

Abstract

The study of “Health Service Access in Health Insurance Project, Case Study on : Measai District, Chiang Rai Province” aimed at studying the characteristics of foreign labors’ health service access and problems of health service access in Health insurance Project. The data collected from the sampling groups of both registered and non-registered labors, the total are 163 persons. Using the statistics of percentage, arithmetic mean, standard deviation, t-test and F-test. The results are as followings.

Most of the sampling group are male, age between 21 - 30 years old with the average of 32.44 years old, lack of education, work as employees, earn monthly income between 3,001–4,000 baht, or the average of 3,528.85 baht per month. In the characteristics of foreign labors’ health service access in Health Insurance Project, it firstly found that there is no different services between foreign labors and Thai people in organizational management in Primary Care Unit (PCU), the latter are service providers speak politely and service users can come for receiving services even after office hours. In the aspect of problems in health service access, it found that the sampling group have the most problem in manner of service providers such as giving services moodily and waiting so long for receiving services. There are significant correlation between different sex and health services access in organizational management and problems of service providers, the different educational level and health service access in organizational management, and problems of service providers, the different income level and health service access.

The suggestion are that there should campaign for service users’ understanding for health promotion and disease protection. Outreach services and the exhibition of health care for the foreign labors should be done through the cooperation of local organizations or networking. In the aspect of treatment and rehabilitation should be done by encouraging foreign labors to learn more about health care with the cooperation of both public and private organizations. The services providers should understand users’ felt needs and arrange the resource planning. Service providers should develop communicating skills, especially in speaking local languages which will helpfully understand service users and do better effective services.