

FGD 2

Q: Yes, As-salamu alaykum. My name is _____, I have come from ICDDR,B.

You have all received this SSK card, and many have received services with it.

And many of you have not yet taken services with it but will receive them.

So, I will talk a little about what the service has been like for you after receiving the SSK card. I will ask some questions.

All of you, please answer one by one, whatever you know.

A: Yes, I will say good things.

Q: Alright? Okay. Okay, this SSK card, what do you actually know about it? What is it really?

A: It is a huge benefit for the general public.

Q: I see.

A: A huge benefit. There is nothing to say about that benefit. The benefit is beyond words.

The point is, the patients who are getting treatment here, if this service didn't exist, then half the people from here would have died.

I mean, I myself would have died. So, by the grace of Allah, I am still alive; Allah saved me through this card.

Now, the instrument is from Allah, I mean, everything is from Allah, but the instrument was the card. The service I received was because of it.

Yes, good service has been received. I have received so much benefit, a wonderful benefit. They are giving good service, no problem. No, they give quite enough.

In terms of treatment, so far, there is no fault in the treatment they have given.

Q: A little louder, please?

A: It won't be heard. The conversation will be recorded on the phone.

Q: Tell me, what else do you know?

A: My husband was sick, he received treatment.

Q: With this?

A: Yes. So, he received good service. Yes.

Q: Okay, this one, this, anyone else? About this? What else do you know?

A: I received good service; I had no means to get treatment, I have benefited from it.

Q: You have benefited?

A: We have too. We have received a huge benefit. I have too. I have received it properly. They gave plenty of medicine and water. It was good. Sufficient.

Q: Okay, how do they provide service with this card? Does anyone know?

I mean, from the beginning, suppose someone goes to the hospital with the card. Tell me what happens from the start.

A: Okay, let me tell you. They won't understand this much. I mean, as soon as you go to the hospital, there is a computer, we go to the computer.

As soon as we go, they keep the card, they give a paper, for getting admitted there.

Q: I see.

A: Then we go to the emergency room and get admitted again. After getting admitted, then a Sir comes, a doctor comes, they send us to the senior Sir.

When sent, they admit the patient. In that process, now whether I stay for 6 days, 5 days, 2 days, 4 days, or 8 days, they do all the necessary procedures there.

They do plenty. They do plenty, and then again with medicine, after giving 7 days' worth of medicine, they send the patient back. They send them back with 7 days of medicine.

And the medicine they give there, after taking it and benefiting a lot, then we come back.

Q: Okay, Chachi (Auntie), you have also taken the service. Tell me, how do they provide the service?

A: I mean, what is true is true. They give very good treatment.

Q: I mean, how do they provide the treatment? Tell me from the beginning. For instance, the day you took the card...

A: In the beginning, you have to give this card to those who operate the computer, after giving it, they give a...

They give a paper. With that paper, you have to go to the emergency. From the emergency, they give another, that number 11 card.

After going to that number, you have to come to the emergency again. After coming, they admit you.

After writing "admitted," the card has to be submitted to the person who operates the computer. After submitting it, they say, "You go upstairs."

Then when you go upstairs, they give you a bed, they keep you on the bed. Later in the afternoon, they send the medicine upstairs.

The sisters themselves give it.

Q: The people who are there, they give it?

A: They provide the care. They...do it well...they give the medicine on time, they put it in your hand.

But they don't give the entire dose of medicine to the patient. For as many times as the medicine needs to be taken, they have opened it and given it. They do it themselves.

The medicine stays with the sister. They prepare and give it. They administer it on time.

Q: You have not taken any service with this until now, so how much do you actually know? About this card?

A: I know that this is good, good treatment can be received through this card, but I haven't needed it yet, so I haven't used it.

Q: That's why it wasn't used. Okay, everyone, those who have taken the facility, what facilities have each of you received?

If one by one, brother. You tell me, what facilities have you received with the card?

A: With the card, I had my child's mother admitted. She had shortness of breath.

They do all the tests and examinations for free, after the tests are done for free, they provide all the medicines, and again, at the time of discharge, they give 7 days' worth of medicine...

Q: How many did you get? How many...

A: I have received treatment for one patient.

Q: Did you take it?

A: No, from here...

