

CUSTOMER RIGHTS PROTECTION

**IN THE UNIVERSAL COVERAGE SCHEME (UCS)
IN THAILAND**

HUMAN

RIGHTS

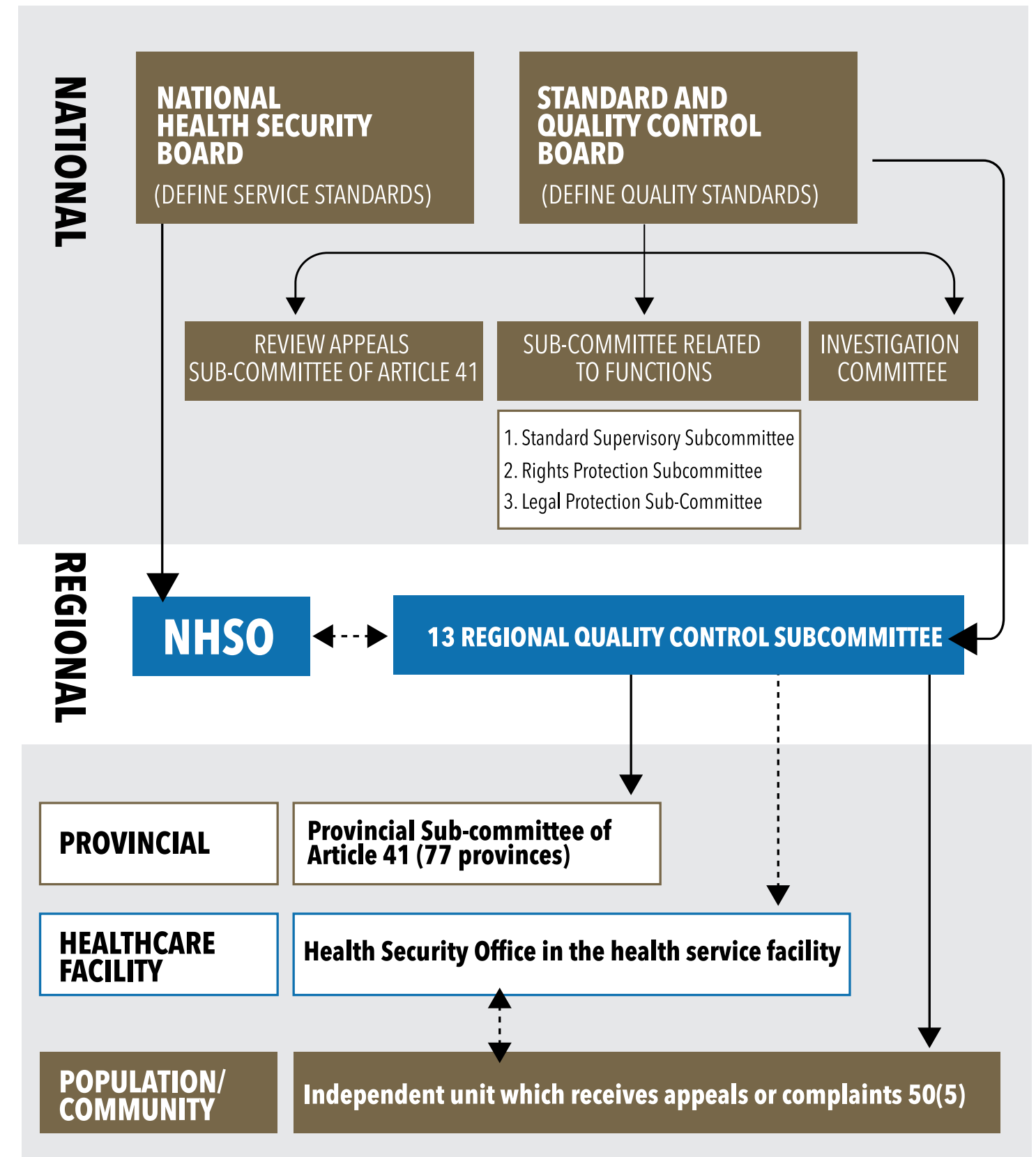
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RIGHTS

