

This study examined people's responses to illness in the Health Universal Coverage. One hundred and sixty people aged 15-70, living in Thumbon Bantin, Amphur Meung, Phrae Province were selected. All of them owned the health service cards and had the experiences of either chronic or acute illnesses. Using the questionnaire, these people were asked about the ways they responded to their previous illnesses as well as their satisfaction with receiving health services from various health settings in the Health Universal Coverage. Data was analyzed by using both descriptive statistic and inference statistic (Chi – square test and Mc Neamar's test).

With particular reference to response to the previous illness occurred, it was found that people's response to illness was divided into three stages, depending on whether their illness were recovered or not. In the first stage which the illness was initially perceived and recognised, in order to treat the illness, one fourth of the participants bought drugs from the drug-stores and around one fifth of them received health care from the Health Centre (n = 160). Afterward, if such illness was not recovered, the new ways of response to such illness were adopted by the participants. In this second stage, rather than buying drugs from the drug-stores, one third of the participants who still suffering from the illness received health care from the Health Centre and one fifth of this group went to Phare Hospital for the treatment (n = 91). Lastly, among those whose illness were still not alleviated, they went through the

third stage. In the third stage it was found that the majority of the participants, whose illnesses were still not successfully treated, received health services from Phare Hospital and some received them from the Health Centres ($n = 21$).

This study also found the difference of responses to illness between people who suffered from the different types of illnesses. Getting drugs from the drug-stores and having various behavioral activities (self-care) were chosen by most participants who suffered from the acute illnesses whereas a majority of those suffering from the chronic illnesses received health care from the health settings. In response to the severity of the illness, it was found that the participants who perceived the illness occurred as severe, received health care from Phare hospital whilst those perceived such as moderate and mild, received health services from the Health Centre and bought drugs from the drug-stores.

With regard to the pattern of people's response to the illness, the convenience was stated as the main reason among people using health services from the health settings and also getting drugs from the drug-stores. Whilst the health professionals' competence was presented as the main reason among those going to Phare hospital for their illness treatment.

In relationship to the impact of Health Universal Coverage on using health services from the health settings, interestingly, this study found that the number of the participants who treated the illness themselves by performing various behavioral activities was increase. Based on Mc Neamar's test, there was a significantly difference in responding to illness between those treating illness themselves and those receiving health services from the health settings ($p > 0.001$).

Most of the respondents presented their satisfaction with receiving health services in Health Universal Coverage. There were no differences in the use of health services from the health settings and also the satisfaction with receiving health services among respondents whose individual characteristics differed. Importantly, there was the difference in using health services among the respondents who suffered from the different types of illnesses. Moreover, the respondents' perception of the severity of illness was also related to their health service utilization.

It was suggested from this study that health professionals should recognize and appreciate the various ways which lay people responded to their illnesses. Since this study found that rather than receiving health care from the health professionals, most of the participants initially treated the illness themselves. Furthermore, some respondents in this study mentioned the opportunity to choose health setting in the Health Universal Coverage by themselves.