Q: Kaka (Uncle), what treatments did you get? With the card?

A: For me, it was, uh, for shortness of breath, I got treated, and for that, whatever tests were needed, they had them done, and after that, whatever medicine was required, they would write it down, then they also administered it, and they also gave it for the next day.

I have received a huge benefit.

Q: Okay, Chachi (Auntie), what benefits have you received? For what illness?

A: I had some blood pressure issues, and for my body parts, for a couple of days there was a biting sensation, an allergy, then this happened, inside the body, completely... allergy... then they gave this treatment... allergy.

Q: Okay, what service did you receive with this?

A: I haven't received the service. We had my child's father admitted, he received it.

Q: What was the problem?

A: Tell them. His cheeks had swollen up due to shortness of breath. From there we took him... I also have shortness of breath. It's written as severe shortness of breath.

He was admitted twice for shortness of breath.

Q: Okay, was anyone referred to Tangail from here?

A: Yes, we, my, I had gone.

Q: Okay, tell me, what happened from the beginning? One of you, please tell me.

A: There was shortness of breath, then...

Q: I mean, you went here with the card, tell me from the very beginning, what happened all the way to Tangail?

A: We don't understand these things well, I... Tangail, he went to Tangail. They took him by ambulance, they didn't take any money.

They just did it, took him and rushed... they had taken me to Tangail.

After going to Tangail, I was there for two days, after two days... no, they didn't take any expenses after these, they took me to Tangail and didn't take any expenses.

Q: Did they take the ambulance fare?

A: No.

Q: Was it taken from here for free?

A: Yes. They did everything from here. I also have 4-5...

Q: Chacha (Uncle), you had taken the service, tell me for what problems did you take the service?

A: I had a fever for thirteen months, they had prescribed a blood test from there, after the test... even when I went to Tangail, they covered the cost.

And for shortness of breath, I did an X-ray, they tried their best in advance.

A: Okay, what service did you take?

Q: I had a fever for 6 months, it was typhoid fever.

The first time, I came, a doctor brought me, brought me to the hospital, I showed them in the emergency, showed them, and after showing them, they sent me upstairs, the medicine and conversation were good.

Q: Okay, Chachi (Auntie), what service did you receive?

A: Among my services, from my chest...

Q: A little louder, please?

A: The problem was that, I mean, bloating and pain. A lot of pain.

For this pain, it started on this side, on this side. After it started on this side, I couldn't bear it.

Then I thought about it and said that I have made the card, I will take the card and get admitted.

Q: Now, have you recovered?

A: I haven't fully recovered, they discharged me before I could fully recover. I caught a cold, then I took my discharge, it's been 3 days today.

Q: Okay, this card didn't exist before, right?

A: No, it didn't exist before.

Q: No, no, when they were going to give the card, before giving it, how did you know that they would give the card?

A: The minister had come, the Health Minister came here to Kalihati, he came and held a meeting.

First, he held a meeting and then he sat at the CEO's office. There, I mean, after observing the hospital, he went and sat at the CEO's office.

After sitting, he explained these things, and after explaining, he set up the system for this card from there.

Q: He set it up, but from whom did you learn that the card would be given, or you...

A: House to house...

Q: I see.

A: They came house to house, we also heard it in the village, they came house to house, women came to the houses. They assigned people.

Q: They had people assigned?

A: They had people assigned. To go from house to house. Women came, children came. They assigned people from the school.

Those, those people went around the village and then took names, who is poor, who is what, I mean, those who would be able to...

Q: So they went door to door...

A: They gave to every house. They went door to door and then...

Q: Did they not inform you in any way before? Did they never inform you before?

A: No. They went from house to house. The truth is...

Q: They gave it after going from house to house.

A: The card was made this way. They went to every house. They went from house to house. And those of us who were there, our names could be written down right there.

Then again, you see, after taking the names, they systematized it again.

Then again, you see, uhm, in the village, they had assigned people, those people wrote down the names, and whomever they gave it to, got it.

Q: This is how you received the card. Is this method okay, or would it have been better if it was given in another way? Would it have been easier?

A: This is very well done. They gave the card in a beautiful way.

Q: That's fine. I mean, the way they informed you that this card would be coming, was that method okay, or would it have been better if they had informed you in some other way?