PROTECTION

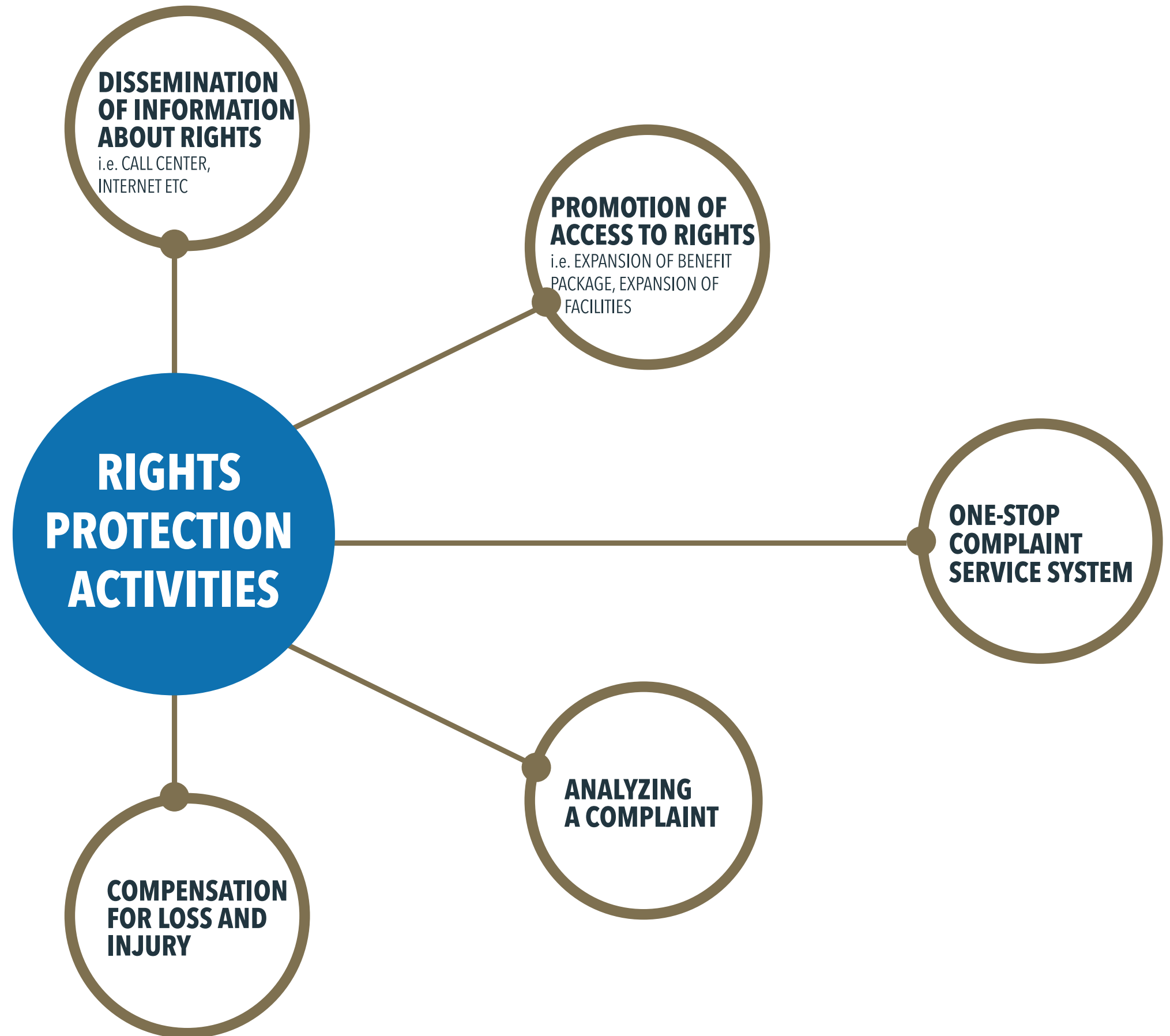
IN THE UCS

STRUCTURE OF RIGHTS PROTECTION OF THE NHSO

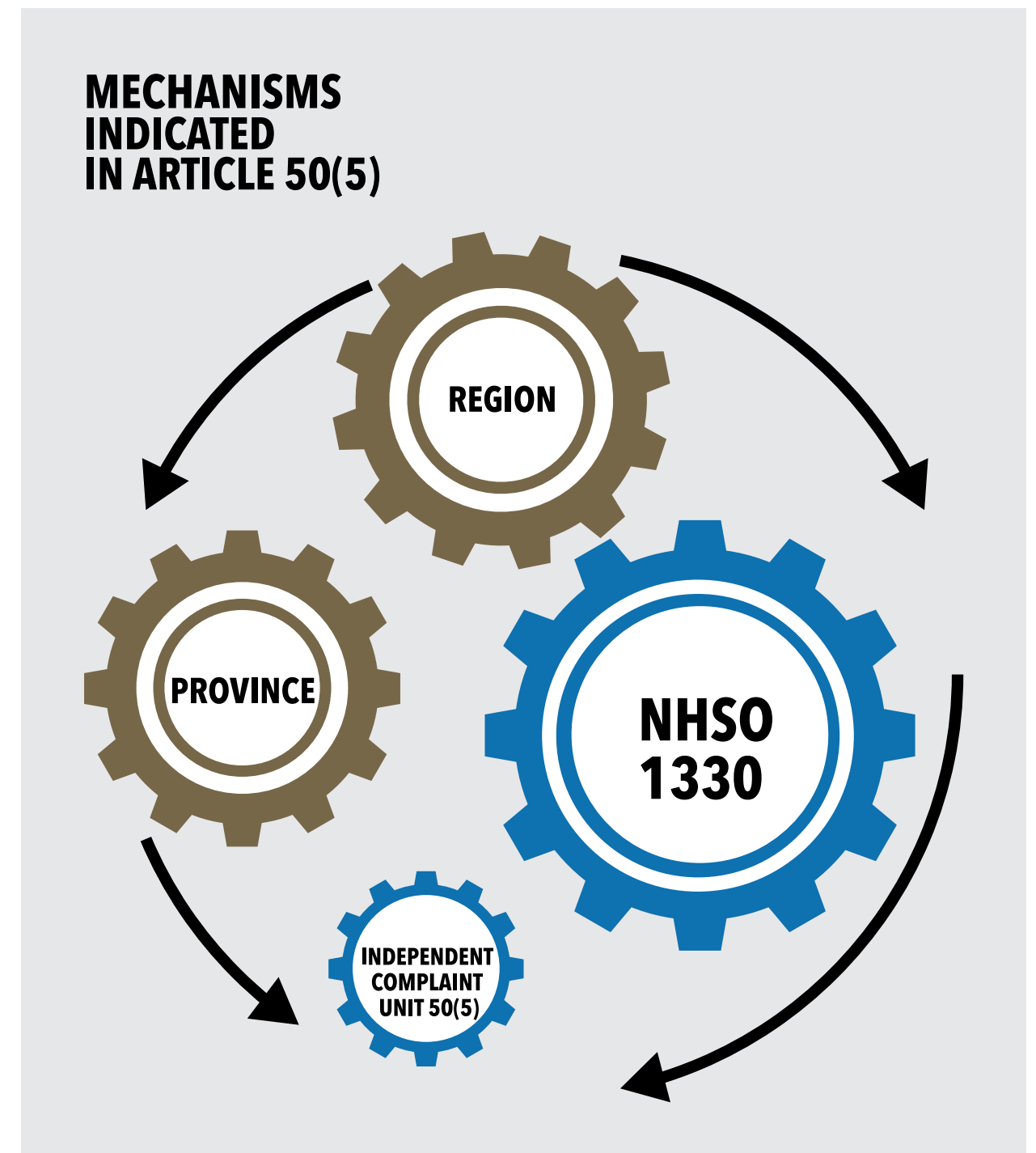


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ACTIVITIES