050610-1 Meeting with Dr. Afia

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| Name | Translation | Coding |
| Dr Zobia | There are a lot of people today. |  |
| Dr Ayesha | Yes |  |
| Dr zobia | Thanks to God weather is fine today. |  |
| Dr zobia | Why do you have freckles on face? |  |
| W1 | Due to pregnancy. |  |
| Dr zobia | But they usually disappear after delivery. Did Freckles appear during last pregnancies? |  |
| W1 | Yes, may be due to weakness. |  |
| Dr zobia | Do you drink milk? |  |
| W1 | Yes |  |
| Dr Afia | We handle the delivery like this. Now this patient is in the starting days of the pregnancy while she is in last days. She has some complications so I referred her to the Chakwal hospital. They’ll deal her. |  |
| Ayesha | Sit there. |  |
| Dr Afia | What’s her name? |  |
| W2 | Fatima |  |
| Dr Afia | I believe that if we do not have the facility of cesarean then we shouldn’t mishandle the cases. We shouldn’t think about the money. |  |
| Dr zobia | Absolutely it’s very logical. |  |
| Dr Afia | It’s right. It’s better to take decision on time instead of annoying the patients. |  |
| Dr zobia | But I have something related to this. A lady in the village told me that doctors refer in all kinds of issues. Then why shouldn’t we go directly there? It’ll effect your reputation. So how do you handle this? They don’t see positively. How happier and unhappier is the mother in law. |  |
| Dr Afia | There is no solution. Patients are never satisfied. Whatever you do for them. Keep this receipt … where did you go? Go to Chakwal they’ll manage it properly. If they admit her there they’ll tell her whether the delivery is normal or not. But there are minimum chances of normal delivery.  By the way 90% of the patients I referred had cesarean. So they are satisfied that I informed them on time. They reached there on time and they didn’t face any problem. There are one or two cases that are pinching. For instance I referred a case so they took the patient to Shadab Nagar to a Homeopathic doctor. Dr. told them that he can deliver the baby easily. But in the end baby died. |  |
| Dr zobia | Oh |  |
| Ayesha | Oh |  |
| Dr Afia | That baby died and after that she had 4 cesareans. At that time they were not aware of this. But after this loss they realized. So if someone sticks to his point and makes self-decision then he faces the problems. |  |
| Dr Afia | Did you take the test of urine and blood? |  |
| W3 | No |  |
| Dr Afia | Take these tests and take tablets of calcium. Take that capsule twice a day. Have a good diet, eat fruits and drink milk, |  |
| W3 | Okay |  |
| Dr Afia | They sit on the seat immediately so I forget that I have attended that patient or not and who is left? What you want to do? |  |
| W4 | Ultrasound. |  |
| Dr Afia | Okay lie down. Actually those who have come for ultrasound are in hurry because of power failure. |  |
| Dr Afia | What is your name? |  |
| W4 | Shagufta |  |
| Dr Afia | What is the date of Menses? |  |
| W4 | Don’t know |  |
| Dr Afia | You don’t remember the date of menses. Okay it’s the 21st of 11th month of the delivery. Okay |  |
| W4 | Okay |  |
| Dr Afia | Did you take blood and urine test? |  |
| W2 | Okay fine |  |
| Dr Afia | It’s fine but where are the reports? |  |
| W4 | At home? |  |
| Dr Afia | They come to the doctor but keep their reports at home. |  |
| Dr Afia | Are you taking something to increase the blood level? |  |
| W5 | Yes pills |  |
| Dr Afia | Who gave you those pills? |  |
| W5 | Tayaba |  |
| Dr Zobia | Okay you went to Tayaba as well? |  |
| W5 | Yes I went their first. |  |
| Dr zobia | Okay multiple doctors … so you were visiting Tayaba so it’s your first visit to Dr Afia? |  |
