

Independent Study Title Drug Consumer Protection in the View of
the Slum Dwellers of 5 Thunwa in Chiang
Mai Municipality

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Abstract

this study aimed to determine the knowledge, understanding, and opinion about drug consumer protection of the slum dwellers. the expectation for the operation of the authority and the practice of the slum dwellers related to the protection. The population in this study were the dwellers in the 5 Thunwa slum area in Chiang Mai Municipality.

The subjects were purposively selected from dwellers over 20 years old. This study was divided into 3 stages. The first stage was the informal interviewing of 15 persons. The second stage was the questionnaire from 50 persons. The third stage was informal interviewing to clarify the results from stage 1 and 2. This study showed that most of the subjects had some knowledge and understanding about the consumer protection but the extent of their knowledge was not clear according to the criteria set by Public Health Pharmacy Section in Provincial Public Health Office. They did not realize that there was reserving for the right of consumers even though they had been practicing. The subjects thought that people did not pay attention to the message. The authority should begin to educate drug consumer protection for dwellers by disseminating more information and expanding the channels of the message, giving more advice to the grocery shops and Community Primary Health Center and encouraging establishment a drug Consumer Protection Group. They have used consumers' right for their safety, but they have not realized that it was also consumers' right in drug consumer protection according to the law. They did not change or return the drug when it was degraded or unsafe for use, and never accused or claimed from the drug store when there was a side effect.