

Perception of patients from rural areas on referral resolution Percepción del paciente de áreas rurales sobre la resolución de las interconsultas.

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Eighty two patients from two public rural outpatient clinics were interviewed about referrals requested during June 1991, the unresolved proportion after six months, the alternative ways used to solve the health problems and their perception about this issue. A total of 95 referrals were requested in June in these clinics (4 every 100 consultations) and information about 85 was obtained. The frequency varies from 10% in the women's program, most of the referrals are directed to surgery, respiratory diseases and dermatology, in the adult's program, to radiology, gastroenterology and a wide variety of specialties. Six months later almost all the referrals had an appointment at the reference hospital. In spite of this, 20 patients did not receive the information and five sought a solution with private physicians. Of the 65 remaining patients, 12.3% lost their appointment due to diverse reasons such as preferring private physicians, oblivion or lack of money. Fifty seven patients went to t