

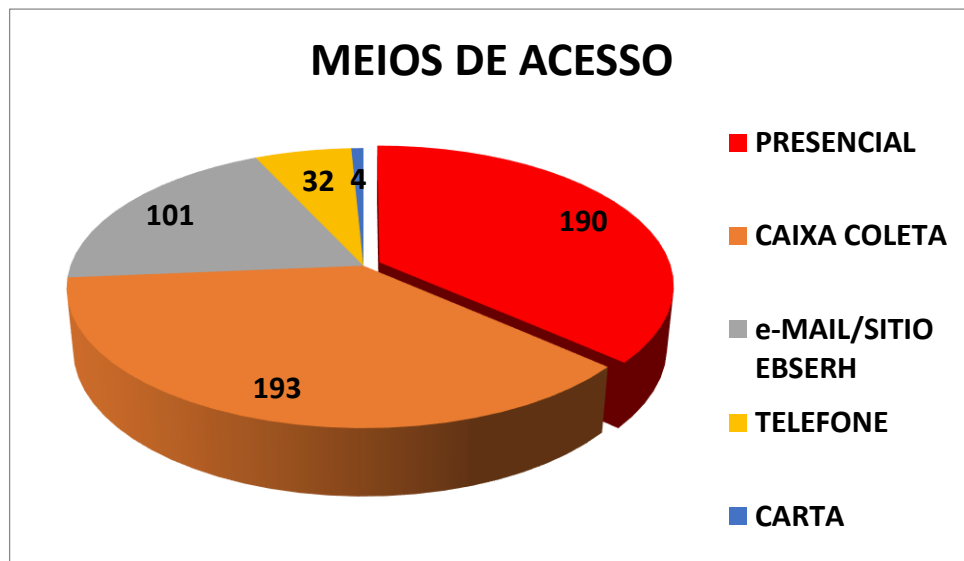
HOSPITAL UNIVERSITÁRIO DA UNIVERSIDADE FEDERAL DA GRANDE DOURADOS

CANALIS DE ACESSO À OUVIDORIA ANO 2015

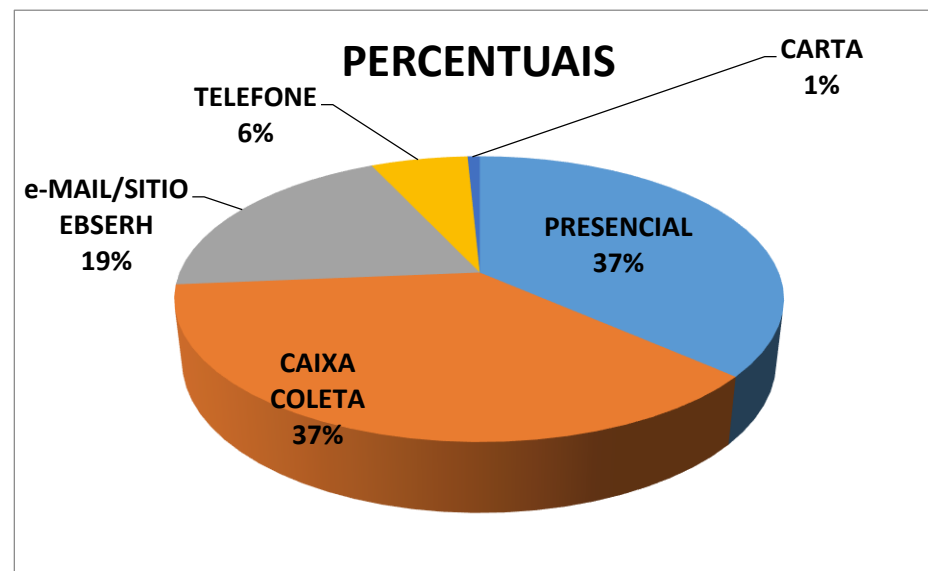
CLASSIFICAÇÃO

	RECLAMAÇÃO	SUGESTÃO	ELOGIO	SOLICITAÇÃO DIVERSAS	SOLICITAÇÃO DE INFORMAÇÃO	DENÚNCIA	TOTAL
PRESENCIAL	119	3	8	55	1	4	190
CAIXA COLETA	77	20	64	29	1	2	193
e-MAIL/SITIO EBSERH	27	4	9	7	36	18	101
TELEFONE	18			13		1	32
CARTA	2		1	1			4
TOTAL	243	27	82	105	38	25	520

