

Patient's a Health Care Provider Satisfactions with Out- Patients Clinics System in Fayoum University Hospital

Background: Satisfaction is one of the main components of quality of care either for patient's or health provider. This study aimed to explore factors affecting the quality of health services provided at Fayoum University Hospital (FUH) outpatient clinics, by assessing patient and health provider's satisfaction with system of work.

Methods: The study is a cross-sectional exploratory time bound study; conducted at (FUH) outpatient clinics. A self-administrated questionnaire tapping patients satisfaction. In-depth interview with the health care providers about work satisfaction. **Results:** 73.5% and 87.9% of patients were highly satisfied with the technical quality and financial aspects of service, still, more than two third of patients claimed that the physician did not provide health education. As regards health providers, they were dissatisfied from shortage in numbers of staff members with high case load. **Conclusion:** It is concluded that service provider-patient communication/ interaction is pivotal and integral part of all hospital care services.

Keywords: Healthcare; Outpatient; Fayoum; Adequate food; Parameters; Ethical considerations