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description	<p>Purpose. To analyze the concept of the outpatients with COPD and theirs physicians in a public hospital of Bogota, in relation to educational, pharmacological and non pharmacological treatment, according to GOLD. Method. Qualitative descriptive study, exploratory type, developed through semi structured interviews for eight (8) physicians and sixty one (61) outpatients with COPD. Results. Patients agree with the short explanation of the physician or health professionals about the treatment they are receiving, the recommendations for the handling of their disease and the absence of questions about their personal, social, mental or nutritional life. The patients refer that medical treatment focuses in the present symptoms. On the other hand, 90% of the doctors manifest to know the standards of the GOLD, but the time,</p>

volume of consultation and availability of institutional resources, as well as the low social, cultural and economic level of the affected population and its commitment, makes difficult its application. Conclusions. The study shows disadvantages in the patient's attention either by the shortage of resources, the small infrastructure, lack of prevention and promotion actions, or the characteristics of the Public Health System, as well as diminished accessibility to pulmonary rehabilitation programs. The development of educative activities is very limited in the provided plan of attention, there is no control of factors that influence in the health state of these people, and there are no actions that treat favorably the participation of social, productive and governmental actors that benefit the attention of these patients.

description Objetivo. Analizar el concepto del usuario con EPOC y de los médicos en un hospital público de Bogotá respecto a educación, tratamiento farmacológico y no farmacológico, de acuerdo con la GOLD. Método. Estudio descriptivo cualitativo, exploratorio, desarrollado mediante entrevistas semiestructuradas a 8 médicos y 61 pacientes de consulta externa. Resultados. El 72% de los pacientes no ha recibido explicación acerca del tratamiento, recomendaciones de manejo, ni ha sido interrogado sobre aspectos personales, sociales, o nutricionales. El 70% manifiesta dificultades para acceder a citas médicas y obtener medicamentos. El 90% de los médicos conoce la GOLD; refieren que el tiempo, el volumen de consulta, la disponibilidad de recursos institucionales, el bajo nivel sociocultural, económico y de compromiso de los pacientes dificulta su aplicación. Conclusiones. Existen desventajas en la atención del paciente, ya sea por escasez de recursos, infraestructura, ausencia de programas de prevención, promoción y educación, características del Sistema de Seguridad Social, personales y del entorno.

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