A: No, it's fine, it's fine. No, we don't understand other ways, we only understand that they gave this.

We didn't even understand this, we just left it in the house. Many people don't even understand what to do with the card.

They couldn't have done more than this. We don't understand which method would be more beneficial, or a little less, or not.

If they had explained that, it would have been fine. Now, we've had the card made for two years. We don't understand what it's for.

We understand... we didn't even remember, then the other day from the sack, for the disease it treats, it gives pretty good treatment for that disease, doesn't it?

Yes, it gives very good treatment.

Q: The next thing is that...

A: Then they give 7 days' worth of medicine. Yes, they also give medicine for 7 days again, I mean, we have benefited greatly.

They give expensive medicines.

Q: They give expensive medicines?

A: Yes. The company of the expensive medicines... I said that we have benefited so much, you see?

We have benefited in such a way that maybe I would have passed away, I wouldn't have been able to stay in this world, but Allah's mercy came through the medicine, and through this card, I have benefited enough... they give injections, expensive injections.

Q: I see. Ah, this is, next I want to ask, suppose if any of you fall ill, suddenly...

A: Yes...

Q: If you suddenly fall ill, in that case, who do you go to first? Or what do you think?

A: No, we first take the card, now that we have the card, and before, we used to come to the doctor, to the emergency.

And now that we have the card, then if we come to the emergency, we get admitted with this.

Q: But with the card, if you are not admitted, they won't provide service.

A: No, no.

Q: What do you do in that case?

A: You have to go with the card. If I get admitted without the card, that is one way.

And if there is a card, they get you admitted through the card.

Q: No, no. What I wanted to say is that, for example, you can't always get admitted with the card, you can't if you are not sick.

A: No, not if I'm not sick. No, no.

Q: In that case, how do you take the service?

A: They don't give us any medicine without admission. They don't give medicine. People also get admitted in a general way.

We go to the emergency, if we go to the emergency, they either admit us or give us medicine. Here, without the card, they will not give medicine or anything.

One gets medicine from the pharmacy. This is about the hospital.

Q: Suppose you are at the hospital, and the hospital says that treatment for this disease is not provided, or you will not be admitted.

What do you do then to get service?

A: We get a prescription from the emergency doctor, then we buy the medicine from outside. They will write it, we have to buy and take it.

But if you are admitted, then they give medicine.

Q: And if you are not admitted, what do you do when you are sick then?

A: We have to buy it from outside and take it. They write a prescription, we buy it from outside.

Q: You buy it from outside?

A: Whatever they have at the hospital, they give that many, and if they don't have it, then from outside. As many as are available at the hospital.

If it's available, you get it, if not, you don't. Like for this back problem, uh, there's no medicine, so again from outside... whatever they have, they give that.

And what they don't have, newly diagnosed diabetes, don't you have to take medicine for that regularly?

And this itching, don't you have to take it regularly? What they gave at the time of admission, that's it, and if you are not admitted again, you have to buy it and take it.

If you have any problem, you will go and get admitted, and receive treatment after getting admitted. If not admitted, you have to buy and take it.

Q: Do you have to buy it with the card?

A: No, you have to buy these from outside. The medicine that is prescribed for this card, when I take that file, then I buy and take it.

You have to take the prescription, they will write it, you have to take that paper and buy and take it.

Q: No, I understand that. Suppose...

A: Nowadays, prescriptions are available, you see?

Q: I see.

A: Taking this prescription, if the illness worsens again, then I buy it and take it. After taking it, I survive again.

Then, when I can't manage anymore, I get admitted.

Q: Okay, for example, this card does not provide all treatments, right? You know this?

A: Yes, yes.

Q: Treatment for certain specific diseases is provided.

A: Treatment for some diseases is provided.

Q: And the other thing is, to get treatment with this card, you have to be admitted to the hospital.

A: Yes, you have to be admitted.

Q: But if you go with the card without being admitted, they won't give you any service.

A: No, they don't give any service.

Q: I see. What do you do in that case?

A: In that case, we come here, and then... if we get admitted, we do, and if not... if not, then they write a prescription for medicine, and whatever is available from the hospital they give, and if not, we buy it and take it.

