

AWARENESS AMONG PATIENTS IN OUTPATIENT CARE IN NORTHEAST BULGARIA

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Abstract. Medical activities to be performed after the patient fully informed about upcoming treatments. He must be aware of the many factors that influence medical treatments and laboratory results. It is important to consult medical professionals for the conditions to be met by the patient before the research. The article is an analysis of the views of patients, laboratory physicians, laboratory and general practitioners for the level of awareness among patients of an impending investigation. The research was conducted in northeastern Bulgaria among 1039 respondents. There is a high degree of awareness among the urban population, unlike poor awareness among patients of smaller settlements.

Keywords: extent awareness, patients, outpatient care

Introduction: Patients' rights for clear and accessible information (1) methods of investigation and handling are regulated by Health Act (2, 5). Preparing the patient for research is one of the main factors that are important for the credibility of the result. Awareness of patients with established protocol, including the provision of written procedures for the preparation of patients for the research (4). Data from the underlying diagnostic tests can be crucial for the construction of diagnosis and treatment. The variety of laboratory and medical research is great, and the equipment and methods, it requires that the patient be informed in advance about the conditions necessary for compliance prior to the survey. The most important aspects of laboratory testing are making biological material in compliance with all rules and procedures of good medical practice (3).

The aim is to establish the level of awareness in patients in northeastern Bulgaria.

Material and Methods: The research respondents are from Northeast Bulgaria in the regional towns of Varna, Dobrich, Shumen and adjoining 30 municipalities divided into three groups: **First** group - patients, 502 of different sexes and different ages. Respondents were only adults over 18 years randomly. **Second** group - clinically laboratory physicians in the research were 52 registered with the BMA in 63 respondents technicians from the three areas are 96 statistics which covers 90% of all laboratory professionals. The survey was conducted at all in non-hospitalized laboratories in the districts of Varna, Dobrich and Shumen. **Third** group - are 389 GPs working in individual or group practices in the regions of Varna, Dobrich and Shumen. As most GPs are in Varna District 262, followed by 69 Dobrich and Shumen District 58, which encompasses statistical 64% of GPs.

In the period July - September 2015 through direct individual anonymous survey studied opinions of 1039 respondents in non-hospital care in northeastern Bulgaria, on the level of awareness among patients in outpatient care. Used documentary, statistical and sociological method.

Data processing for quantitative analysis used a set of application program IBM SPSS Statistics version 19 (Statistical Package for Social Science). The statistical difference of the indicators are evaluated in critical significance level of $P < 0.05$, is 95% confidence level.

Results and discussion: Data from the survey of the views of patients about information prior instruction show that research area significant proportion of patients (44.5%) were instructed by their general practitioners, followed by those who "was not" instructed (25, 2%). Respondents advised by the nurse were 18.9% and from specialist who directed them is 8.6%. A relationship between the settlement is

revealed compared to regional towns and settlements in the district as a whole, which was statistically significant (X^2 is 17.766, $p < 0.05$). In areas significant proportion of patients are instructed by the doctor, followed by those who have received instruction from the nurse and the third are those that "nobody" has instructed them. From Varna, Shumen and Dobrich most also have been instructed by the doctor, but are followed by those who have made "no," and thirdly, instructed by the nurse (Fig. 1).

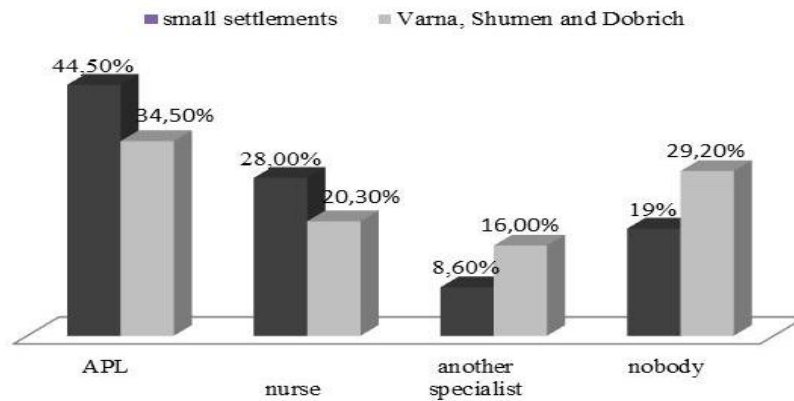


Fig. 1. Comparative analysis by place of living about instructing the patient to diet, taking biological material and special features for the upcoming research

The majority of patients received guidance and instructions for the upcoming oral examination (69.3%), while one-third (26%) of respondents nobody has met the necessary requirements. Those who have received oral and written explanation for the examinations are only 3.5%, significantly lower the percentage of respondents informed in writing (1.2%) (Fig. 2).