OF RIGHTS PROTECTION UNDER UCS



MECHANISMS OF RIGHTS PROTECTION

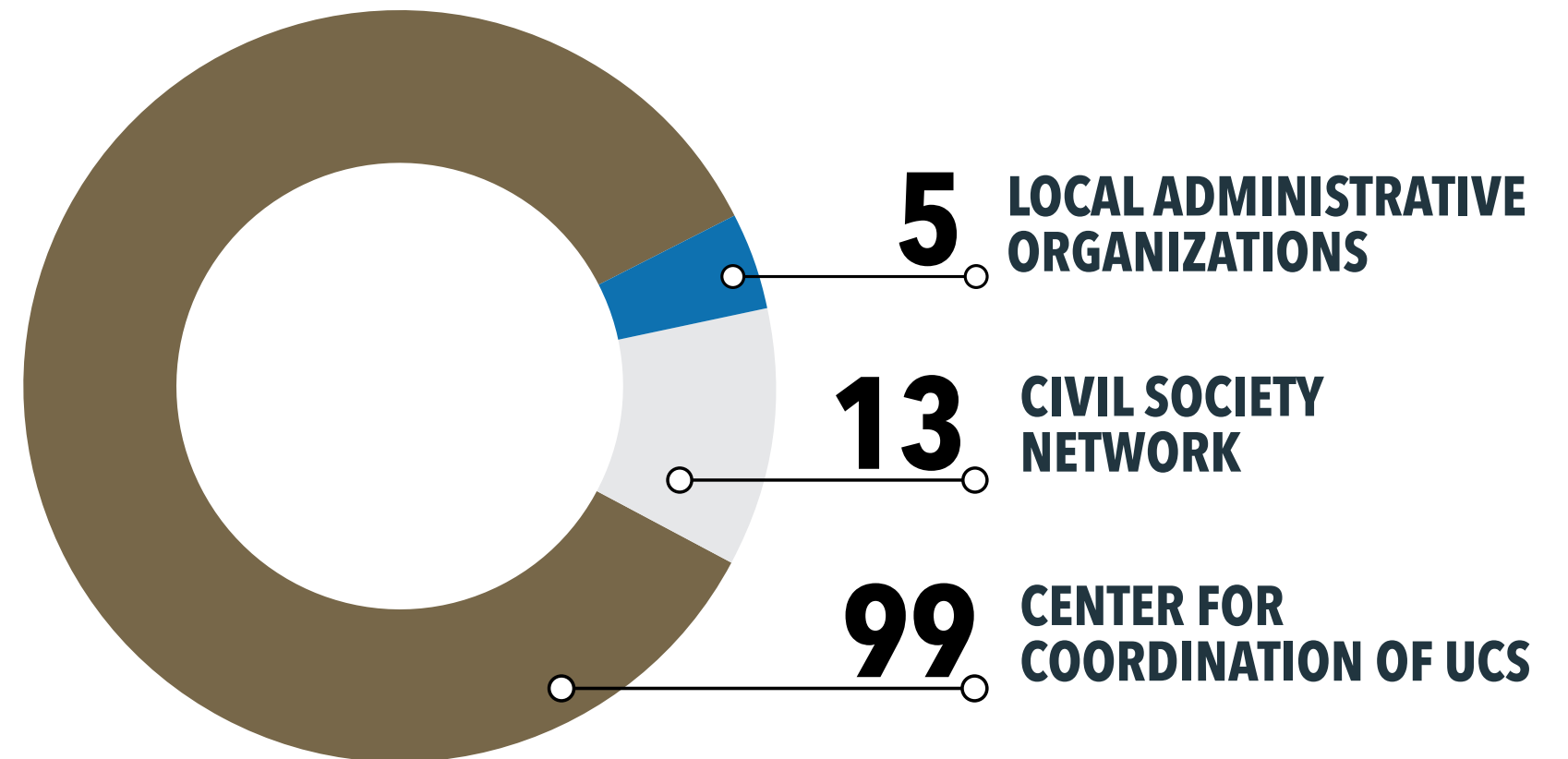


**MECHANISMS
NOT INDICATED
IN THE NATIONAL
HEALTH SECURITY ACT**

