



Individual health service use

Results of a representative cross-sectional study in
North Rhine-Westphalia, Germany

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Goal

- Identification of factors related to the demand of individual health services and offers by medical doctors.

Methods & sample characteristics



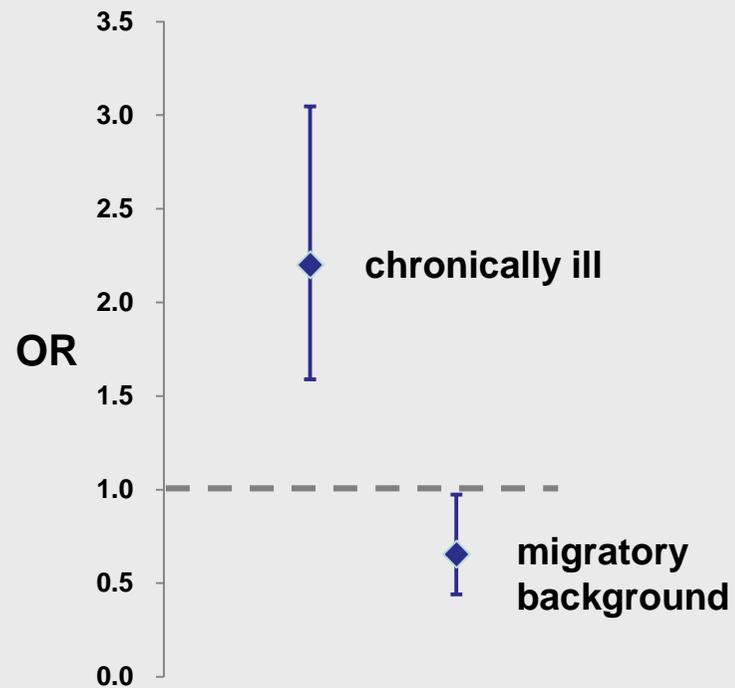
- Computer-assisted telephone interviews (CATI) in 2012 in North Rhine-Westphalia, Germany.
- Sample characteristics
 - Gender: 844 men and 1168 women
 - Age: 50.01 years (mean) | 18.5 years (SD)
 - Migratory Background: 28.9%
 - SES: low 20.7% | medium 48.3% | high 31.0%
 - Chronically ill persons: 37.5%



Results

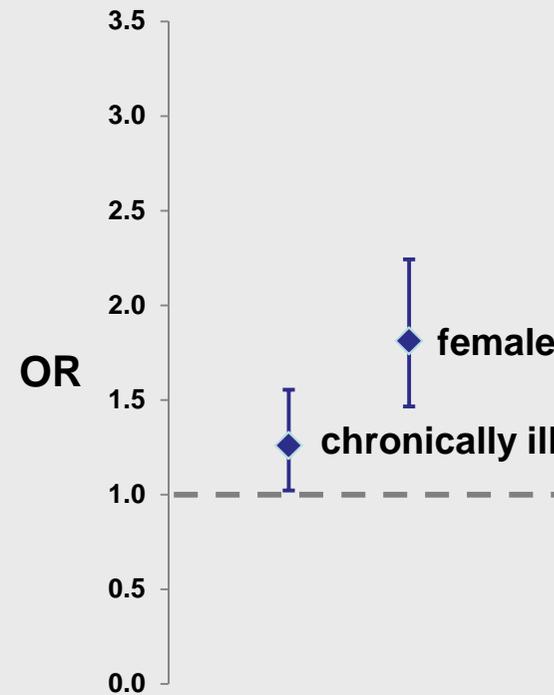
Individual demand 9.9 %

(women 11.1 %; men 8.4 %)



Service offered by doctors 31.0 %

(women 36.8 %; men 24.1 %)





Results



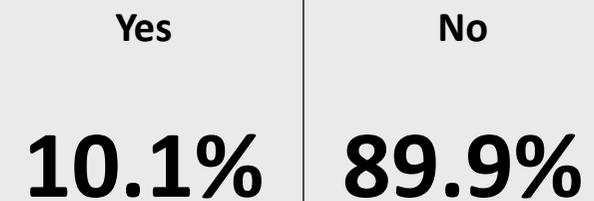
How many people accepted offered individual health services?



Time for consideration offered by doctor's office



Time for consideration asked for by patients





Discussion

- More information and education are needed to enable patients to utilize individual health services reasonably and critically and to ensure patients' rights.
- A focus on chronically ill patients seems to be necessary.

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