

عنوان مقاله:

Investigating the Factors Affecting Health Services Utilization in Hepatitis B Patients of Yazd City in 2017

محل انتشار:

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خلاصه مقاله:

Background: We can achieve a clear picture of the demands for services and the ways to respond to them by examining the status of health care services in patients with hepatitis B. In this way, we can minimize the gap between the promotion and improvement of the performance of service providers. Therefore, the aim of this study was to evaluate the utilization of healthcare services in patients with hepatitis B. **Methods:** This cross-sectional study was conducted among 464 patients with hepatitis B who were selected by simple random sampling using a researcher-made questionnaire containing 20 items, according to the study variables. We entered the data into the Excel software and analyzed them by STATA 13 software using descriptive statistical tests and linear regression. **Results:** There was a significance association between the utilization of education and counseling services, specialist visits, clinical services, and the place of provision of services. In addition, the utilization of education and counseling services had a significant association with the supplemental insurance and the incidence of hepatitis B in the family. A significance relationship was also observed between the number of visits to the specialist and the type of occupation, educational level, and duration of diagnosis. Utilization of inpatient cares had a significant relationship with the place of residence and the basic insurance status. **Conclusion:** Generally, the rate of visits to access the healthcare services is low among patients with hepatitis B. Considering the fact that this disease is special, we suggest the authorities to provide health care services in three preventive levels free of charge (by providing a health insurance card for the patients. Furthermore, the government needs to implement the national health insurance (NHI) and therefore does not receive the franchise. Patients should refer to specialist according to the general practitioner's opinion. They also should have access to the services during the evening.

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