

## FGD 5

Q: As-salamu alaykum. My name is \_\_\_\_\_. I have come from ICDDR,B, which is known as the Mohakhali Cholera Hospital. It is located in Dhaka. I will mainly be talking about your SSK card. What do you know about it? What services are available with it? Or what do you know about this card? Alright? And for those of you who have received services, how much service have you actually received with it? I will talk a little about these things. I want to know a few things. Everyone has to speak. That is the first thing. So, please tell me, who knows what about the SSK card? This card, what is it actually?

A: This is a treatment card. A free treatment card. Q: Do you know anything else about it?

A: I understood the treatment to be good.

Q: And what do you all know? Yes? You have to speak a little louder.

A: If you go to that place, the treatment is good. I was in the hospital for 17 days, lying down.

Q: That's alright. I mean, what is it actually? What is it used for? Do you know? With this card?

A: Good treatment is available with this. And the treatment is free.

Q: Didn't they say anything like what will happen if you take this?

A: No. They didn't tell us anything like that. They just said that all kinds of treatment are available.

Q: All kinds of treatment? Meaning, for all types of diseases?

A: They didn't say for all types of diseases. They said if you take it when you are sick, they will give medicine. Otherwise, they will admit you.

Q: And they didn't say anything about admission?

A: No, they didn't say anything about that, you have to get the illness written down with this, and then they will admit you.

Q: I see. From whom did you learn about this card? Before it was given?

A: The card, I raised an objection at the place where the Health Economics Monitor people came.

Q: I see. So you raised an objection. But from whom did you find out that the card would be given?

A: My husband used to work in family planning, so.....

Q: How did you all find out? A: We heard it from one another. I mean, everyone was saying that if you take the card, they provide treatment. And they came from house to house and said that if you get the card made, they will provide treatment for free.

Q: Who came to the houses? A: A woman came. A heavy-set one. And we found out from the hospital in Narinda. And we collected our cards from the hospital. And those who didn't go, they got theirs collected from their houses.

Q: You mean they came from house to house and wrote down the names? A: Yes, yes. Those who got their names written down, they were given these cards. Those who didn't go to the hospital, the ones who were left out, they were given the cards by people coming to their houses. Again, for some who were left out, the cards were left at a shop.

Q: Okay, alright. If anyone among you gets sick, I mean, everyone gets ill. When you get ill, who do you go to initially? Or what do you think?

A: We all go directly to Kalihati. No, we will go to Narinda now.

Q: Where do you go now? For minor illnesses like these? A: Now we go to Kalihati. We also go to Narinda. If needed, we go to Tangail Sadar. I mean, normally we go to Narandia. If the illness is serious, we also go to Tangail Sadar. One day I took someone here, they did not admit them. So then I admitted them to Tangail Sadar. I had them admitted by paying money, that's why I did it at Sadar. If you pay money, they give importance. On this paper, it is written that treatment is completely free. I called there once, and from there they told me to bring the patient. After taking the patient, the doctors said that if there are 50 patients with this disease, then you will get treatment. At that moment, there were not 50 patients. So I got the treatment by paying money. But there is importance when you get treatment by paying money. And they gave me treatment, I received treatment. They also took care of me. They did not take a single taka from me.

A: I didn't have to pay a single taka either. I thought it might cost 10 taka. Even that was not needed.

A: I had to pay. I had to pay for an ultrasound.

Q: Did you go with the card? You still had to pay? A: Yes. I went with the card. I still had to give money. They gave free medicine. They gave me iron tablets. They also wrote a prescription. They didn't give anything else.

Q: And now what I want to know is, for those of you who have received service, the 5 of you who are here, please tell me, when you went to the hospital with this card, what happened from the very beginning to the end? You please tell me.

A: The person who takes the fingerprint, the one who takes the finger, I went and asked him, then he saw my card, gave me a slip, and said, take it. A lot of hassle. I took it there and submitted the paper. Then a doctor came and gave it to a nurse. He said, this is an ECG patient. Needs to be admitted. Then they admitted me.

Q: Then?

A: Then they are giving treatment.

Q: Tell me a little about the problems you had. What were the diseases?

A: My problem is shortness of breath.

Q: Then?

A: I have received treatment for this shortness of breath.

Q: Okay, and any other disease?

A: No. I have not received treatment for any other disease. I only have a problem with shortness of breath. I have only received treatment for this. I have benefited a lot after the treatment from here.

Q: Medicine and all?

A: They gave the medicine from there. They gave all the medicine.

Q: They gave all the medicines?