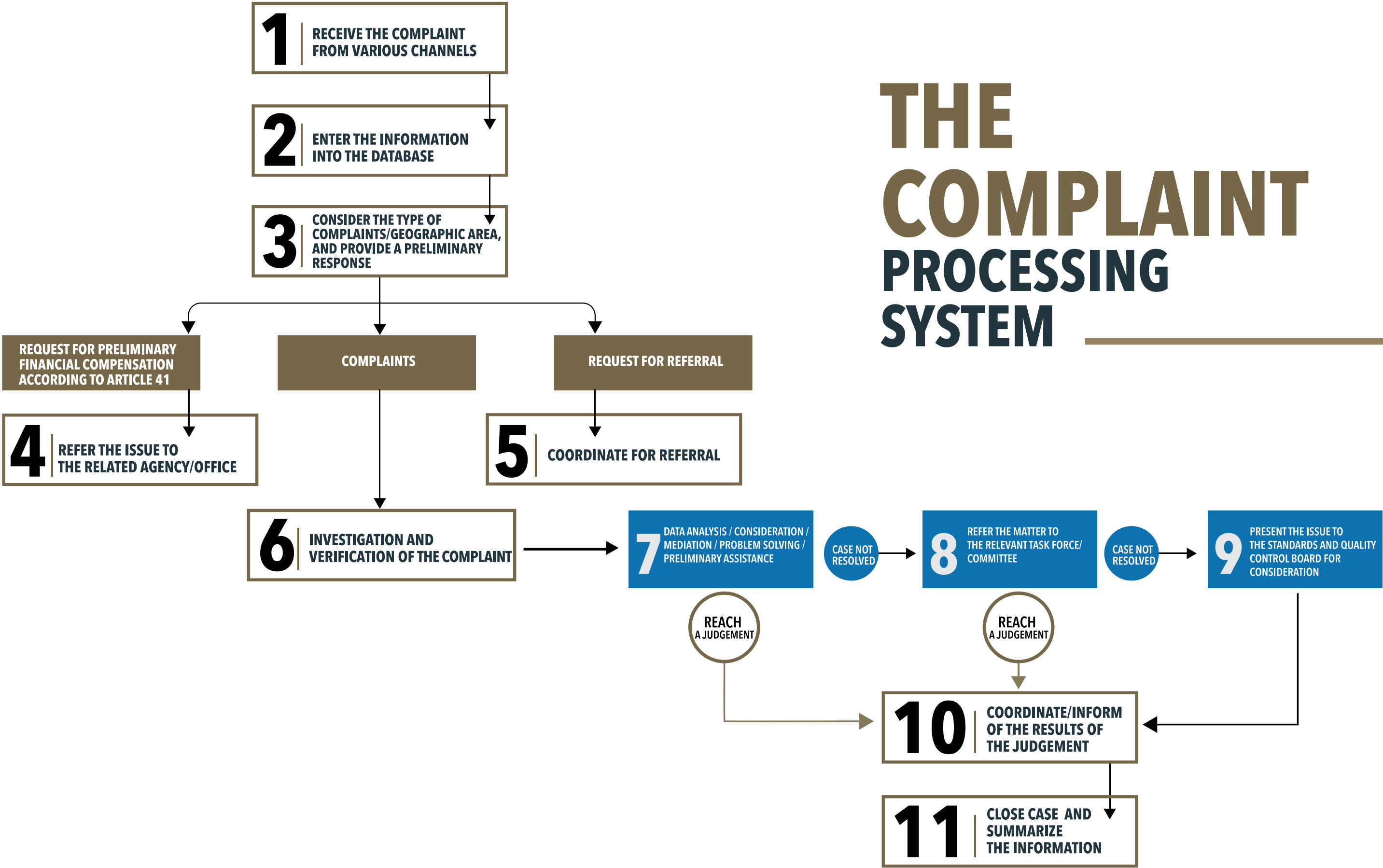
**CUSTOMER
SERVICE CENTER**

**PEOPLE
HEALTHY SECURITY
CENTER**

THE DISTRIBUTION OF THE INDEPENDENT COMPLAINT RECEIVING UNITS (50(5))