| W5 | Yes |  |
| Dr zobia | Why did you come here? |  |
| W5 | For the check up |  |
| Dr zobia | In which month you are? |  |
| W5 | Its 8th. |  |
| Dr zobia | How many times did you go for the check up? |  |
| W5 | I go twice a month. |  |
| Dr zobia | Where are you planning to deliver the baby? |  |
| W5 | Don’t know. |  |
| Dr zobia | You didn’t decide it yet? |  |
| W5 | No |  |
| Dr zobia | Where was your first baby delivered? |  |
| W5 | By a midwife. |  |
| Dr zobia | So was everything alright? |  |
| W5 | Yes |  |
| Dr zobia | And where was the second delivered? |  |
| W5 | In Chakwal |  |
| Dr Zobia | So why did you go to Chakwal? |  |
| W5 | I was bleeding. |  |
| Dr zobia | Okay, so did they give you blood? |  |
| W5 | Yes they gave me three bottles of blood. |  |
| Dr Afia | I told them that we don’t keep bottles. |  |
| Dr zobia | I know.  I understand. But I am surprised with doctors shopping. Means they change their doctor if they don’t like them. Are we disturbing you? |  |
| Dr Afia | No its okay. |  |
| Dr Afia | We have a traditional method (*desi tareeqa).*We follow that method.*Jesa des waisa bhais* (in Rome do as the Romans do) |  |
| Dr zobia | Laughing… okay |  |
| Dr Afia | Did you have the ultrasound? |  |
| W6 | No |  |
| Dr Afia | Okay come |  |
| Dr zobia | Is this your first baby? |  |
| W6 | No second. |  |
| Dr zobia | Where was the first baby delivered? |  |
| W6 | At home |  |
| Dr zobia | Everything was fine? |  |
| W6 | Yes |  |
| Dr afia | She has come here to know that if the baby can be delivered at home. |  |
| Dr zobia | So you want to deliver at home? |  |
| W6 | Yes |  |
| Dr zobia | So who will attend you at home? |  |
| W6 | There is a nurse. |  |
| Dr Afia | Anybody else. Those who want to take medicines… come and take. |  |
| Ayesha | Assalam-u-alaikum |  |
| Dr zobia | I am really astonished that you have come here alone. Normally a man comes.  My name is Dr Zobia. I have come from Islamabad. I work on the mother and child health. We collect information about mother and child health. What kind of problems they face during pregnancy. What kind of problems they face during delivery. |  |
| M1 | Yes |  |
| Dr zobia | Come here I want to talk to you. |  |
| Ayesha | Can we talk if you don’t have any problem?Actually she is also a doctor. We have come here from Naraah Mughlan; we are staying there. |  |
| Dr zobia | Your first baby was delivered at home so did you face any problem? |  |
| M1 | No. |  |
| Dr zobia | Where do you live? |  |
| M1 | Dowali (Khanpur) |  |
| Dr zobia | You have come from a far flung area. Is there any hospital? |  |
| M1 | There is a hospital but a nurse attends the patients. |  |
| Dr zobia | What’s the name of that nurse? |  |
| W6 | Tajlah |  |
| Dr zobia | Is there any midwife in your village? |  |
| W6 | Yes |  |
| Dr zobia | How far is it from Dowalia, Sohawa? |  |
| M1 | It takes 15 to 20 minutes. |  |
| Dr zobia | Okay tell me what is the reason why do you call midwife (*dae*) for the delivery? |  |
| W6 | There is no such reason. |  |
| Dr zobia | There must be a reason because now trend has changed. People do not deliver babies at home. |  |
| W6 | We don’t have such facilities in our village. |  |
| M1 | There isn’t any hospital nearby. |  |
| Dr zobia | If it’s 15 to 20 minutes away then it’s not a big distance. |  |
| M1 | How would we know whether we reach there on time? Whether Doctor is available or not? What can we do in case of any emergency if they close hospital at night? |  |
| Ayesha | You have brought her here today so you can bring her for the delivery as well. |  |
| Dr zobia | Why did you come here today? |  |
| M1 | For the ultrasound |  |
