

Expectations, Challenges, Misconceptions, and Satisfaction among Patients Attending Radiological Investigations in Teaching Hospital Anuradhapura

Balapitiya CN¹, Arshad JMM¹, Aththanagoda ARTD¹, Aththanayake AMDB¹, Bandara DBIWCC¹, Gunasekara SD², Warnasekara J², Koralegedara KIS³

¹Faculty of Medicine and Allied Sciences, Rajarata University Sri Lanka

²Department of Community Medicine, Faculty of Medicine and Allied Sciences, Rajarata University of Sri Lanka

³Department of Anatomy, Faculty of Medicine and Allied Sciences, Rajarata University of Sri Lanka

Background: Understanding patients' perspectives and experiences on radiological investigations is essential to enhance patient-centered care, as the challenges they face can affect satisfaction and trust in radiology services.

Objectives: The objective of the study was to explore patients' expectations, challenges, misconceptions and satisfaction regarding radiological procedures in a tertiary healthcare facility.

Methods: We conducted a qualitative study at the Teaching Hospital Anuradhapura, employing in-depth interviews with purposively selected patients attending the radiology clinic, along with two weeks of participant observation. Data were collected using interview guides. Observational data were collected through informal conversations and corresponding field note documentation. Data were analyzed using thematic analysis.

Result: We conducted in-depth interviews with 25 purposively selected patients aged over 18 years attending the radiology clinic, alongside two weeks of participant observation. Five themes were generated: 1) Knowledge of the patients 2) Burdens faced by patients 3) Misconceptions among patients 4) Satisfaction level of patients 5) Patients' expectations regarding radiological procedures. We found that many patients lack adequate knowledge about the purpose, preparation, and process of radiological investigations. Lengthy waiting time is a huge burden to the patients. Misconceptions about radiation exposure and safety measures contributed to unnecessary fear and reluctance. Many patients satisfied with the staff, procedures, facilities and services while others expect more efficient and organized services at the radiology unit.

Conclusion: Our study highlights the necessity of improving effective staff-patient communication to reduce unnecessary worries and misconceptions related to radiological investigations. Furthermore, efficient service provision, enhancing facilities and accessibility to these healthcare services may improve overall patient experience and satisfaction.

Keywords: Patient satisfaction, Qualitative study, Patient challenges