They write it down, we buy it. We buy it and they give it. Not all medicines are available.

Q: Okay, do you think that they should provide you service with this card even without admission?

A: It is necessary. Yes, it is needed. We don't get the regular ones.

This would be a facility, if they give it without admission, then we would benefit greatly.

We would benefit greatly if they provide service without admission... treatment a bit better... if they supplied the medicine in the outpatient department.

Then we could also live much better.

Q: What diseases are those?

A: For example, fever, minor ones, and then many others come, a sudden fever came, shortness of breath; shortness of breath, it increases, it decreases;

It increases in the heat, and even more in the cold. One cannot always be admitted to the hospital.

It would be convenient if medicine could be taken without being admitted. Then we could survive on the streets.

Yes, yes, this a little... and if you have to get admitted, you have to stay for 4 or 5 days... it's a loss for the family, staying admitted in the hospital.

Yes, I was admitted, because I live near the house, I came, cooked, and then went back.

I did the housework and then went... otherwise the children will go hungry. They will have to go hungry. It would be a little convenient if they provide it that way.

Q: Provided in what way? I mean, it would be convenient if provided without admission?

A: It would be good if provided without admission, yes, it would be convenient. Then many of us... if they provide treatment with the card without admission, it would be very good.

Many people would have a way to survive. At least people could manage to get by.

To get admitted, one has to stay for 4-5 days, yes, staying causes family problems, it will be difficult to stay. A big family problem...

Q: I mean, arranging the time is tough...

A: It's a loss, if you have to stay, yes. For this reason, if we can take the medicine without being admitted, then we can take it all the time and survive.

And a person cannot always be admitted to a hospital. If you can arrange that, it would be good for treatment.

...the food they give at the hospital, you can't even eat that stuff. No, there's no point in telling him that, food is a separate issue.

Yes, food is a separate matter. Why, the food they give is good.

Q: Now, the thing is that many of you have taken the service, and some have not. So, for those who have taken the service, yes, what is the behavior of those who provide the service?

A: Their behavior is quite good. They are good. Their behavior is good.

To provide service, they are proactive, I mean... they serve the card patients before other patients. They serve the card patients first.

What is true, I will say it. I will not suppress the truth...

Q: Please say...

A: I will not hide the truth. They give the money receipt right away.

If needed, they refer to Tangail, and they also give the money for Tangail, not a single taka is needed.

No, they haven't been doing it since the beginning of the month. The doctors are also good, and the sisters are also good. No, no, their behavior is good.

The doctors also provide good care. They do everything well.

Q: Okay, those who provide the service, yes? Do they listen to your problems properly?

A: They listen, they listen, they listen. They listen to the problem. They listen.

Q: I mean, the disease, what diseases you have, the whole thing.

A: Yes, that, that...test...they listen, what they can do, they do, what they cannot, they leave that aside and do whatever their brain can grasp.

Q: Do they speak with a smile? Is there a smile on their face?

A: Yes, they do.

Q: Is their behavior good?

A: Their behavior is also good.

Q: I mean, they never get annoyed?

A: No, no, they don't get annoyed. They give enough respect. Very good behavior.

Q: Are you given as much time as you need?

A: No, they give that too. They listen, we speak. If the disease increases, or decreases... there is no problem with those things.

This card is in my wife's name. She is my wife. It is in her name.

She has this problem with her leg, it cramps up, right? Many things, but they don't provide treatment for this.

This is not there, this is not in the card. It seems it is not there.

Whatever is shown inside the card, that's it, yes, yes, it might not be there.

Q: Okay, tell me, the treatment for what other diseases, if included, would benefit you?

A: Shortness of breath, chest pain, body ache, then headache, fever, yes? Headache, fever, many things. Among these...

Q: No, some are there, and among those that are not...

A: What's not there...

Q: Among those, which ones, if included, would benefit you? I mean, the treatment for which diseases, if provided, would be good for all of you?

Tell me, what diseases?

A: Diseases. We, for shortness of breath, we get treatment... diabetes, chest, each person has a different disease, and this itching...

Q: Don't they provide treatment for these?

A: That treatment, if you get admitted, gastric, and then the treatment for these is ongoing. If admitted, they will give medicine.

It would be convenient if they gave medicine with the card. If they gave those, I mean...

