

Annotation

Research points on the fact that information level of your patients is on a very good level. There is the space for improvement, mainly in the area of communication, which is the basic presumption of good relationship between patients and medics. Report is divided into two parts. The theoretical part is focused on information flow in health service. Experiential part describes the classification of patient's informedness levels within the hospitalization.

Research sample are 68 patients. Result shows, that consequent communication is needed. There was biggest dissatisfaction in this sphere. The target is to reach high quality in provided care with active client's attendance and his satisfaction. Main point is good information flow between patient and medic about health state.