

Families: List of Code Families and their Members

Code Family	Codes
Patient right: Challenges	<ul style="list-style-type: none"> • patient right challenge: blaming patients for their illness • patient right challenge: fear of denial of services • patient right challenge: how do not teach patients • patient right challenge: insult from HWs • patient right challenge: lack of awareness from patients • patient right challenge: negligence from HWs
Patient right:insuring strategies	<ul style="list-style-type: none"> • patient right insurance: teach on service delivery methods • patient right insurance: teach patients about their rights
Patient_right: Access to drugs	<ul style="list-style-type: none"> • Patient right: get drugs • patient right : get drug • patient right : get necessary drugs • patient right: get appropriate dose of drugs • patient right: get drug • Patient right: get medications • patient right: get right drug • Patient right: right to choice drug • patient right: right to get officious drugs • patient right: right to refuse any drug
Patient_right: Access to personal medical records and cards	<ul style="list-style-type: none"> • patient right: access to own medical card
Patient_right: Admissions	<ul style="list-style-type: none"> • patient right : right to be admitted • Patient right: get bed for admission
Patient_right: Diagnosis and investigations	<ul style="list-style-type: none"> • Patient right: access to lab services • patient right : get lab result without delay • Patient right: well informed about service delivery process • patient right: can avoid uncomfortable procedure • Patient right: get lab result quickly • Patient right: get necessary examination • Patient right: say no to give sample if don't want to • Patient right: shouldn't be forced for examination
Patient_right: diet and food advice	<ul style="list-style-type: none"> • Patient right: get diet advice • patient right: get diet of their preference when admitted • patient right: get food quality-no expired food • patient right: get meal service when admitted
Patient_right: Don't know	<ul style="list-style-type: none"> • patient right: Don't know • Patient right: right to information-do's-don't

	<ul style="list-style-type: none"> • right vs responsibility-Don't know
Patient_right: Equal treatment without discriminations	<ul style="list-style-type: none"> • Patient challenge: discriminate by language
Patient_right: Facility use and instructions or directions to use	<ul style="list-style-type: none"> • Patient right: get education how to use facilities in hospital • Patient right: right to use toilet • Patient right: well informed about service delivery process • Patient right: get help on directions • Patient right: get help/support
patient_right: have caretaker	<ul style="list-style-type: none"> • Patient challenge: resting place for caretaker • Patient right: allow movement of caretaker
Patient_right: Infection_Preventions	<ul style="list-style-type: none"> • Patient right: get mosquito net while admitted • Patient right: get protected from other infections
Patient_right: Know their illness	<ul style="list-style-type: none"> • Patient right: know my illness • Patient right: right to tell their illness • patient right : get information about their illness • Patient right: understand their illness in their own language
Patient_right: Language use	<ul style="list-style-type: none"> • language barrier- in diagnosis • language barrier-no translation • Patient challenge: discriminate by language • Patient right: understand their illness in their own language • Patient right: use one's own language
Patient_right: No right	<ul style="list-style-type: none"> • Patient right: I have no right • patient right: no right-dependent on health worker • Patient right: only beg-no right
Patient_right: Prompt care	<ul style="list-style-type: none"> • Patient right: promptly get care medication • Patient right: seen on time • patient right : get lab result without delay • patient right: get service promptly • Patient right: get treatment on time
Patient_right: referral and transfer	<ul style="list-style-type: none"> • Patient right: right to be referred to higher care • Patient right: right to transferred to other hospital
Patient_right: respect and dignity	<ul style="list-style-type: none"> • Patient right: get respected • patient right: get dignity • patient right: moral respect • patient right: not respected at all • Patient right: no respect by guard • Patient right: Insult
Patient_right: Rest place/rooms	<ul style="list-style-type: none"> • Patient challenge: resting place for caretaker

Patient_right: Service and treatment

- Patient right: access to lab services
- Patient right: enough treatment
- Patient right: get services they want
- patient right : get free service as stated by law
- patient right : get service without financial barriers
- patient right : get treatment
- Patient right: well informed about service delivery process
- patient right: get adequate services
- patient right: get any service at any time
- patient right: get meal service when admitted
- Patient right: get necessary services while stay in hospital
- Patient right: get service in their own language/language they can understand
- patient right: get service promptly
- patient right: get service when admitted
- Patient right: get treatment on time
- patient right: get treated without discrimination
- Patient right: get update on treatment progress

Patient_right: tell history and expression of ideas

- Patient right: right to tell their illness
- Patient right: express my feeling

Patient_right: Informed decision and treatment choice

- Patient right: get services they want
- patient right: get diet of their preference when admitted
- Patient right: right to choice drug
- patient right: right to refuse any drug
- patient right: right to refuse medications
- patient right: right to refuse operations
- patient right: right to refuse x-rayed
- Patient right: right to select providers
- Patient right: right to select operation doctor
- Patient right: say no to give sample if don't want

Patient_right: treatment progress monitor

- Challenge: Information on health progress
- Patient right: get update on treatment progress

Patient_right: Counseling and information, empowering

- Patient right: get education how to use facilities in hospital
- patient right : get counseling
- patient right : get education on their health challenges
- patient right : get information about their illness
- Patient right: well informed about service delivery process
- Patient right: get advice on my health
- Patient right: get diet advice
- Patient right: right to information-do's-don't

Patient_right: Follow up care

- Patient right: right get appointment-follow up care