Q: Is there anyone who went with the card but was not given treatment? They said that...

A: They gave, they gave... no, no, no, no one can say that...

Q: It hasn't happened that they said they don't provide treatment for this disease? They didn't say anything like that?

A: No, no, no, I can't say that, I mean, you didn't understand?

I will say what is true... only once my stomach was upset, from there they refused, saying there is no treatment for that disease.

The disease for which there is no treatment, they cannot treat.

Q: Okay, for which disease did they say there is no treatment?

A: It was diarrhea, wasn't it?

Q: Diarrhea?

A: They have it for diarrhea. Yes, at first. Everyone has diarrhea. The first time I was admitted, they said no to me.

Q: They refused? It came later, okay.

A: It comes from the card...

Q: Did something like this ever happen to you all?

A: No, they gave me treatment.

Q: I mean, for whatever you went, they gave treatment for that.

A: Yes.

Q: And for what else, if they gave treatment, would it be good, tell me?

A: We had a problem once, we were admitted once, they gave treatment once. If there are two minor diseases...

Q: Such as?

A: If they provide a facility for that... general aches...

Q: What is it? What is the minor disease?

A: Back pain. A minor disease, suddenly a little fever comes, you feel a bit unwell, or a little pain.

Body aches, shortness of breath, it's a problem. His wife asked, uncle, for pressure, yes. Pressure, most people have pressure. For me, it's regular.

People are dying taking medicine for pressure. On all sides... pressure, dizziness. Medicine has to be taken regularly.

This type, neck pain, burning sensation. For shortness of breath, medicine has to be taken regularly. Yes.

Treatment for shortness of breath will be available if admitted, will be available if admitted, right?

Without admission, there is none... that's why they give medicine with the card.

Q: Okay, you all have been to the hospital, more or less everyone...

A: Yes, we have been.

Q: So, how is the environment at the hospital, the cleanliness, the environment...

A: It has become much better than before. The cleanliness is good. It used to be very dirty before. It was very dirty before.

Q: Those rooms, the rooms where they provide service?

A: Yes, everything is good.

Q: Or where they provide the SSK card service...

A: The latrine is a bit of a defect, the latrine is not clean, you can't go in there.

They are in a lot of trouble, brother, let's not get into that. There are many people there, that is bound to happen.

That cannot be said, you see...

Q: I see...

A: There are many people, so, the latrine, urinating in the latrine is a big problem.

Q: Okay, these doctors who provide service...

A: The rest is all clean.

Q: Okay, these doctors who provide treatment, are they all, are they all skilled? What do you think?

Are all of them able to provide the proper treatment for the disease you went for? The doctors who are there?

A: Yes, yes, yes, they can provide that. They can. They come in rounds, a different doctor for each disease. Doctors are divided by specialty.

Like, they checked my diabetes. They try that much. Again, they checked for this eye issue. They don't get annoyed if you go.

Again, they checked for pressure. So 3-4 types of doctors... there is no negligence from the doctors. Yes, no doctor's...

Q: Are they all skilled doctors?

A: Yes, skilled doctors.

Q: What do you all think?

A: No, it's okay, everyone is skilled. The doctors are good. In different sections... the doctors are very good... quite good... one type of medicine.... Very good doctors.

Yes. Doctors are divided by specialty, they see patients by specialty. They don't make mistakes in that regard.

Q: Okay, many have taken service with this card. Yes, so now, for instance, how much time does it take to get service?

Do you have to wait for a long time?

A: To get service, your, no, coming and going... the processing takes about half an hour.

For the medicine to arrive... it takes half an hour... oh, the medicine... you have to stand there and submit the card.

It will take 1 or 2 hours, once it is passed. From before, all aspects, well...

Q: I mean, do you have to wait?

A: Yes, you have to wait.

Q: How, how much time does it take?

A: About half an hour for you. Whatever time it takes to do the work. Other than that, if they just make you sit...

Q: How long did it take for you?

A: That same half an hour. If they just make you sit... I, my mother, when I admitted my mother, it took half an hour.

It takes longer too, it takes longer too. It takes a little longer. It will take half an hour. The medicine takes a little while to arrive. It takes a little longer.