THE COMPLAINT PROCESSING SYSTEM



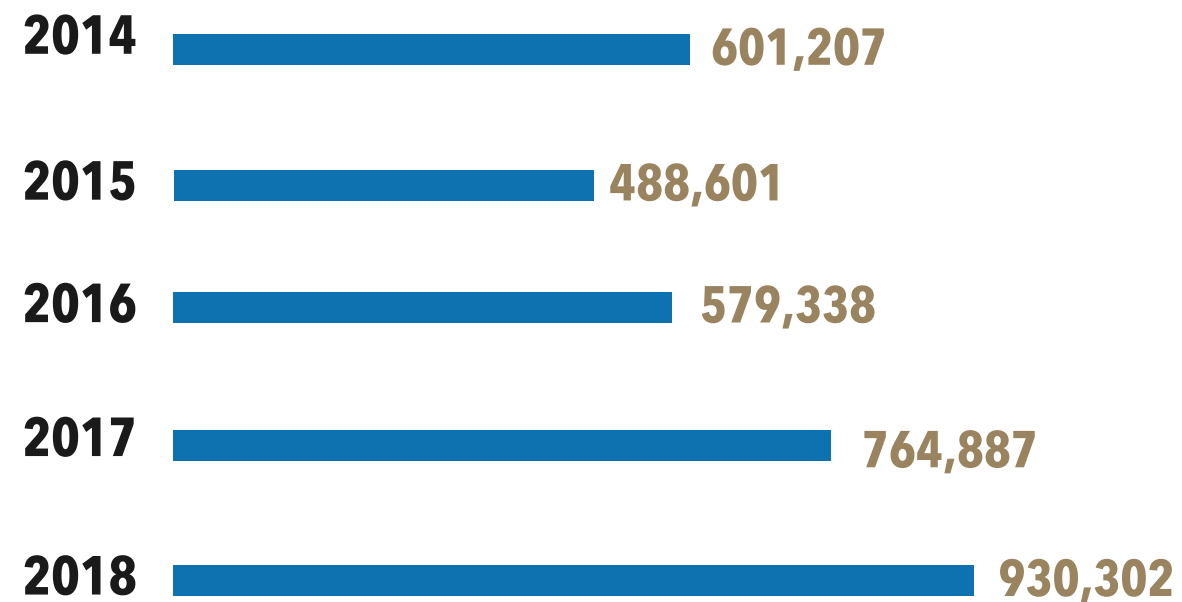
RESULTS

**OF IMPLEMENTATION OF
RIGHTS PROTECTION**

THE CALLS TO THE CALL CENTER HAVE INCREASED OVER TIME

The main reason for a call is to request for information from a service customer (91%) and from a healthcare provider (6%).