A: They gave all the medicine from there. When they discharged me quickly, they still gave me 10 days' worth of medicine. The paper with the medicine they gave me from the very beginning to the end, I still have that paper.

Q: They didn't do any tests?

A: They did tests.

Q: They did it without money? A: Hmm. They did it without money.

Q: They did it with the card? A: Yes. They did an X-ray, an ECG. They did these without money.

Q: Now you tell me, what happened to you from the beginning?

A: First, I went to Kalihati. When I went to Kalihati, they wrote a referral to Sadar. They told me to go on either the 27th or the 28th. I couldn't go on the 27th. My person couldn't stand by me. I went and got admitted on the night of the 28th.

Q: So you got admitted at Sadar. But when you took the card to Kalihati, at the beginning when you gave the card, what happened?

A: When they saw it at Kalihati, the gynecology department saw it.

Q: You took the card and showed it. What did they say then?

A: After seeing it, they directly wrote for an operation. And wrote a referral.

Q: What was the problem?

A: Uterus operation.

Q: Was it done later? A: Hmm, it was done. I had it done.

Q: Okay, they referred you to Tangail. What happened after that, tell me? You went to Tangail, how was it?

A: In Tangail, they took good care of me. I received good care. Then, you see, now I have no problems at all. In one word.

Q: Meaning? What other services did they give you?

A: I don't have any other illness. Just this one.

Q: Did they give any medicine?

A: They gave me medicine, they gave me a carton of medicine.

Q: Did they do any tests?

A: They did tests. I did not have to pay any money.

Q: What tests did they do?

A: They did an ECG, they did an Echo. Then, you see, they had a diabetes test done. They did 5 types of tests. They did all the tests on my whole body.

Q: Okay, you didn't face any problems?

A: No. I did not have to pay any money.

Q: Or they didn't ask for any money? Or they didn't say anything like, "We will give service if you give this"?

A: No. For my Echo, which costs 2500 taka, they told me to bring the money from home, then the madam came and said, "I told you they are helpless, didn't I?". Then from there, they gave a yellow card. Dr. Saiful took that yellow card for submission. There is an SSK doctor, Saiful. He took that and had my Echo done. They ask for these, they say it, when they were doing my X-ray, they said it would cost money, then another doctor told me it won't cost money. He gave me a slip. And told me to get the X-ray done with this.

Q: Okay. Alright. You please tell me. You were mentioning a problem. The doctor didn't want to provide service? What happened from the very beginning to the end?

A: At the beginning, when we went to Kalihati, the doctor saw me. I mean, the ear, nose, and throat doctor. The throat doctor saw me and gave medicine. Then he said an operation is needed, but medicine has to be taken first. So he prescribed medicine. I gave that medicine. But it didn't get better. Then they gave an admission date. They said we can't perform the operation there. They don't have the instruments for the operation there. It has to be done in Tangail. Then we took her to Tangail. After showing this, they did not admit her.

Q: What did they say? Tell me.

A: There were many SSK patients. They didn't want to give much importance.

Q: Importance means? They must have said something?

A: They did. The doctor says, "Can we just admit anyone who comes with an SSK card?". Is this an SSK patient's this and that.... that just because they gave an SSK card, we admitted them and did the operation? After saying all these things, and after running around for a few days, someone who works in Kalihati made a phone call. After they wrote on top of it, they said, "Alright." Then they admitted her and did the operation. But we bought the medicine from outside. But we did the tests at the hospital. We did many tests from outside.

Q: You also did tests from outside? Why, didn't they do those tests at the hospital?

A: After that, I don't know much. Her father was with her. It wasn't my treatment, it was my daughter's treatment. I didn't go then.

Q: I see. Were the tests not available at the hospital?

A: They were. They did the ECG at the hospital. Then some blood tests were done outside as well. Some were also done at the hospital. Then at the time of the operation, you see, we had a lot of trouble running around for medicine for 2-3 shifts. They gave some medicine. They discharged her, and then we bought and gave her the medicine.

Q: What operation was done?

A: Tonsil in the throat.

Q: The medicines that were needed, did they give them from there?

A: There, when she was going for the operation, they prescribed a few medicines. They only gave those few medicines. After that, we bought all the medicine.

Q: Chachi (Auntie), now you tell me what happened. You had taken the service?

A: They did my blood test. The reason I went, I explained it in detail to the doctor. Then they did this blood test. They did not do any other test. Then I was there for 2 days. In 2 days, they gave me 2 medicines.

Q: Did they take money for the medicine?

