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| --- | --- | --- | --- | --- | --- | --- |
| Number | What do you think about the medical treatment cycle? (service provider) | Totally agree | agree | moderate | Totally disagree | disagree |
| Knowledge and awareness in service recipients |
| 1 | The patient usually thinks a higher prescription of medicine as a sign of physician’s competency |  |  |  |  |  |
| 2 | If performing a test or imaging is not prescribed, the patient thinks it as a sign of weak diagnosis. |  |  |  |  |  |
| 3 | The patient thinks the long treatment cycle as a sign of physician’s incompetence and switches to another physician without completing the treatment. |  |  |  |  |  |
|  Sensitivity of service recipients to their health  |
| 4 | The patients asks for a complete checkup to ensure their health. |  |  |  |  |  |
| 5 | In spite of there being no need to visit a specialist instead of a general practitioner, the patients still visit the specialist. |  |  |  |  |  |
| 6 | Individuals without symptoms visit and ask for prescribing tests. |  |  |  |  |  |
| 7 | Public oversensitivity to their health has increased unnecessary visits. |  |  |  |  |  |
| 8 | In spite of adequate explanation to the patient in regards to the unnecessity of imaging, they still insist on it for more certainty. |  |  |  |  |  |
| 9 | Patients prefer to visit medical centers with more sophisticated and expensive equipment. |  |  |  |  |  |
| 10 | People are used to visit the physician for any small problem. |  |  |  |  |  |
| 11 | In spite of simple diseases treatable by a general practitioner, people still ask the physician to introduce a specialist. |  |  |  |  |  |
| Insurance companies’ surveillance and management plans |
| 12 | Low insurance rates leads to the increase of sometimes unnecessary visits. |  |  |  |  |  |
| 13 | Inadequate use of patient reference system has led to increased unnecessary visits to specialists. |  |  |  |  |  |
| 14 | Low rates of some treatment services increases tendencies for unnecessary use. |  |  |  |  |  |
| Providing service for personal gain |
| 15 | The abundance of private diagnosis centers leads to increased unnecessary demand by people. |  |  |  |  |  |
| 16 | The gravitation of dentistry services towards beauty purpose has led to increased unnecessary demand for these services. |  |  |  |  |  |
| 17 | Higher variety in diagnosis services leads to increased demand by the patients for ensuring their health. |  |  |  |  |  |
| Commercialization of healthcare sector |
| 18 | Increased advertising for new medicines encourages patients to demand their prescription. |  |  |  |  |  |
| 19 | Increased advertising for diagnosis services has a direct relationship with patient’s demands for their prescription. |  |  |  |  |  |
| 20 | Increased advertising for cosmetic surgeries has led to increased unnecessary demand by patients. |  |  |  |  |  |
| Increased variety and numbers of specialists |
| 21 | Availability of various treatment options leads to some sort of unnecessary demand for services and repeated visits to specialists. |  |  |  |  |  |
| 22 | Increased variety and complexity of diseases leads to difficulty in diagnosis and in turn, unnecessary services. |  |  |  |  |  |
| 23 | Increased variety in diagnosis methods encourages physicians for their prescription. |  |  |  |  |  |
| 24 | Patients think the presence of more and varied equipment as a sign of quality in health services. |  |  |  |  |  |
| Service providers’ knowledge and awareness |
| 25 | Inadequacy in physician’s knowledge leads to prescribing a variety of tests for certainty in diagnosis. |  |  |  |  |  |
| 26 | The inexperience of some physicians leads to the prescription of high amounts of medicine. |  |  |  |  |  |
| 27 | Inadequate knowledge and awareness in some physicians leads to repeated visits to other specialists. |  |  |  |  |  |
| Inducted demand |
| 28 | A portion of patients’ visits for medical diagnosis tests results from inducted demand (unnecessary need). |  |  |  |  |  |
| 29 | Currently, a high number of overnight clinic visits result from inducted demand. |  |  |  |  |  |
| 30 | Induction of unnecessary demand has led to increased consumption of supplementary medicine among individuals. |  |  |  |  |  |
| Quality of health service education models and methods for providers |
| 31 | Student admission procedure in treatment-related fields requires revision. |  |  |  |  |  |
| 32 | Students admitted in treatment-related fields do not undergo talent-assessment and the sole criterion for their admission is the national entrance exam.  |  |  |  |  |  |
| 33 | In some hospitals, the distribution of graduates in fields related to treatment and diagnosis to work environments is unsuited to their experience. |  |  |  |  |  |