Q: Okay, what do you think, Chachi (Auntie)?

A: Where does the medicine come from, who brings and keeps the medicine. They give the medicine a little late. They bring it from the shop.

That's what I'm saying, the medicine takes a little while to arrive.

Q: And everything else is available?

A: Yes, we get everything else.

Q: I see.

A: That much delay is bound to happen. The stomach is burning, it's hurting.

So now, this, this, can one live with this regularly? If they gave us that treatment for free, it would have been a bit convenient.

We also have our work to do.

Q: Okay, okay, another thing is that before giving the card, didn't they tell you that you will get these services with it?

What they said before giving it, are you all getting all the services that were supposed to be given?

A: Whatever for whichever disease... he didn't understand the question.

Q: No, whatever services were supposed to be given with your card...

No, no, suppose you hadn't received the card, didn't they tell you then that if you take this card, you will get these services, and for that reason you can take the card, right?

A: No, they didn't say those things.

Q: Didn't they mention the benefits of the card beforehand?

A: No, regarding benefits, only that you will get treatment, that's it. No, you will get treatment, that's it. If you take the card, you will get treatment.

You will get free treatment, that's it. Free treatment will be available for any disease, that's all. You will get treatment if admitted. They didn't even mention admission.

Q: They said you will get free treatment?

A: Yes, yes, that's all.

Q: And you are getting that when you go there?

A: We are getting that much. Yes, we are getting it. So there is no error in that.

Q: You are getting it that way, I mean, the way they said they would give medicine, give an ambulance...

A: Yes, they have given everything, I mean, we are getting it that way. There has been no error.

Q: Then they said that they will refer...

A: Yes, they refer as well.

Q: All of that is happening?

A: Yes, it is happening.

Q: I mean, in those things, there is no, I mean...

A: There is no flaw. There is no flaw in that. No flaw, they do it proactively. Everything proactively, everyone does it proactively.

Whatever is necessary, they do.

Q: Did they refer any of you to Tangail?

A: They had taken me to Tangail.

Q: You? How long did it take?

A: It didn't take much time, from here it was supposed to happen, they did it, they had taken me... I mean, they took me by ambulance...

Q: Did they take the ambulance fare?

A: No. They did not take the fare. They did not take it, I can't say for sure.

No, no, they didn't take the fare, we took the patient, still, they didn't take it. Yes, yes. No, they have taken from here, they don't take the fare.

No, no, the fare...

Q: Okay, you went to get service with this card, yes? Did anyone face any kind of difficulty while getting the service?

A: No, I did not face any difficulty, no, no, no difficulty.

Q: I mean, no one has any kind of difficulty?

A: No difficulty, very good behavior, and everything else they did very well.

Q: The service?

A: We also received very good service, everything was good.

Q: The behavior?

A: The behavior was also good. We also received good behavior. We received everything well. They did not behave badly.

Q: I see.

A: I mean, why should I misrepresent what people have done? You understand, right?

Q: Okay. Ah, do you have any opinion about this SSK card? Or what else could be done to make it better?

A: For us, if a little more, not just admission, we got admitted, but if they gave the medicine without admission, we went with the card, if they give the medicine... if they gave the medicine, then we would benefit... if they give medicine then for us.

That itself is a benefit. They checked the card, saw it, and gave the medicine. You just stay admitted, again, I haven't done it.

I mean, directly just by hearing, then they didn't give the medicine.

Later, I took that medicine written on that paper and bought it from outside. I wish I didn't have to buy it.

I wish buying wasn't necessary. But that wouldn't be their fault.

I mean, I wasn't admitted, so I bought the medicine. The rule is to get admitted. Yes, the rule is to get admitted.

If that admission is not required, Sir, if that admission is not required, if they give medicine, then it would be very beneficial for us.

You have to lie there for 4 days, you have to lie there for 6 days...

Q: They are providing the service now...

A: If they gave treatment for pressure, I have pressure, if they gave me regular treatment.

If admitted, they give the treatment, if that admission is not required... yes, yes, that's what we are saying. That's what we want to inform him... that's what we are saying.

Q: And the service you are receiving now, what else can be done to make this service even better? Tell me, even better...

A: That's what I told you, that we went with a minor illness.

