

A Survey report: Heath Sector Services in The TRNC Feb 2021

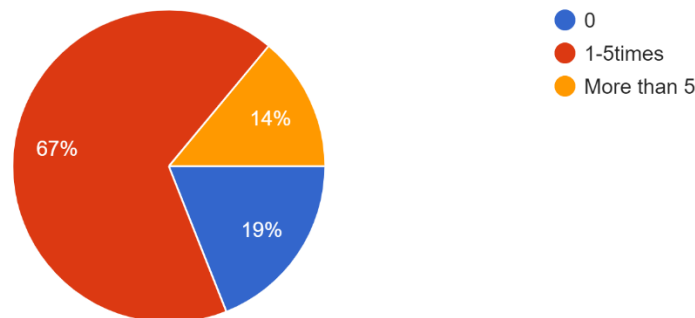
This is a preliminary report for a research conducted by VOIS on November 2020 with the purpose of getting a general sense of the ease and manner with which international students are treated in hospitals in the TRNC. The survey was conducted online and filled by 169 students whom which demonstrated the following assessments highlighted in the report.

General visit rates

Among international students in the northern part of Cyprus, 80.9% reported visiting a hospital in the past year; 14% of whom did so more than 5 times. 55.1% favored private hospitals over public hospitals for non-emergency purposes. In the case of emergencies, private hospitals were preferred by 73.6% of respondents.

How many times have you visited a hospital in the past 12 months?

179 responses



From the 14% that visited a hospital more than 5 times in the last year, 68% were more likely to go to private hospitals in both emergency and non-emergency cases, while the remaining 32% preferred public hospitals.

Of those with 1-5 hospital visits last year, 52.9% were more likely to go to private hospitals in non-emergency cases, while for emergency treatment, private hospitals were favored by 77.3% of respondents. Public hospitals were favored by 32% for non-emergency cases and 22.7% for emergencies. Of those with 0 hospital visits in the last year, 52.9% favored private hospitals for non-emergency treatment and 64.7% preferred them for emergencies.

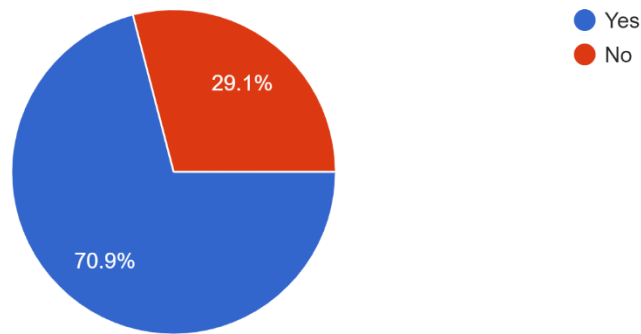
Government insurance

28.7% of respondents were not aware of the government's health insurance program for students.

Students who are aware of the government insurance program are more likely to visit hospitals at a rate of 83.4%, 15.7% of which visited one more than 5 times. Those who are unaware of the program visited hospitals at the lower rate of 74.5%, with only 9.8% visiting more than 5.

Are you aware of the government's student health insurance provided as part of the residency permit procedure?

179 responses



Students unaware of the policy appear more likely to visit private hospitals for non-emergencies, while those aware of it are quite close in their choices public and private hospitals, the former being 48.8% and the latter 51.2% of the respondents.

The strong preference toward private hospitals in cases of emergency does not vary greatly between those who and do not know about the insurance program, with those who do not know about the student insurance scheme preferring private hospitals at a rate of 76.5% and those who know at a rate of 72.4%.