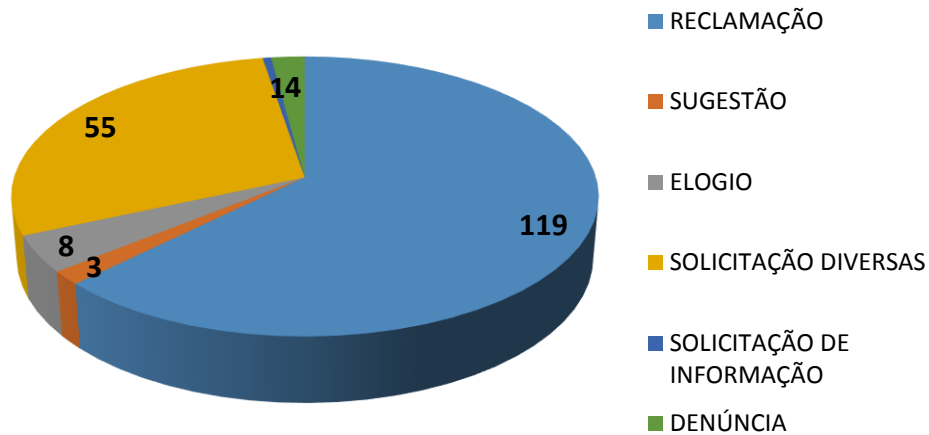
MEIOS DE ACESSO



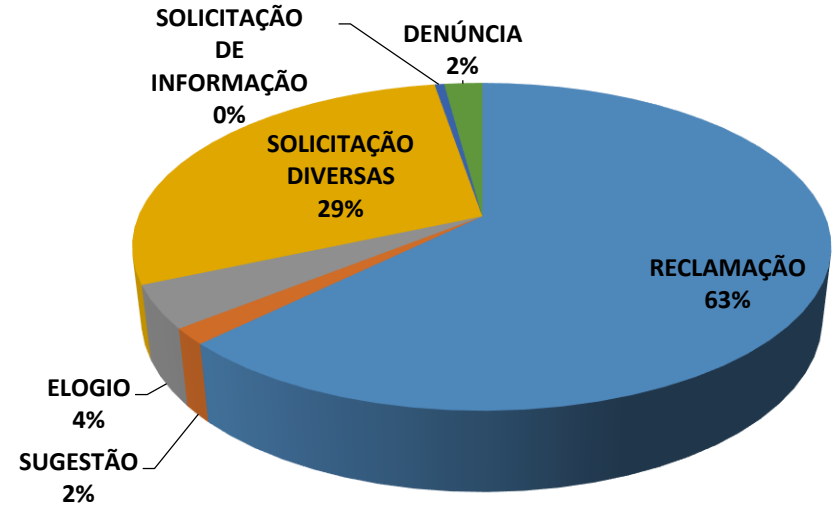
PERCENTUAIS



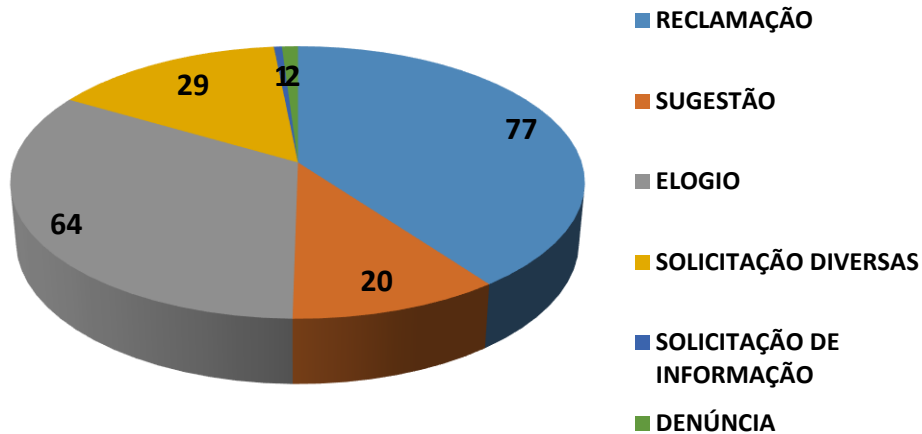
PRESENCIAL



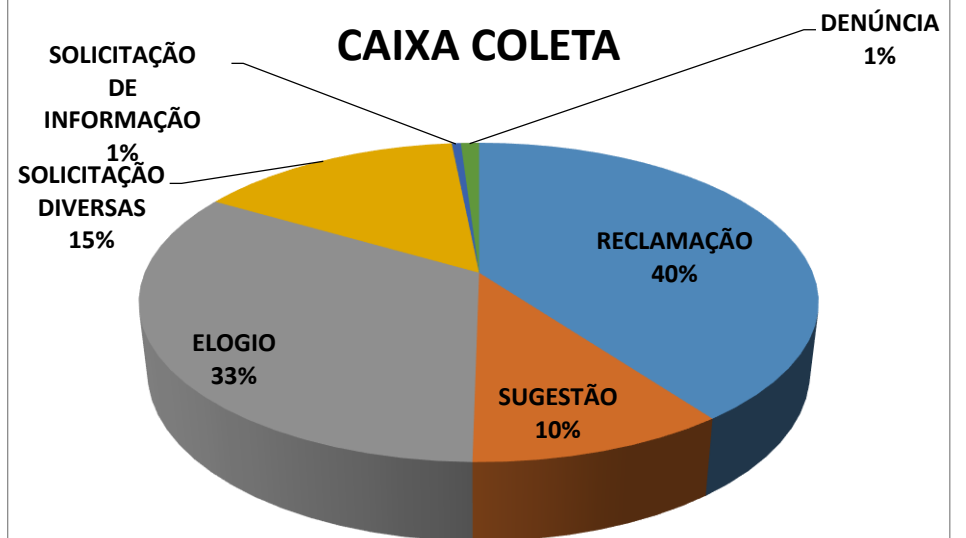
