

Abstract

Background and aim: One of the basic needs of people throughout life, medical and medical services, and having a pattern that reflects the economy and moderation in the use of medical and pharmaceutical resources, is a basic necessity. Since physician prescribed medicines account for about half of the total health care costs of families, their behavior has recently been taken into consideration by policy makers who are eager to reduce costs. The importance of patient participation in health care is now recognized by the medical profession. The purpose of this study was to determine the expectations of patients and physicians about the process of referring to the doctor and prescribing the medicine.

Method: This study was a descriptive-analytic study that was conducted on a cross-sectional basis in the period from January to March of 1395. In the present study, 120 physicians (specialist and general) and 385 patients interested in participating in the study were randomly assigned to study four clinics under the control of Kerman University of Medical Sciences. Four questionnaires were used to collect the information from the patient's point of view (12 items), the physician's opinion about the doctor's visit (10 items), the post-examination questionnaire (20 items) and the drug use questionnaire (18 items). Descriptive statistical methods such as percentage, mean and deviation were used. Statistical analysis of variance analysis was used to examine the relationship between demographic characteristics and patient expectations and paired t-test to examine the relationship between patients' expectations before and after referral. Data were entered into SPSS version 22 software.

Results: The reason for the referral was 73% of patients, the doctor diagnosed the disease. 48% of patients did not comment on whether to test or not. 61% were referred to the physician because of certain non-specific disease. 66% of them expected the physician to identify the cause of their problem. More than 60% of patients expected their physician to support mental health and listen to their concerns about their problems. 64% of doctors also believed that they had complete diagnosis of the disease. There was no significant relationship between the demographic characteristics of gender, income and type of occupation with the reasons, expectations and opinions of patients regarding the prescribed prescription drug. There was only a significant difference between the age and the level of education with the expectations of the patients. It was also found that there was no positive and significant relationship between the expectations of patients before and after referral

Conclusion: Considering the expectations and opinions of patients and doctors obtained in this research, as well as considering the increasing and new needs of patients and changing their expectations over time, they should be in health care centers regarding the importance of following the instructions of the physician and providing adequate explanations for patients. Ask them about the cause of their referral to physicians through pamphlets, educational boards, manuals (to study at waiting time for patients' turns) to give them the information they need to know about each other's expectations when they visit. Ultimately, it recognizes the relationship between the patient and the treatment cure Patient decisions should not be completely documented and patient expectations should be taken before decisions are taken.

Key words: Patients' Expectations, Physician Expectations, Referral to Doctor, Prescription, Clinic.



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