

Abstract

Background and objectives: utilization health services tailored to the needs of individuals in the community, especially in disadvantaged areas, may indicate the success of a health system. Understanding health care seeking behaviors and the utilization of health services can help understand community needs. This study aimed to determine the health care seeking behavior and utilization of health care services in Kerman slums.

Methods: This research is a cross-sectional descriptive-analytic study Health Care seeking behavior questionnaire designed by Bahrami et al, And the Health Care Benefits Questionnaire used in the Urban Justice Assessment Project in Tehran. These questionnaires were used after evaluating its reliability. In this study 840 households were selected by proportional clustering. Data were analyzed using chi-square, ANOVA, Kruskal-Wallis and logistic regression tests in STATA14 software.

Results: According to the results, 65.28% of the residents referred to health centers for the first treatment And 44 percent of them go for treatment after the disease has fully developed. Of the participants in the study, 47.60% rated their health as good. Among the psychological factors, the importance of one's health for the community, family and those with the highest score was 4.67 ± 0.66 . In this study, 95.89% of them believed that concealing the disease was not good. 48.28% mentioned that they had some access to the drug without a prescription. Of the subgroups participating in this study, 69.49 percent of them receive information about health care through radio and television. Among Kerman's slums in this study, 30.39% had a hospitalization for themselves or a family member in the past year. Most of the referrals were made to social security

hospitals with 40.57%. 42.62% of referrals to hospitals were referred by a specialist physician. 20.08% believed that they needed hospitalization in the past year but could not receive hospitalization. In this study, 35.30% believed they needed outpatient services in the past four weeks, but 43.21% failed to receive outpatient services for various reasons. Among the reasons for not receiving health care services was the lack of money and the high cost of services. Regarding factors affecting the benefits of marital inpatient services, educational attainment, number of family members, place of residence and history of illness in the past three months, length of treatment, illness experience, information on illness, illness acceptance and stress It showed a significant relationship. On the Demographic Factors and Health Care Seeking Behavior Affecting Outpatient Services in Kerman Suburbs, Location, Insurance Status, Referral for Treatment, Receiving Timely Service, Health Service Applicant Evaluation, Information on Disease, Satisfaction There was a significant relationship between disease concealment, situational factors, advertising and access to health information.

Cunclusion : According to the results of the study Although most Kerman residents go to health centers for the first time to treat the disease, they do not receive proper treatment at the right time, requiring proper behavior training to receive health care services. The situation of beneficiaries of health care services also showed that the level of access to inpatient services as well as outpatient services was not favorable among Kerman residents That most important reason for the lack of access to low-cost health care and poor financial status can be improved employment opportunities for people in these areas and improving their income status.

Keywords: Health care seeking behavior, health service utilization, marginalization.



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Title

**Survey of Healthcare-Seeking Behavior and Health Services Utilisation among
Slum residents Areas of Kerman City in 2018**

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