PRESENCIAL



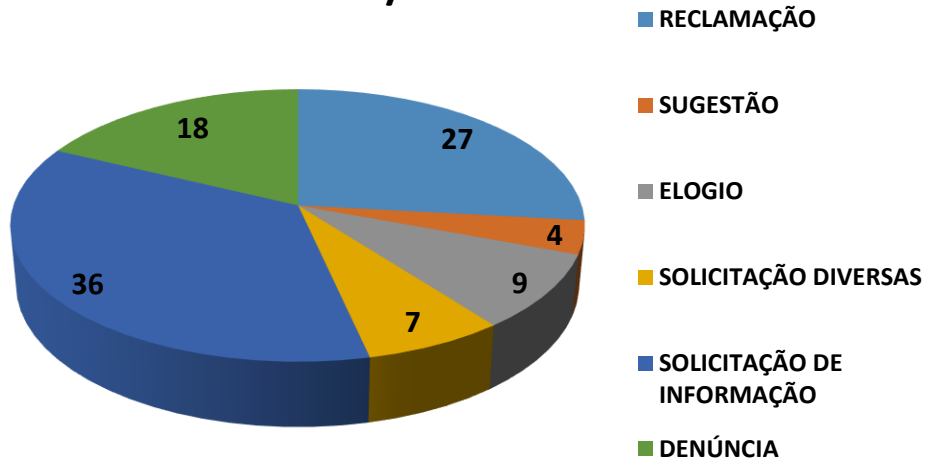
CAIXA COLETA



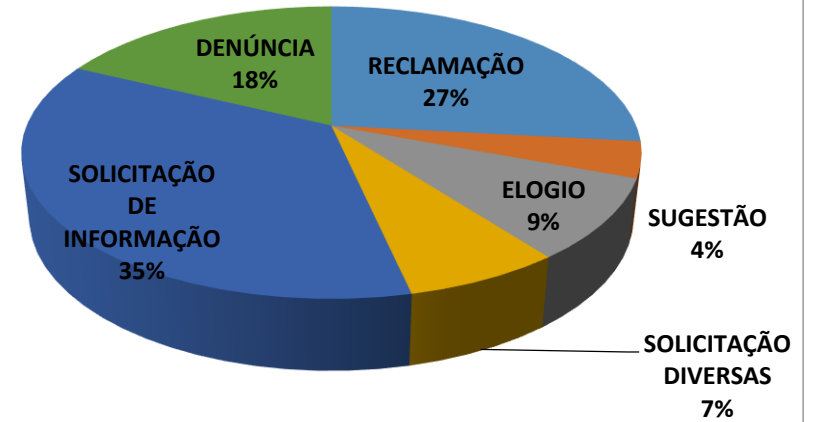
CAIXA COLETA



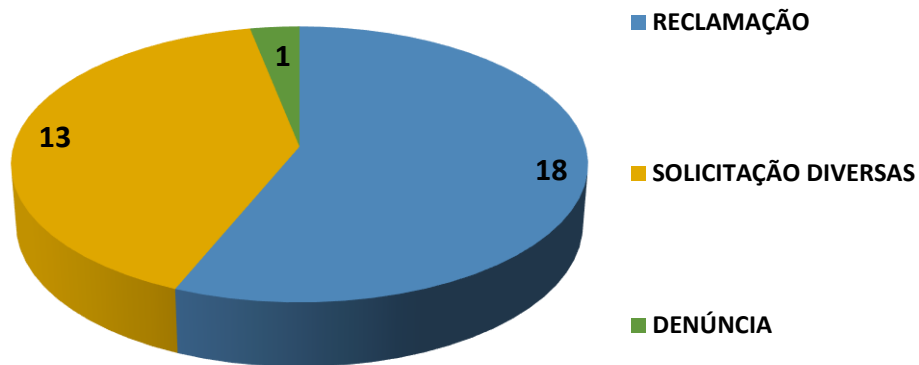
e-MAIL/SITIO EBSEH