Quality of treatment

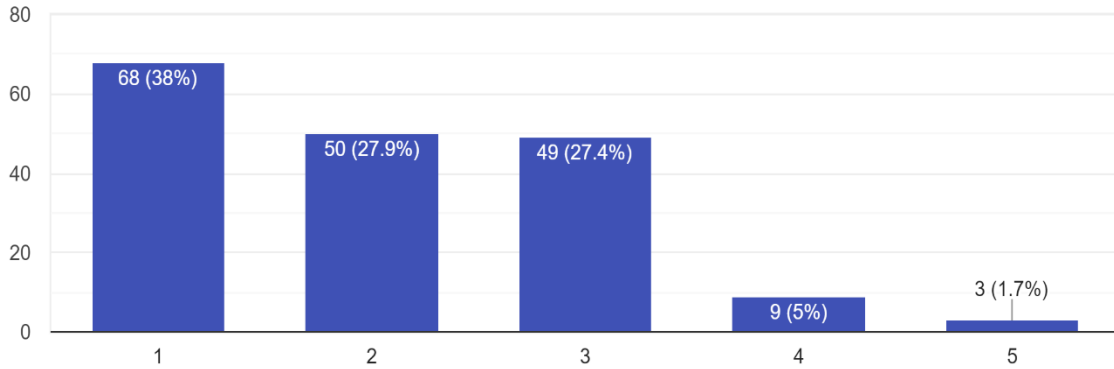
As to the quality of medical treatment: public hospitals received a rating of less than 3/5 by 66.3% of respondents, and 3/5 by 27%. The quality of treatment in private hospitals was reported as less than 3/5 by 7.9% of the respondents, 29.2% gave a rating of 3, 43.3% a rating of 4, and 19.5% rated the treatment as 5/5.

The number of hospital visits did not have a strong impact on respondents' ratings of either private or public hospitals, although respondents that visited the hospital more than 5 times in the

past year were less likely to give private hospitals low ratings, such that only 4% gave a rating below 3. Respondents with more than 5 visits were also less likely to be neutral toward public hospitals.

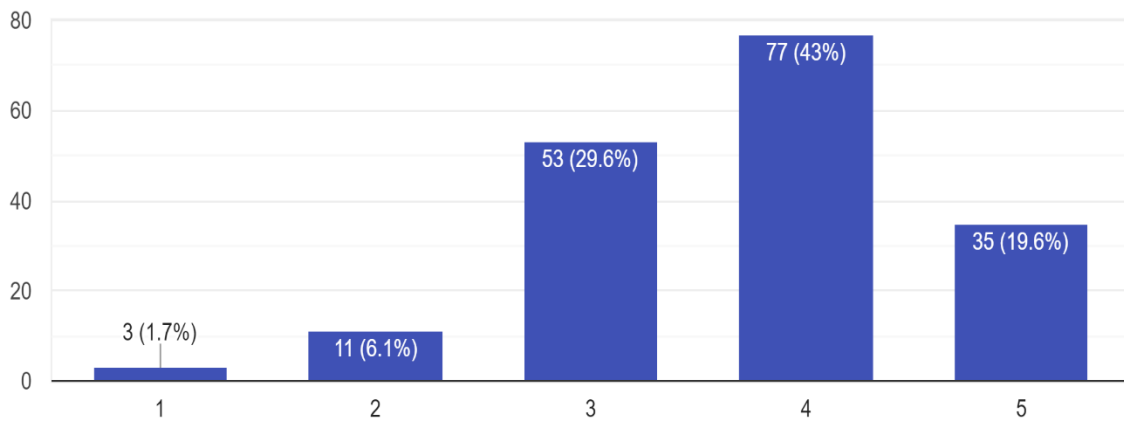
On a scale of 1-5, how would you rate the medical assistance provided by PUBLIC hospitals?

179 responses



On the scale of 1-5 how do you rate the medical assistance provided by PRIVATE hospitals?

