

## Pelayanan rumah sakit bagi masyarakat miskin (studi kasus di enam wilayah indonesia)./ Tri Rini Puji Lestari

Tri Rini Puji Lestari, author

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### Abstrak

The differences in service delivery to poor patients often occurs. This study aimed to get information about health services provided by hospitals on poor communities in six region of indonesia.the research uses a qualitative approach with subjects of study is poor who are and /or never get health services in hospitals in six region of indonesia. It experimental results showed that poorer patients in government or private hospitals, which generally have inadequate levels of sastsisfaction, among others ministry assessed administrative complex, convuloted, ill-informed, less friendly officers, not given a prescription of generic drugs and service that takes long enoug. Besides, having to pay advances also became a barrier for poor to health service in hospitals.