INTRODUCTION
Patients' satisfaction constitutes a significant indicator of the health care quality as the final quality confirmation is not only defined by the effectiveness of medical care, that is the desirable health level, but from the patient's satisfaction as well, which consists an integral part and recognizable indicator of the quality of health care provided. Measuring the quality of intangible service products has become a great challenge for managers and administrators in the health services industry. Patient satisfaction or dissatisfaction is a complicated phenomenon that is linked to patient expectations, health status, personal characteristics as well as health system characteristics. However, patient satisfaction as an indicator of quality of healthcare has evolved as an outcome measure and patient satisfaction surveys are being increasingly identified to be established yardsticks to measure success of the service delivery system functional at hospitals. In general, patient satisfaction has been defined as an evaluation that reflects the perceived differences between expectations of the patient to what is actually received during the process of care. Outpatient department (OPD) is the first point of contact of the hospital with patients and serves as the shop window to any healthcare service provided to the community. The care in the OPD is believed to indicate the quality of services of a hospital and is reflected by patients' satisfaction with the services being provided.

AIM
To evaluate the level of patient satisfaction with OPD services in terms of describing the experience of patients about medicine OPD services and accessibility to services among the patients.

MATERIALS AND METHODS
As a cross-sectional descriptive study, we have taken patients who were registered in Medicine outpatient department over a period of two months, available at the time of data collection and are willing to participate in the study. Convenience sampling done for selection of patients registered in OPD. Total 100 patients were included in the study. The research instrument for a data collection was a structured questionnaire for assessing the patient satisfaction towards outpatient department. Questions in the questionnaire are close ended into sections according to the requirement of the research. This was face to face interview questionnaire. The experience and accessibility were categorized into good and poor while satisfaction into high and low using best criteria.

RESULTS
Figure 1 Overall experience in Outpatient department
registration majority of the patients considered the registration process fast, simple and trouble free for patients. When the patients were asked about the coordination in different sections of medicine OPD, about three quarters of the patients agreed there was good coordination between different sections of medicine OPD. Majority of the patients agreed that the required Medical staff were available during working hours of OPD and schedule of working hours of OPD was adequate for them.

CONCLUSION
The study on the patient satisfaction is an effective mean of evaluating the performance of the hospital from the view of the patient. The information obtained through this type of study is valuable to overcome the discrepancies so as to make this hospital and Medicine department OPD more attractive for patients.

REFERENCES