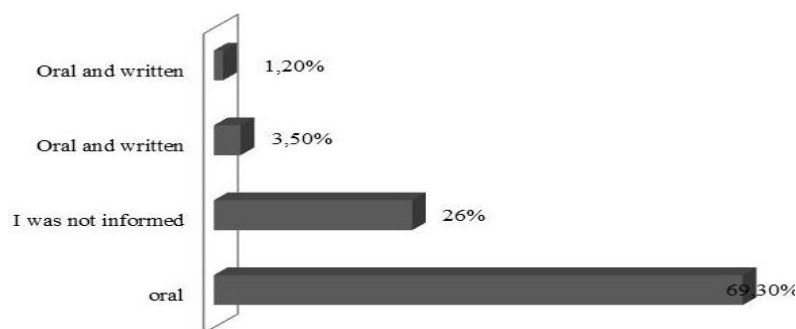


Fig. 2. Methods of informing patients about the upcoming study

The research shows that a significant proportion of patients prefer information and explanation about upcoming treatments (sampling of biological material) and research led by the oral form (56.1%), and only 2% prefer just writing. It is noteworthy that a significant proportion of patients (41.9%) prefer a combined form of information (written and oral), which we believe requires the development of a model for written information (Fig. 3).



Fig. 3. Preferences of patients as a way of informing about the forthcoming study

A connection by X^2 analysis is opened, but not statistically significant between the form of information related to the specifics of preparation for research and the preferred form for clarification of patients ($X^2 = 77,638$; $p < 0.05$).

Comparative analysis of the data shows that the most appropriate form to inform patients is the combined one. More than half of physicians (58.1%) and specialists from laboratories (52.1%) perceive as the most appropriate to inform patients by combined form: written and oral. Doctors who believe that the patients may be informed only orally, are 34.3% share of close and laboratory specialists (21.4%), which are of the same opinion. A small proportion of physicians (9.60%) and specialists from laboratories (10.8%) who see only the written form. Other forms of information, including information from the Internet or prepared leaflets for patients are presented with the lowest share among both physicians and 4 percent among laboratory professionals with 7.8% (Fig. 4).

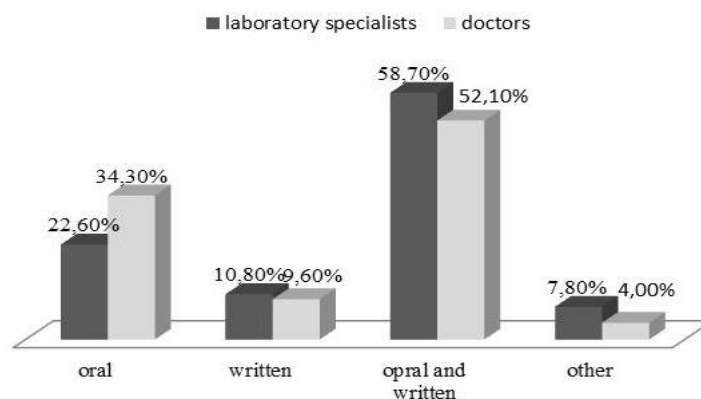


Fig. 4 – Comparative analysis of the choice of doctors and laboratory specialists about the method of patient awareness of the impending study

A relationship between the village and township in small towns is revealed and meats in general and the most appropriate form to inform patients about the preparation for the examinations (X^2 is 6.846; $p = 0.03 < 0.05$). By the correlation of coefficient is detected that the connection is poor ($r = 0.241$; $p = 0.013 < 0.05$). Most doctors prefer combined form of information whether from Varna, Shumen and Dobrich or smaller settlements, which requires booklet with basic instructions for upcoming tests.

The shared opinion of patients regarding the shortcomings of some forms of information, the data shows that the majority of deficiencies (28%) of the written form of informing related to the inability of some patients to read especially older and located in small remote villages. The possibility of losing the instruction sheet (16%), and inability to ask questions (8%). Another drawback mentioned by respondents in oral information (28%) is related to the oblivion of the information provided by the specialist.

Conclusion: Certain requirement is essential for obtaining accurate and reliable results. Preparing the patient for testing comply with appointed research, and it is imperative to give the patient information if taking medications or other preparations. About the variety of laboratory parameters and analytical methods in different diagnostic units, the most accurate approach requires informing the patient preparation prior research by the sending physician or in the laboratory.

The data in the study suggest that the degree of preconditioning and patient awareness of the impending study was high, with more than half of the patients received the necessary information verbally.

Comparative analysis of the data shows that the most appropriate form of informing patients is the combined form, which requires the preparation of materials with accessible information about the requirements for the preparation of the patient for examination.

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