Evaluation of patient satisfaction with the services provided in the traditional medicine clinic of Iran University of Medical Sciences

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Abstract:

Background and Purpose: Customer satisfaction with service delivery is one of the evaluation methods that needs to be assessed periodically in every organization. The present study was conducted to investigate patient satisfaction with the services provided in the Persian medicine clinic of Iran University of Medical Sciences.

Materials and Methods: A total of 280 patients referred to the Persian medicine clinic of Iran University of Medical Sciences (Dec 2021-March 2022) were selected by convenient method and completed the Persian version of the PSQ-18 questionnaire. Data were described and analyzed by SPSS software.

Results: The mean± standard deviation age of the sample was 39.66 (±12.51) years and 176 (62.6%) were female. The most common causes of patient dissatisfaction were the high cost of medications, and the long waiting time. Proper behavior of physicians and the staffs of the clinic, complete examination and spending time for patients were some of the positive points that a large percentage of patients mentioned. In addition, an increase in the score of satisfaction was observed in all domains compared with the previous study in 2013.

Conclusion: The results of the present study showed an appropriate level of client satisfaction in all domains of service delivery in this clinic, and its promotion compared with the previous study.

Keywords: Patient Satisfaction, Persian Medicine, Traditional Medicine

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