

Announcement to Citizens –

Electronic Hospitalization Evaluation

Dear citizens,

As part of our ongoing efforts to improve the quality of the healthcare services provided, we inform you that the **General Hospital of Corfu** participates in the new **electronic evaluation process** of healthcare and hospitalization services, as provided in **Ministerial Decision No. Γ2α/Γ.Π.οικ.31483 (Government Gazette B' 4133/30.07.2025)**.

What it's about:

Five (5) working days after your discharge from the hospital, you will receive a **text message (SMS)** on the mobile phone number you have registered in the **e-prescription system**, containing a **unique link (URL)** to an **online evaluation form** (<https://axiologisi.esy.gov.gr/>).

How the evaluation works:

- You access the online application using your **Social Security Number (AMKA)** or another equivalent identification number.
- Once identified, you will be able to fill out the **evaluation questionnaire**, which includes questions regarding:
 - o Quality of care and service
 - o Staff behavior
 - o Cleanliness and hospitalization conditions
 - o Your overall experience at the hospital

Useful Information:

- Participation is **voluntary and anonymous**, but extremely valuable to us, as it helps:
 - ☒ Us hear your feedback
 - ☒ Identify areas for improvement
 - ☒ Enhance transparency and quality of care



- Your answers are **not linked** to your personal data and **cannot be edited or deleted** once submitted.
- If a third party's phone number (e.g., a caregiver or guardian) is registered in the e-prescription system, the SMS will be sent to that number. However, access to the evaluation form will still require the **hospitalized patient's AMKA** or equivalent ID.
- Only one submission per hospitalization is allowed.

Who can participate:

Eligible to participate are patients **hospitalized in public hospitals of the National Health System**, who have a mobile phone number registered in the **e-prescription system**.

This action is implemented by **IDIKA S.A.** and **KTPI S.A. (Information Society)** under the coordination of the **Ministry of Health**.

Your opinion matters!

We sincerely thank you for contributing to the improvement of quality and transparency in our public healthcare system.

Wishing you a speedy recovery!

With respect,

The Administration of the General Hospital of Corfu