Abstract

Objective Determining Subsidised Regime (EPS-RS) clients' perceptions regarding their right to health and access to health services. Methods A cross-sectional study of 600 Subsidised Regime clients from the municipality of Arjona, Bolivar department, was carried out. A previously validated questionnaire was given to the randomly selected study population, weighting EPS-RS affiliated clients' participation. The data was processing using the SPSS® 10.0 statistical package. Results Ignorance of and lack of information regarding management processes were evident amongst EPS-RS clients. Furthermore, their perception about the quality of EPS-RS attention was positively correlated with affiliated clients' level of participation in these companies' activities. Conclusions No indicators measuring the right to health are currently available. Figures related to the resources destined for health and managing it are thus used. Achievements in ensuring health insurance coverage should not just therefore refer to the nonassured population but to effective access to health services which are sufficient and of good quality. Community' opinion might thus become an indicator regarding how people's right to health is being complied with.

Keywords

Health, right, community participation.