179 responses



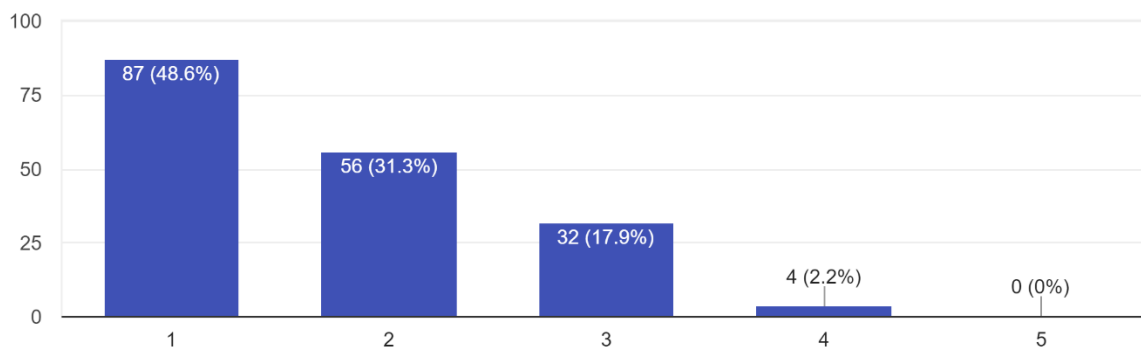
Quality of communication

In terms of communication, public hospitals were rated below 3/5 by 80.4% of respondents, 17.4% rated them at 3. The communication of private hospitals was rated as less than 3/5 by 12.4%, 3 by 30.9%, and above 3 by 55.6% of the correspondents.

The number of hospital visits did not have significant influence over the communication rating of either public or private hospitals; however, the rating of the latter was likely to be higher among those with more than 5 visits.

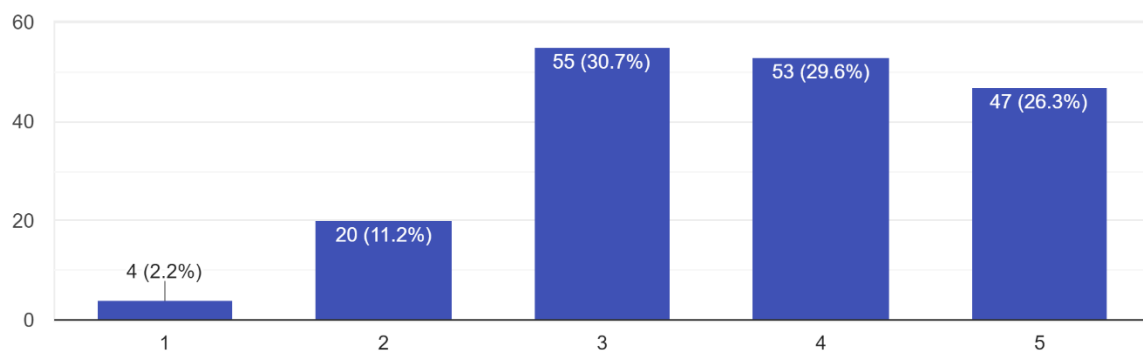
On the scale of 1-5 how would you rate the quality of communication at public hospitals?

179 responses



On the scale of 1-5 how would you rate the quality of communication at private hospitals?

179 responses



Ambulances

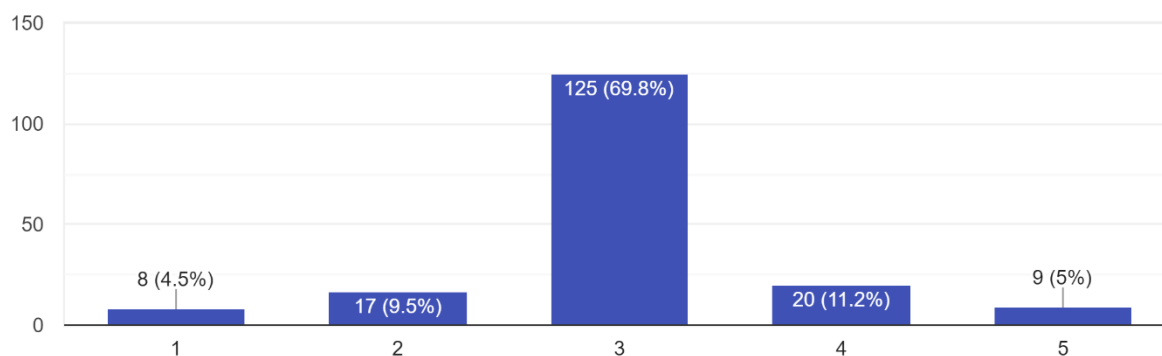
Most people were neutral toward private ambulances, such that only 14.1% of respondents gave them a rating below 3/5, 4.5% giving a rating of 1.

Public ambulances were seen as largely neutral, with 23% of respondents giving less than 3/5, and 14% rating them at 1/5.