NUMBER OF CALLS
TO THE CALL CENTER
FY 2014- 2018



91%

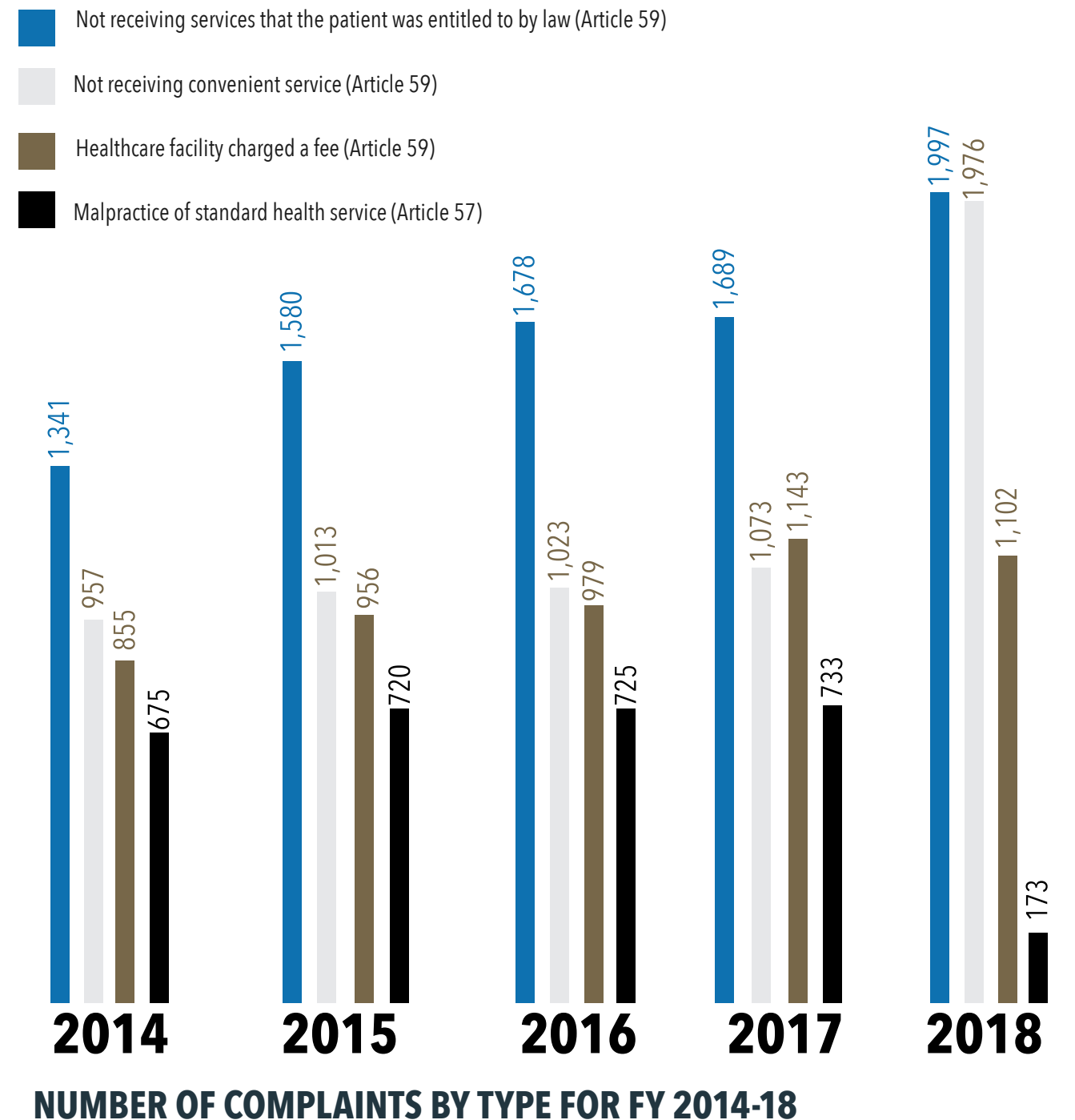
Call for information
from population

6%

Call for information
from healthcare
provider

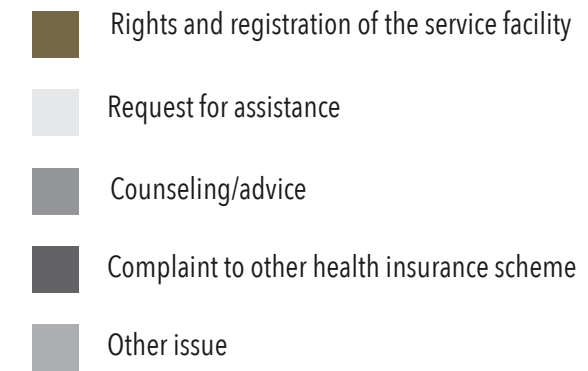
MOST COMPLAINTS WERE:

- DID NOT RECEIVE SERVICES THEY WERE ENTITLED TO
- DID NOT HAVE CONVENIENCE IN SERVICES
- COMPLAINTS ABOUT MALPRACTICE DECLINED OVERTIME

