not to use MRS-Online?		Response Percent	Response Total
Don't have computer or internet access in practice		3.1%	3
Don't like using computers with patient present		2.1%	2
Find paper system easier or faster		25.8%	25
Concerns about MRS-Online		9.3%	9
Previously tried and didn't like		13.4%	13
just haven't had the time to organise it		18.6%	18
Other?		27.8%	27
Comments			46
Total # of respondents 156. Statistics based on 97 respondents; 0 filtered; 59 skipped.			

What might encourage you to try MRS-Online?		Response Percent	Response Total
More assistance or instruction on how to get online		33%	32
Recommendations from other DAMEs using the system		6.2%	6
Guaranteed better turnaround times for certificates		1%	1
Better functionality in the system		41.2%	40
Other		18.6%	18
Comments			27
Total # of respondents 156. Statistics based on 97 respondents; 0 filtered; 59 skipped.			

Please rank the following obstacle(s) to a successful on-line medical assessment system in order of importance (rank as many as you like).

	A	B	C	D	E	F	G	Response Total
non-existent or slow internet services in some areas	22.1% (31)	6.4% (9)	1.4% (2)	15% (21)	8.6% (12)	15.7% (22)	30.7% (43)	140
inadequate internet/information technology knowledge among medical examiners	14% (20)	11.2% (16)	2.1% (3)	24.5% (35)	11.9% (17)	20.3% (29)	16.1% (23)	143
high set-up and running costs	24.3% (34)	15% (21)	7.9% (11)	30.7% (43)	10% (14)	7.1% (10)	5% (7)	140
AvMed system too difficult to access for other than internet connectivity reasons	13% (18)	9.4% (13)	5.1% (7)	33.3% (46)	13.8% (19)	7.2% (10)	18.1% (25)	138
difficulty of including additional documents required for assessment eg ECGs, specialist reports, etc	3.5% (5)	3.5% (5)	4.2% (6)	13.2% (19)	18.1% (26)	18.1% (26)	39.6% (57)	144
instability or unreliability of internet or CASA network/database components	4.1% (6)	6.2% (9)	7.6% (11)	26.2% (38)	9% (13)	15.9% (23)	31% (45)	145
excessive number or redundant questions in examination screen form	3.5% (5)	5.6% (8)	5.6% (8)	25.9% (37)	11.2% (16)	17.5% (25)	30.8% (44)	143
internet medium just unsuitable for this purpose	32.1% (44)	16.1% (22)	5.1% (7)	31.4% (43)	3.6% (5)	6.6% (9)	5.1% (7)	137
inadequate security for confidential information	25.2% (35)	12.9% (18)	7.9% (11)	33.8% (47)	7.2% (10)	5% (7)	7.9% (11)	139

Total # of respondents **156**. Statistics based on **154** respondents; **0** filtered; **2** skipped.

Legend for Rank Grid table:Please rank the following obstacle(s) to a successful on-line medical assessment system in order of importance (rank as many as you like).

Columns:

- A** - Unimportant
1.
- B** -
2.
- C** -
3.
- D** - Neutral
4.
- E** -
5.
- F** -
6.
- G** - Important
7.

Please enter any additional comments or ideas you would like to share with us. (optional)	Response Percent	Response Total
		74
Total # of respondents 156 . Statistics based on 74 respondents; 0 filtered; 82 skipped.		