Private ambulance services were seen more favorably by those who had more than 5 hospitals visits, 24% giving ratings above 3; whereas among those who had 1-5 hospitals visits, 13.4% gave ratings above 3.

How would you rate the ambulance services provided by private medical centres including your university health centre? (Kindly select '3' for neutral)

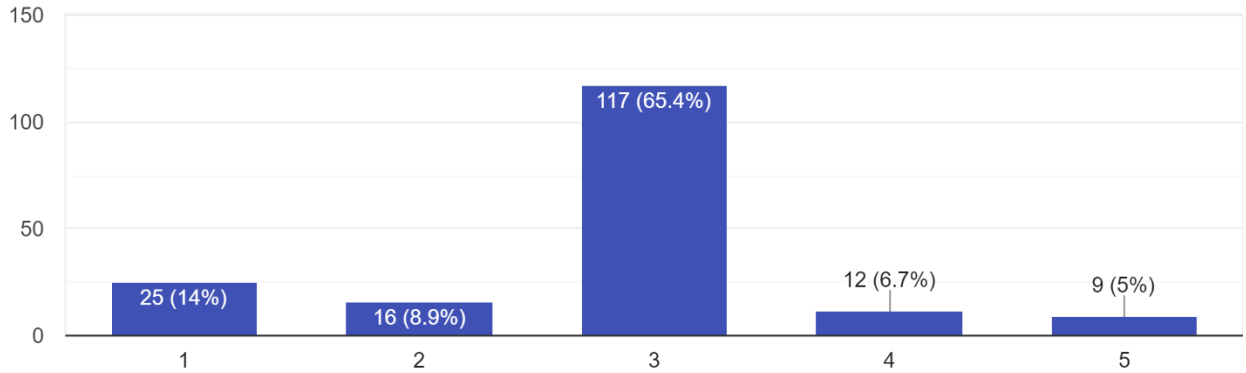
179 responses



Public ambulances were rated above 3 by 20% of those with more than 5 hospital visits. Of those with 1-5 hospital visits, only 4.8% gave an above 3 rating. Those making 1-5 visits were more neutral at 67.2% compared to those visiting more than 5 times, 56% of who were neutral.

How would you rate the ambulance services provided by public hospitals? (Kindly select '3' for neutral)

179 responses

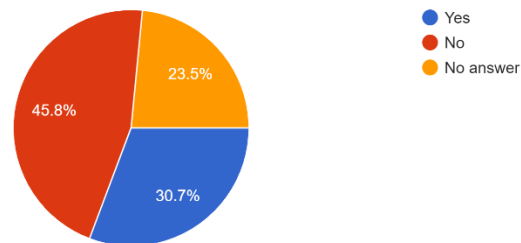


Discrimination

30.9% of respondents reported experiencing discrimination in a hospital in North Cyprus. Of those visiting more than 5 times, 44% reported discrimination, and among those visiting 1-5 times 31.1% reported discrimination.

Have you experienced any form of discrimination/ mistreatments at any hospital in North Cyprus?

179 responses



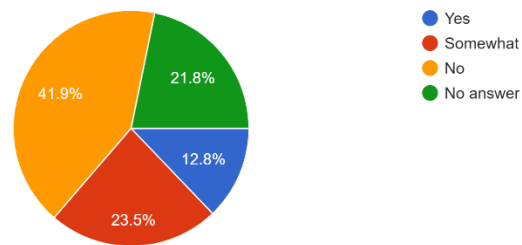
Pandemic

12.9% of respondents reported that the pandemic has affected their medical access, while 23.6% of respondents reported that their access was somewhat affected.

Out of the respondents who visited more than 5 times in the previous year, 48% reported that the pandemic had affected their medical access. From those who visited 1-5 times, 37.8% reported that their access was affected.

Has your access to medical attention been affected by the COVID-19 pandemic?

179 responses



Plausible inferences

- >5s more likely to go to private hospitals so the financial strain of pandemic may explain why their access was more affected than 1-5s, this in addition to other pandemic-related factors like restrictions on movement.
- Higher discrimination rates by >5s could simply be more interactions = more chance of discrimination OR might be related to the significantly higher quality of communication in private hospitals (which >5s favor), making it easier for foreign students to recognize discrimination.