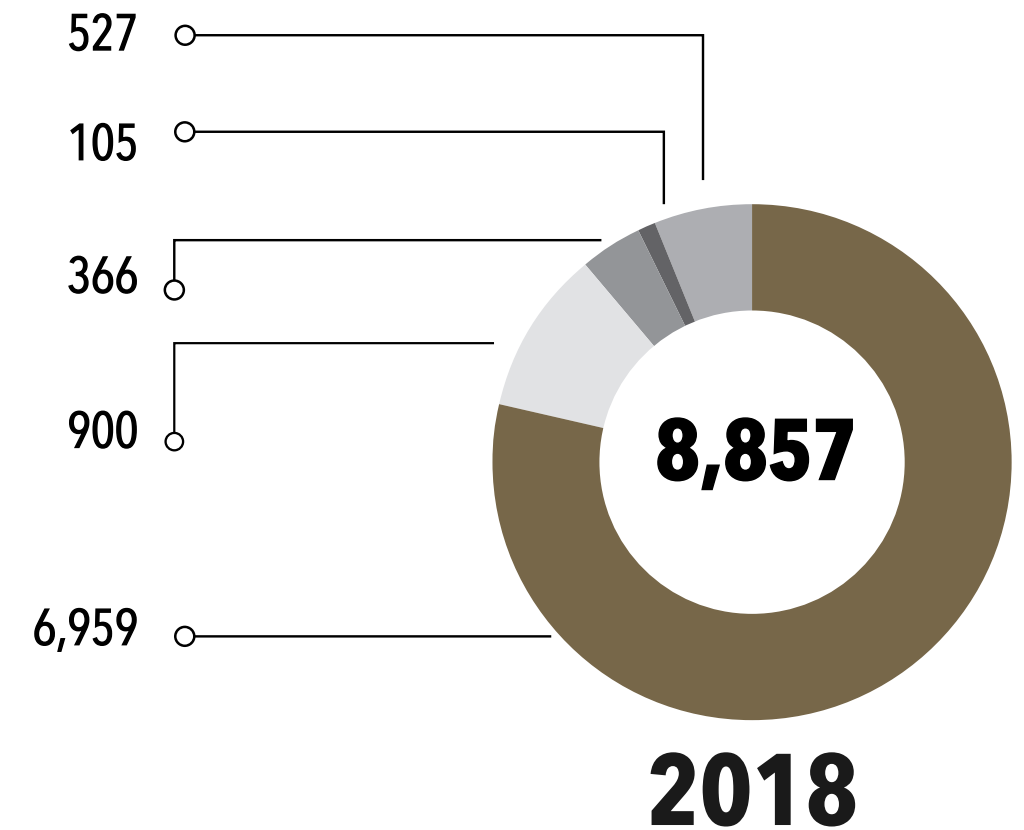
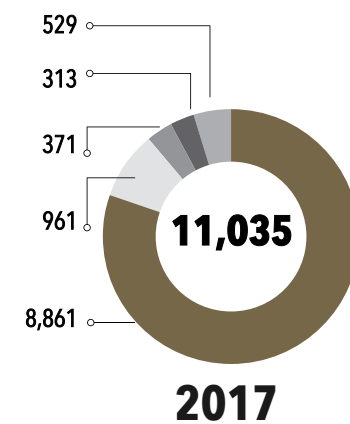
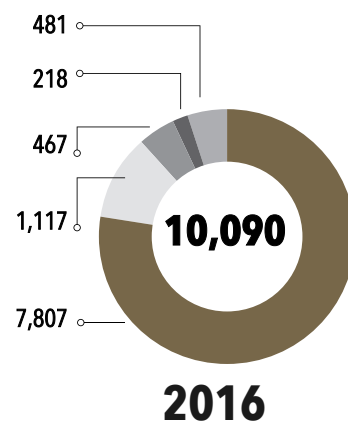
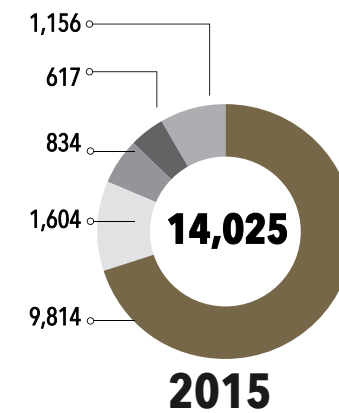
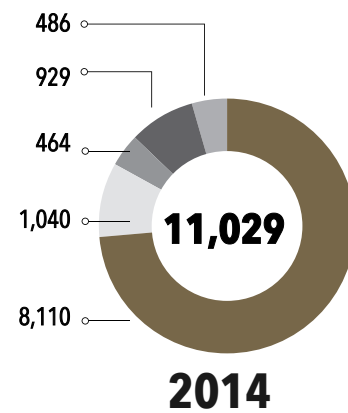


MOST THE GENERAL COMPLAINTS WERE:

