

Table 3: Results of Patient’s Satisfaction Evaluation of the Software Connecting Offices and Laboratories

Dim.	criteria	Frequency of points			Total survey scores	percent
		No (0)	To some extent (1)	Yes (2)		
User interface	The phrases and terms used explaining the functionalities of the software	0	4	56	116	96.7
	Clear classification and organization of items in the software	0	0	60	120	100
Operational functionality	Easily logging into the software	0	0	60	120	100
	Easily accessing the test results	0	4	56	116	96.7
	Satisfaction with notification on the sampling appointment	0	0	60	120	100
	Satisfaction with notification on the next physician’s appointment	0	0	60	120	100
performance	Saving time and commute costs	0	0	60	120	100
	Preventing the loss of laboratory results	0	0	60	120	100
Total		0	8	472	952	Mean: 99.1