

KEY WORD: SATISFACTION/THE PATIENTS UNDER SOCIAL SECURITY SCHEME/

OUTPATIENT DEPARTMENT

KAMOLSRI TECHACHAMREONSUK : SATISFACTION OF PATIENTS UNDER THE  
SOCIAL SECURITY SCHEME AT OUTPATIENT DEPARTMENT, BUDDHACHINARAJ  
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The objectives of this research were to study the level of satisfaction and problems of patients under the social security scheme at outpatient department of Buddhachinaraj hospital. The results indicated The effectiveness and the continuity of the health service. Data collection was done among 350 patients during December 1991-February 1992 by using time and motion studies and interview survey about satisfaction, convenience, personal relationship, coordination, service quality and medical information in each outpatient division.

The average time consumption of the whole medical service was 53 minutes. Most of the patients were satisfied with hospital service ( $\bar{X} = 3.77$  from total 5). The level of satisfaction in service of each division was high and waiting time was the main problem. Low level of satisfaction about drug information and process of service were found in the pharmacy division. Other encounter problems accompanied this study were misunderstanding in medical service process, the benefits covered by the law, unwilling to use essential drugs and the inaccessibility to services. Thus, the director can use this data to plan how to manage health service in the most effective strategy.