- DENIAL OF RIGHTS
- REGISTRATION WITH A SERVICE FACILITY



NUMBER OF COMPLAINTS BY TYPE FOR FY 2014-18



COMPLAINTS WERE RESOLVED

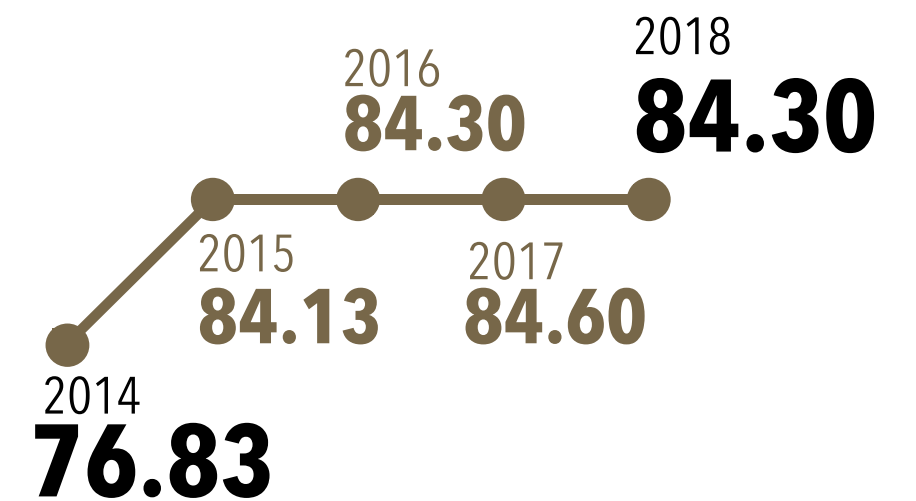
76%

OF COMPLAINTS WERE RESOLVED WITHIN

25

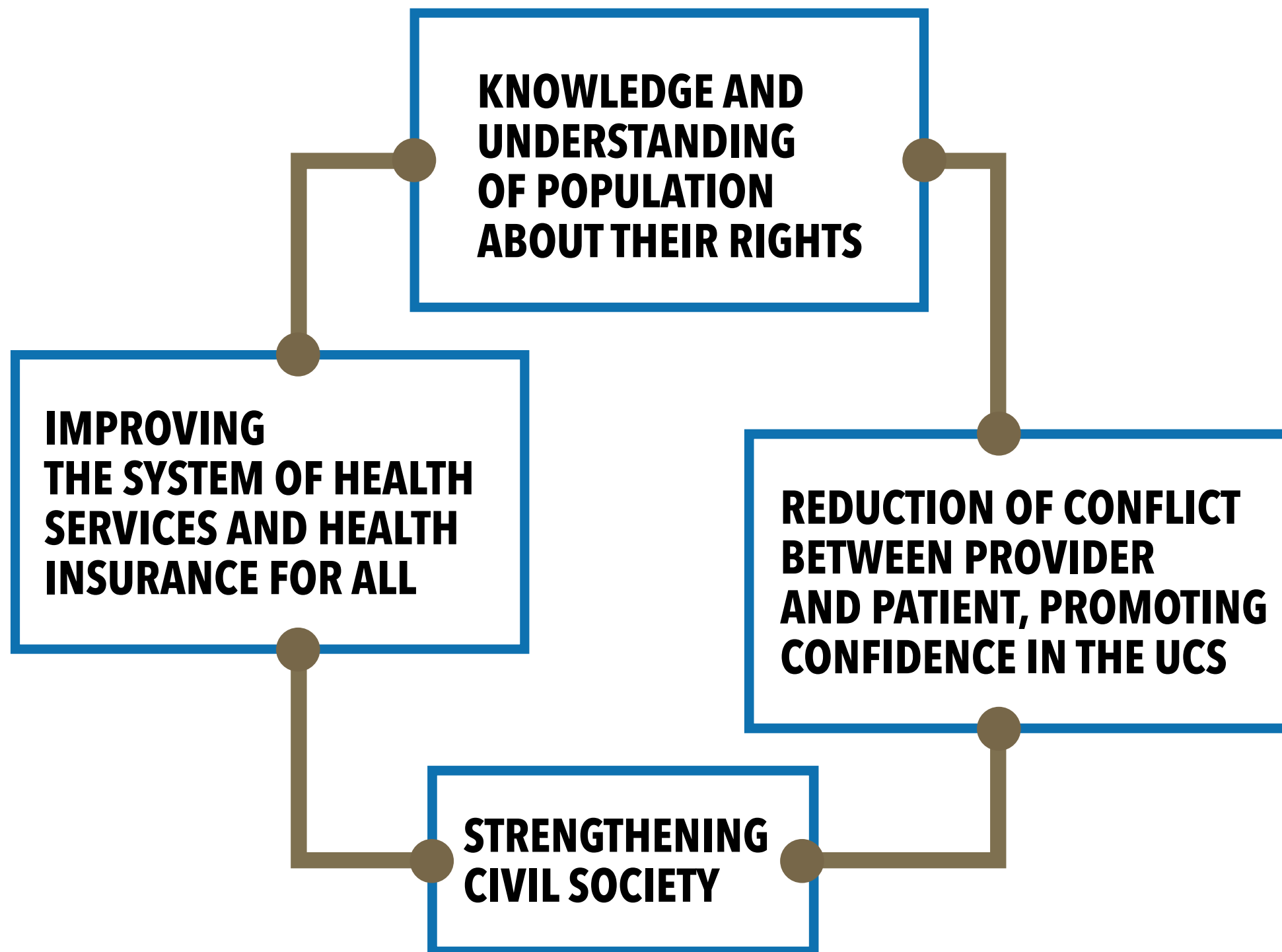
DAYS OF FILING (2018)

PERCENTAGE OF CALL CENTER USERS
WHO WERE SATISFIED WITH THE
RESPONSE TO THEIR COMPLAINT



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BENEFIT OF RIGHTS PROTECTION IN THE UCS



AWARD RECEIVED

**OUTSTANDING
PERFORMANCE
RECOGNITION FROM
THE NATIONAL
HUMAN RIGHTS
COMMISSION (2013)**

**A MODEL CONSUMER
PROTECTION AGENCY
BY INDEPENDENT
COMMITTEE
FOR CONSUMER
PROTECTION (2014)**

**RECOGNITION AS
A MODEL BY THE
ASEAN COMMITTEE
OF CUSTOMER
PROTECTION**

FACTORS BEHIND SUCCESS

**CLEARLY
SPECIFIES BY LAW**

**PUBLIC SERVICE
MIND-SET OF
THE NHSO STAFF**

**EASY AND
PATIENT-FRIENDLY
CHANNELS FOR
FILING COMPLAINTS**

**CONTINUOUS
IMPROVEMENT
OF THE SYSTEM**

**COLLABORATION
WITH CSO
NETWORK**



Power Point Presentation ภาษาอังกฤษ

เรื่อง การคุ้มครองสิทธิประชาชนในกองทุนหลักประกันสุขภาพแห่งชาติ