A: No, they did not take money. When they discharged me, at that time they gave me 5 or 6 medicines.

Q: They gave it with you? You brought it? A: Yes. They gave it with me. It didn't get better for me there. Then they discharged me. Meaning, they did not provide the treatment with importance.

Q: You mean you did not fully recover?

A: No. I bought medicine from somewhere else, from Narinda market, and I am taking it. I am not getting any benefit. Body ache, joint pain. Four bags of blood were given, then I bought some more medicine.

Their medicine. I said, they give medicine to everyone, why not to me, why not? Then they said to arrange money for blood. Arrange blood, then it will be given at the time of admission. Then I called them, we had people to give blood. If we buy blood, my sister takes it. Then, you see, we brought blood from Kagmari.

A: Then another doctor came to check and said, "Do they ask you for money? Or not?". "If they ask you for money, then say it, how they are providing service or not, say it". We said, no, they don't ask us for money.

Q: Okay, when you went with the card, the SSK booth that is there, where it starts. What was the behavior of the people there like?

A: It was good. They are good, not bad. In Kalihati, you see, they did not misbehave.

Q: Did they listen to the problems you went with? A: Hmm, they listened to everything. They never spoke to us with a displeased face. You see, I was lying in Tangail for 10 days, and the people there said.....

A: The medicine that was prescribed in Kalihati, our hospital did not give that medicine. We bought medicine from outside. They didn't do the operation on the 10th day. So what could we do? Then late at night, we went up to Thandu bhai. He again looked at the papers, got them ready, and then said, "You go and lie down, your operation will be at 4 PM". Then Thandu bhai made a phone call. Then there is Dr. Rafiqul, there is Madam Bithi, they said that at the very beginning, I wanted to be first in line for Majeda. Then, being scared, I went after two others.

Q: I see. The problems you went with, did the doctors listen to everyone's problems properly?

A: They listened.

Q: Did they listen with full attention? A: Hmm. They listened with attention.

Q: Did they behave well?

A: They behaved very nicely.

Q: Okay. You went to the hospital, many of you also went to Tangail.....

A: When I called from here, the senior doctor called me 3 times. "How far along are you?".

Q: Okay, you went to the hospital, how was the hospital's environment?

A: The environment is also good.

Q: Clean and tidy? A: Very clean and tidy. I sometimes say that the hospital has improved a lot now. There are fewer patients now. The ENT doctor performs 3-4 operations a week. They clean three times a day.

Q: Generally clean and tidy..... A: Hmm. It's clean like a cabin over there.

Q: Are you happy with the level of cleanliness? Satisfied?

A: It's clean and beautiful there, no noise at all.

Q: Okay, the doctors who provided you SSK service, what kind of doctors are they? Good or bad?

A: Good doctors.

Q: Very experienced? A: A lot of experience. The nurses in the ward there are very good.

Q: Only the nurses? The doctors?

A: The doctors, you see,..... the day after they operated on me, they had me lying down at Sadar at 8 o'clock, then vomiting and, you see, diarrhea. Now they got scared. This patient came to me first. Meanwhile, the Chairman called, the Chairman is constantly calling the madam. He says there is no one for this person. This Majeda khala has no one. Everyone else has someone. Everyone has connections from MP to minister, from what I saw. Oh my, the phone calls. They take them first. Then someone asks, when she came to the counter at night, you didn't even give her a pill. You didn't even give an injection. Why didn't you give it? Didn't she say? What would have happened if this patient had died? Do you know? Then they quickly gave an injection in the morning, then they gave me everything. I mean, they did very well.

Q: Okay. Next? When you go to get service, you often have to sit for a long time. Did you have to wait for a long time like that?

A: No. When you go for your own matter, it will take a little bit of time. You have to stand in a queue there. We don't consider that a problem. It's normal, it's bound to take time.

Q: That's not a problem at all? A: I was fine for so long. I have developed gastric problems. Now whenever I go, they just say to get admitted.

Q: Okay, let's get back to where we were. When they gave you the card, they told you that these facilities would be provided, right?

A: Hmm, they did say so.....it was said.

Q: So, have you all received these facilities?

A: Well, we received them, as I said, we went for treatment.

Q: I mean..... the things that were said, they will give medicine, and then what else did they say at the time of giving the card?

A: Well, they mentioned treatment...

Q: And what else, no, what would they provide within treatment. Treatment includes many things. What did they say at the time of giving?