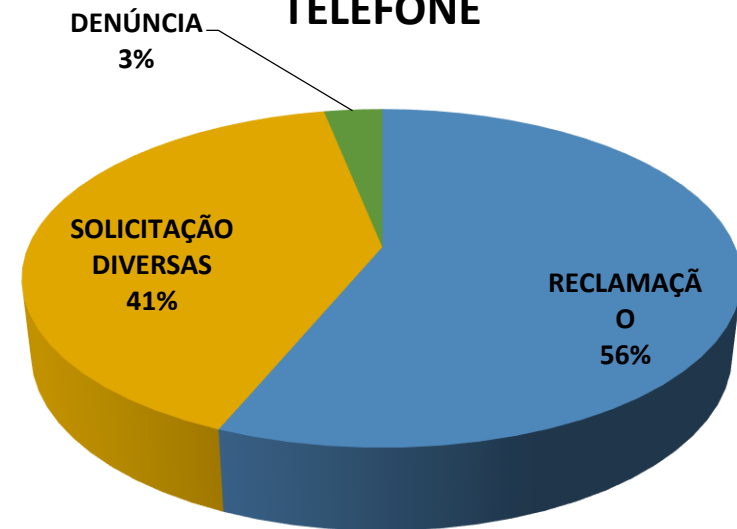
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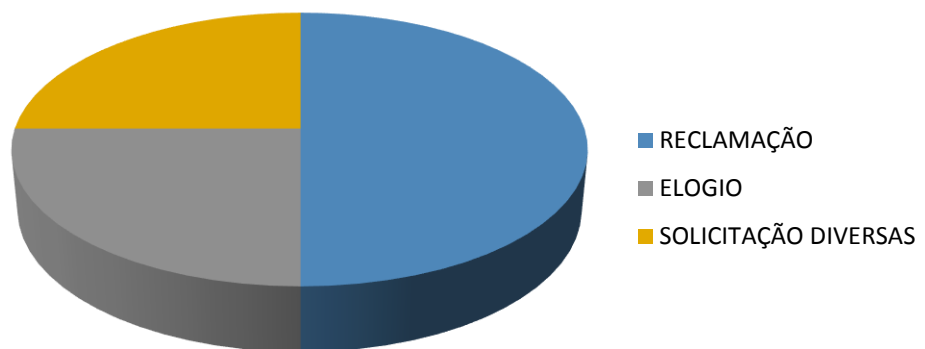
TELEFONE



TELEFONE



CARTA



CARTA

SOLICITAÇÃO
DIVERSAS
25%

