

3836422 PHPH/M : MAJOR: M.Sc. (PUBLIC HEALTH LAW ADMINISTRATION)

KEY WORD : MEDICAL CARE CONSUMERS' RIGHT / THE RIGHT TO BE INFORMED

WICHIEEN RADOMSUTTHISAL : "THE RIGHT TO BE INFORMED" IN CONSUMER PROTECTION ACT B.E.2522 : SURVEY STUDY FROM THE OPINIONS OF PATIENT AND PHYSICIAN OF OUT-PATIENT DEPARTMENT IN PRIVATE AND PUBLIC HOSPITALS. THESIS ADVISOR : VITHOON EUNGPRABHANTH, DR. MED.,VAJIRA SINGHAKAJEN M.A., CHIYA MACHANG, M.sc., ANAKE YOMJINDA, M.D. 194 p. ISBN 974-589-027-8

The main objective of this study was to investigate the opinions of patients and physicians with regard to the medical care consumers' right to be informed. The finding of this study showed that patients and physicians expressed similar opinions with regard to the medical care consumers' right to be informed about investigation and diagnosis, alternative treatments, planning of treatment, the results of the treatment and prognosis, and the service fees. However the opinions differed with respect to the right to access medical records. A comparison of opinions between patients and physicians showed no statistical differences when all aspects were analyzed together. When the comparisons were done separately, the patients' opinion concerning the consumers' right to be informed about the investigation and diagnosis were stronger than physicians' opinion on these right. However the physician had a stronger opinion about the right for the patients to be informed about their prognosis. No statistical differences were found between the patients' opinions in public and private hospitals when all aspects were analyzed together or separately. There were no statistical differences found between the physicians' opinions in public and private hospitals when all aspects were analyzed together. Individual comparison indicated that physicians in public hospitals thought that the medical care consumers should be informed about the service fees more so than physicians in private hospitals. Physicians in private hospitals accepted the consumers' right to have access to medical records which was in contrast to the opinions of physicians in public hospitals. From this study, it is recommended that health care providers put special consideration into the health consumers' right to be informed. The rights of health care consumers should be standardized and generally accepted.