A: We know that if the illness is serious, then they will admit, then they will give medicine. They also said that..... they mentioned the names of a few medicines for which they would provide treatment, then again, if we can't manage, then we will get them admitted to Tangail..... if we can't manage this treatment, if we can't, we will get them admitted to Tangail.

Q: Did you all get these things? Those who were admitted, did you get these services, that if they can't manage, then to Tangail.....

A: To give to Tangail if they can't manage..... we can get them admitted, and we will pay for all the money required for the complete treatment.

Q: I see.....

A: They said this.....

Q: Okay, many... okay, you were saying, what happened to you, tell me?

A: For me....I went to Kalihati.

Q: You went with the card? A: Yes, I went. Now, they checked and gave. After giving, they wrote a prescription for medicine, and said that there is no medicine, you will have to buy it.

Q: Were you admitted? A: No... I was not admitted but I had gone. They checked and said it's not written in the book.

Q: You took this with you?

A: Yes.

Q: Okay, then? A: Then after checking and saying that, they said to buy the medicine. I bought the medicine from outside. Now I am continuously taking sleeping pills, I have been taking sleeping pills for three or four years, the day I skip it, I can't sleep. I have to keep taking these.

Q: Okay, alright. You all have the card, yes.... A: Four taka per pill...

Q: So, many of you have not taken service with this card, right?

A: Hmm, hmm.

Q: Why haven't you, tell me? A: Well, they said you don't need to take the card, so I didn't go... A: Properly... they don't ask.

A: We didn't ask... I went with the card, showed the card. They cleared everything, then said money would be needed. We said we took money, then we were admitted... we were admitted, the child is sick.

Q: Okay, why didn't you all take the service?

A: If the illness is not that serious, they won't give treatment.



A:..... If it's a major disease, a major disease that requires admission, then they will give treatment, they... they don't give treatment without admission, they don't give treatment without admission.

Q: I see, I see. Why didn't you take the service?

A: Can you go to Kalihati for just a little fever... if you have a fever, then you can go... now I have a fever, now I will spend fifty taka, one hundred taka to go to Kalihati.... the illness gets better by taking fifty taka worth of medicine. So why should I spend 100 taka to go to Kalihati?

Q: Okay... alright, let's listen for a bit. In using this card, what problems did you face? Now tell me a little. Tell me about the problems.

A: We did not face any problems.

Q: You all? A: We have no problems..

Q: Generally, no one had any problems?

A: No... in the teeth, you see, in places on the teeth..... Q: Okay.... A: Doctor sir...

Q: Alright. That's one thing, and do you have any suggestions regarding this SSK card? Would it be better if this was done? What could be done to improve it? How can everyone get better service, tell me.

A: Now, if you improve the treatment further... we don't know... you have provided treatment, we will seek more....

Q: Okay, and many people don't know about SSK, right?

A: No.... yes.

Q: So what can be done so that people will find out? Tell me. A: Now, discussions need to be held..

Q: How? What needs to be done with discussions?

A: It needs to be said that we have received service this time... with the SSK patient, with the card, we have to go to Kalihati.

Q: Meaning, it needs to be publicized? How should it be done?..... I mean, I don't know how publicity is done in the village. You tell me, how should it be publicized so that everyone will know?

A: A few people need to sit together and discuss, if there is a problem, one must go... many don't even know...

Q: Okay, you all said that they don't provide service without admission. Do you think this should be implemented, that if you go with a card but without admission...?

A: It would be best if it is implemented... it needs to be implemented, I mean.. it should be there, many people have a minor fever.... they went, took the card, they gave it.... then I was admitted, I got

treatment..... I got him treated with full payment.... I received good service, and they also took care of me. I received it, whatever anyone else says... some did, some did not... many did not at all.

Q: I see... A: Two people got it, seven people did not...

Q: Here, you can't talk over there.... okay, what's happening is..... let's listen here.... what happened is that they provide treatment for many diseases, right? So do you think, apart from those, treatment for any other diseases should be provided?

A: What?... It should be... it should be.

Q: What are they, tell me, the treatment for what other diseases, if provided, would be good?

A: Each person's disease is different... not everyone has the same disease... kidney disease, pregnant women... it is written... five people have five different kinds of illnesses... it is written...

Q: Okay, another thing is, do you know how many diseases are treated with the card?

A: We don't know, we haven't seen anything.

Q: Okay, alright. I have actually wasted a lot of your time.

A: No, it's nothing for us.

Q: Thank you all very much for giving me your time. You all have come leaving your work. I hope you will all properly receive the services that SSK offers. You really need to take the cards with you, yes. If you take the cards.