

**MAGNITUDE OF SELF-REFERRAL, REASONS
AND EXPECTATIONS FOR ATTENDING
SPECIALIST OUT PATIENT DEPARTMENT OF
YANGON GENERAL HOSPITAL**

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ABSTRACT

Systematic and effective referral from primary healthcare services to secondary specialist services plays an important role in establishing quality healthcare services. This study was carried out to study the magnitude of self-referral, reasons and expectations for attending to specialist OPD of Yangon General Hospital. It was cross-sectional descriptive study and the study population was records and registered of 42240 outpatients who were attending to specialist OPD of YGH during May 2016 to April 2017. Moreover, 195 self-referral outpatients were interviewed by using semi-structured questionnaires to explore the reasons and expectations during the study period.

According to reviewing of the records and registered, the proportion of self-referral patients was (73%) and patients were coming from 178 different Townships of Myanmar. The top ten catchment Townships of self-referral patients located within Yangon region. Among those townships, most of the patients were come from Hlaing Thar Yar (5.75%), Dala (3.87%), Tharkayta (3.78%) and so on.

According to interviewing with semi-structured questionnaires, most of the respondents were more than forty years old, married, primary school level and self-employee. They were coming from Yangon region (66.2%), Ayarwaddy region (13.3%), and the rests were coming from Bago region, Rakhine state, Magway region, Tanintharye region, Mandalay region and Mon state. Their average monthly per capital income was 64359.82 MMK (Myanmar Kyats) and commonest provisional diagnosis were cardiovascular diseases (19.0%). Almost all of patients (91%) knew the existence of government healthcare facilities at their residing areas. Among them, half of these patients didn't go to local facilities because of their previous experiences of unimproved sufferings. Approximately, forty two percent of outpatients chose YGH due to suggestions from peers and relatives. Majority of outpatients expected better healthcare services from YGH and more than one-third of outpatients expected free of charges for investigations and treatments. Only (0.5%) of the outpatient knew that the requirement of referral letter from respective facilities to seek treatments at YGH. It was recommended to establish proper referral system as soon as possible to reduce the burden of health staff.