That medicine for pressure... whatever the illness may be, if they see it and give us medicine, then Sir, that is a sufficient benefit for us.

Q: I see.

A: The benefit we have received, and more benefit. Even if it's not a 10-taka medicine, but a thousand-taka medicine... yes, if we get it, then we benefit.

If we benefit, then we will think that yes, this is truly a beneficial thing. Being admitted is a loss for many.

To get admitted, one has to stay for eight days, six days, four days.

Q: Okay, many people here have received the card, right? So, what do you think, did the people who were supposed to get the card get it?

Or are there people here who were not supposed to get it but also got it? Is there anything like that?

A: No, those who got it, the deserving ones got it, and there are still deserving ones left.

Q: There are still deserving ones left?

A: Yes, among the deserving, there are still some left.

Q: Still some left?

A: Yes, and those who got it, they truly benefited, they were worthy of getting it. I mean, it's not like someone can buy it, not like that.

Q: I see.

A: These, the poor people got it.

Kalihat (25:13 – 32:40)

Q: Okay, do you think the right people got it?

A: The right people got it.

Q: Has it ever happened that someone needed it but did not get it?

A: No, no, it has happened. They needed to get it, they had taken our photos, but we did not get the card.

They took the photos and everything, but the card that was supposed to arrive later, it did not arrive.

Q: The card never came?

A: No, the card never came...

Q: This has happened?

A: This has happened. Which one is this? This one is mine and his wife's, they didn't come. So what about me?

His wife got hers, just look, father... one card for one family.

Q: Another thing, Chacha (Uncle), many people don't know about this...

A: Yes, they don't know...

Q: Right?

A: They don't have the experience, many don't have the experience...

Q: Many people just know that the card exists...

A: We will get treatment.

Q: Yes.

A: That's all they know.

Q: But there is a proper procedure for this, how to get what treatment?

A: For example, Sir, as I said about my son,... yes... his weight, he, how much?

Q: Okay, now what do you think, what other initiatives could be taken to make people aware of this, to make them know and understand?

A: They will know, and if you could give some more cards after checking carefully.

Q: That, the cards will be given, but how can it be done so that they...

A: If you provide treatment upon admission, then suppose, if you give the medicine without admission, then it will be good.

For your treatment, if a doctor, suppose a patient goes with a card, the doctor sees the patient, determines what medicines are needed, gives them from there, and sends the patient home, that's it.

Which is better? This one.

Q: Hmm, that is correct.

A: That's what I said. If this happens, then people also... and since they didn't have to be admitted to the hospital, there was no loss to their family life... it was good in all aspects... and they also got their treatment.

This is the best. For instance, right now I need medicine, this, this, his staying... except for an emergency, tonight, after yesterday... even if the treatment is good, staying admitted is a hardship... but I can't get admitted now, I have work in various other places, I will leave now, but I am living with the illness.

But even if I go now, they won't give medicine. They won't give medicine, it will take four days.

If I stay admitted for four days, who will earn my four thousand? The family can't run.

Q: Okay, that's fine, but think about the fact that many people don't know about the benefits of this...

A: Yes, many don't know...

Q: ...You might know, another person doesn't, maybe he knows. ...

A: Yes, yes, many people don't know...

Q: But what can be done so they will know?

A: What can be done, then you in the villages...

Q: How will the promotion be done?

A: The promotion, if you make announcements with a microphone in the villages...

Q: Then...

A: No, sitting like this.....

Q: One by one...

A: If you make announcements with a microphone in the villages, then everyone will know who needs the SSK card and they can come forward and take it, then you can make a list of names.

Informing this way would be convenient. Then you will walk around and ask how many houses in the village will get a card.

In between, those who haven't made one will come out, that's it. From there, if you write down and make a list, if more cards need to be given, you can give them, and those who don't need them won't take them.

Q: Any other way like this? Chacha (Uncle), you were saying...

A: This is how I understand it.

Q: You were saying, yes, please say...

A: No, he... and how else can this thing be promoted more...

Q: That is about the card, but for instance, to make people aware of this, what else can be done?

A: You all said... to raise awareness, the government is already giving ads on TV.

Q: Yes, and what other ways can be used?

A: To raise that awareness, if with a microphone...

Q: The miking one, this brother mentioned TV ads, what else? How else can it be done?

