

4036742 PPH/M : MAJOR : PUBLIC HEALTH LAW ADMINISTRATION; M.Sc. (PUBLIC HEALTH)  
KEY WORDS : GENERAL HOSPITAL/ FIRST STAGE COMPENSATION

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COMPENSATION OF GENERAL HOSPITAL UNDER THE PROTECTION FOR MOTOR VEHICLE  
ACCIDENT'S VICTIMS ACT. B.E.2535. THESIS ADVISORS : SURACHART NA NONGKAI, LL.B;  
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By law, under first stage compensation, payment of accident victims' medical bills may be collected by hospitals directly from insurance companies.

The purpose of this research is to evaluate an efficiency of the collection of the first stage compensation service provided by the General Hospitals under The Protection for Motor Vehicle Accident's Victims Act B.E. 2535. In this regard, related factors, administration, result of service and obstacles to the service were studied in this research. The population of the study consisted of 50 officers who were responsible for this service from the General Hospital attached to the Provincial Hospital Department, Ministry of Public Health. The data for research was collected by using questionnaires.

The result of this research showed many interesting things. As for the related factors, all General Hospitals had policy to provide this service to their patients. The responsible unit had been established with adequate budget and necessary instruments in each General Hospital in order to run this service. However, the officers who were nominated as service providers did not have enough knowledge and experience to solve problems. The administration of this service, in general, could be graded at satisfactory level. When each aspect of the administration was analyzed, however, it was found that even though planning, organization, management and control of this service were graded at satisfactory level, the personal administration was graded at poor level. The result of service showed that each General Hospital provided medical treatment to 2401.32 victims from motor vehicle accident, on average, each year. The average number of the victims from each hospital who delegated their power to claim for the first stage compensations to the General Hospital was 441.5 per year. The General Hospital could collect the compensation from 20.9 percent of the victims who received medical treatment there. In this regard, the General Hospital could collect compensation for 93.8 percent of the victims who delegated their power to the hospitals claim compensations. The relationship among related factors, administration and result of service is very interesting. The convenience for the use of motor vehicle was one of many related factors which had direct relationship with the ratio of the number of patients from whom the compensation could be collected and the number of victims who received medical treatment. In the meantime, other related factors and administration had no relationship with the result of service. As for the obstacles, all General Hospitals faced problems at all steps in providing this service, especially in document collection, claiming for compensation, submitting claims and delegation of power. It is suggested from the study that, the service policy should be adjusted, as should the personnel administration and conditions of collecting.