

CS7.**A STUDY ON PATIENTS DISCHARGED FROM MEDICAL WARD,
TEACHING HOSPITAL, PERADENIYA**

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A 15% random samples (355) of discharged patients from the medical ward were interviewed by medical officers using a questionnaire. Response rate was 100%. Thirty nine percent had by-passed their closest hospitals. Main reason for by-passing were lack of faith in local hospitals (50%) and no effect with treatment from local hospitals (33%).

At discharge a third of the patients did not know the disease they had, while 42% did not know the cause/s for the disease, 28% did not know the after care. Almost half of the patients, said that they did not receive any education on their illness. Ninety three percent of the patients felt that hospitalization had cured/ controlled their illness. Satisfaction of the patients regarding various aspects were as follows: adequately investigated 82%, adequately examined 87%, received drugs on time 94%, consultants care 95%, house officers care 99%, nurses care 99%, attendants care 97%. Ninety one percent found wards clean, 64% found the toilets clean. Only 48% had a bed during entire hospital stay. Fifty two percent did not consume hospital meals. Among the 48% who took hospital meals, satisfaction on various aspects were as follows: quantity 99%, taste 52%, cleanliness 89%, serving 92%, time served 94%. Ninety two percent of the patients said that they did not have any unpleasant experiences during their hospital stay.

Overall patients seem to be happy with the hospital services and care. However, more effort should be taken to educate patients on their diseases and after care.