A: Oh, putting it on TV is also good. That is also good. I mean, to inform, if you use a microphone in the villages, you can cover the entire union in one day.

The entire union can be covered in one day with a microphone. After using the microphone, gather people in one place... yes, gather them... gather them in the villages.

After gathering, if you have two people make a list and show it, it would be convenient.

And this way, it has remained a secret... yes, this has remained a secret, we got it suddenly... no, they didn't do it... where in Kalihati have they not done miking... I don't know about that again.

Q: No, that's it, any other way?

A: I don't know about that again...

Q: TV, someone mentioned TV, radio...

A: On all sides, you can form a committee and, for instance, in every neighborhood...

Q: And in what other ways can this message be spread further?

A: The best would be if people went door-to-door in the villages and gave it... among them... wait, take this idea, village by village, for example, Solanka one day, Guni one day, Kalihati one day, if you set dates like this and if two people, like two of you came today, if two people go and call the people.

Call them and say that on such and such a day, you will be at such and such a place.

Q: I see.

A: Then, for instance, all the people will gather... you are talking about a courtyard meeting... yes, yes, a courtyard meeting, I mean if they gather, whoever needs it, will take it, and whoever has more money will not.

Q: I see.

A: Those who need it will come, they will come. Once they come, you can list their names and make cards for them.

They are not the people for those cards...

Q: The card is fine, but for its benefits, that...

A: Sir, many people have homes but they cannot come to Kalihati.

There are community clinics there, if they go there with the card, they explain everything to them.

What the benefits of the card are, where to go... yes... whichever is closer for them.

A: For us, it is close here, so we quickly go to the hospital...

A: Sit at a specific place like in the middle of Solanka, in the middle of Ghuni, in the middle of Kalihati, I mean, towards the police station, or at the Chairman's house.

Sit in that way, but inform beforehand, you have to inform in the villages on such and such a day at such and such a time.

Q: That is correct.

A: We will be there.

Q: The card, what I was saying...

A: You should call both those with cards and those without.

Q: Listen, please. Okay, alright. Suppose, someone might not know that so many benefits are available on the card.

Let's assume he doesn't know...

A: No, many people don't know.

Q: But how will he know? He learned about the card, but what will be the benefits of the card?

A: You all will promote that...

Q: How will you promote?

A: We will do that... no... let me explain.

Q: One by one.

A: Let me explain. Let me speak, brother.

Q: One by one.

A: For instance, this group that we are, right. We should also be called.

Q: Yes.

A: I mean, those who haven't learned about the services we received, it would be good if they also learned.

Then if you call us, we will say that these are the benefits of the card.

And what benefits you all have, we often don't know about those, so you will explain that part a little... you will explain a little.

Q: We will just inform that much, right? I can't go from house to house.

A: No, in the locality, you will inform... it's not possible... the best would be if you put an ad on TV.

I mean, everyone in the family will know what the benefits of this card are...

Q: Can't it be informed via mobile phone?

A: No, mobile phones are not available. If you send it on mobile, many will know, if you put it on TV, many will also know.

People watch TV more, so if you put it on TV, more people will know. Bangladesh is nothing without TV.

Q: Not everyone has a TV at home, how will they know in that case?

A: No, I don't have a TV in my house, how will I know? I have this card, for the benefits of this card... ah, it has to be told by word of mouth... I will go to the community clinic.

If I go there, they will explain everything in detail again. Yes, yes, yes, for us, the community clinic is close, otherwise the hospital is close.

We, the public, do not understand the value of this.

Q: Exactly, what can be done to make them understand?

A: To make them understand, you need to bring two more people with you and explain that, with this card, you are getting these benefits, you will get these services, and if we don't get them, then we will hold the hospital accountable.

Whatever...

Q: I see.

A: Why won't you give it, we have received this paper, it says these benefits are given, so why won't you give them?

We will deal with the hospital on that. But if you promote it in that way and tell the public that these are the benefits and opportunities.

One cannot tell the truth about these... yes, yes, if you give us that strength, then we can speak up.

Q: I see. Alright, thank you all very much, everyone has spoken to me for a long time and given me a lot of time.

A: Thank you very much too, for standing and talking for such a long time.