| Dr zobia | Okay.  Is your baby fine? What did the doctor tell you? |  |
| W6 | She said that there isn’t any problem and baby can be delivered at home. |  |
| Dr zobia | Is your *dae* good? Can she handle the case? Old? Is she experienced? |  |
| W6 | Yes she is experienced. |  |
| Dr zobia | How much did she charge you first time? |  |
| M1 | 1500 |  |
| Dr zobia | Does she take this much or she took more for the boy? |  |
| M1 | Yes she charges more in case of boy. |  |
| Dr zobia | Yes we know that. We also live in this village. Do you give any dress or goat other than cash? |  |
| W6 | No |  |
| Dr zobia | She just delivers the baby or does she check first? |  |
| W6 | She checks. |  |
| Dr zobia | Has she done the lady health workers course? |  |
| M1 | Yes she has done the lady health workers course and she can work as *dae*. |  |
| Dr zobia | What’s her name? |  |
| M1 | Gosia |  |
| Dr zobia | What is the name of your village? |  |
| W6 | Shah Pur Saeedan |  |
| Dr zobia | Write it down. Can we come into your village? |  |
| M1 | Yes you can come. |  |
| Dr zobia | What is your name? |  |
| W6 | Uzma Akhtar |  |
| Dr zobia | And yours? |  |
| M1 | Fazal Rehman. |  |
| Dr zobia | Do you have a cell phone? |  |
| M1 | Yes |  |
| Dr zobia | Give me your number. |  |
| M1 | It’s my home number. My wife keeps this number as I go on my duty. I am in army. |  |
| Dr zobia | Okay you are in army? |  |
| M1 | Yes, I came here yesterday and will leave tomorrow. |  |
| Dr zobia | Okay if you are in army then why don’t you go to military hospital? |  |
| M1 | Actually my contract will end in a month and then I will get pension. |  |
| Dr zobia | How long have you been working? |  |
| M1 | 18 years |  |
| Dr zobia | When did you get married? |  |
| M1 | In 2000. |  |
| Dr zobia | So you don’t get the facilities after retirement? |  |
| M1 | We get some facilities. |  |
| Dr zobia | During the delivery of your first baby you were in army so why didn’t you go there? |  |
| M1 | Without any reason… actually I was posted to Quetta and it’s too far. |  |
| Dr zobia | What is your rank? |  |
| M1 | I am a Sipahi (soldier). |  |
| Dr zobia | So have you made the card? |  |
| M1 | Yes I have card; now I will submit it. |  |
| Dr zobia | Why didn’t you take advantage of joining military? |  |
| M1 | There is no reason. |  |
| W6 | We didn’t need that. |  |
| Dr zobia | You pay 300 here for the ultrasound but in military hospital it will be free for you. Am I right? |  |
| M1 | Yes you are right but now they attend civilians. If any military personnel gets ill they give tablets and they give time to serious cases. |  |
| Dr zobia | Okay they are treating civilians in a better way? Just because they pay them? |  |
| M1 | Yes that’s the reason |  |
| W6 | I have a fear of the hospital. |  |
| Dr zobia | Why do you have that fear? Due to injection? |  |
| M1 | In hospitals they do not attend us respectfully. |  |
| Ayesha | What do you mean? Why do you feel that they are disrespectful? |  |
| M1 | They attend patients who come with a reference. |  |
| Ayesha | But army personnel don’t need any reference as they have their own cards. |  |
| M1 | *(Jiski Lathi Uski Bhains)* the one who is powerful gets everything.  Our senior officers are getting all benefits while nobody asks from lower staff. Even we get wet in the rain outside but they never asked us to come in. Anyways we get our salary. |  |
| Dr zobia | Hmm, how much is your salary? |  |
| M1 | I am earning 18,500 |  |
| Dr zobia | How much will be your pension? |  |
| M1 | They are finalizing the budget. But they’ll give 4 lac; after that they’ll pay 4000 monthly. |  |
| Dr zobia | Okay, there is a great difference between 18500 and 4000 then what will you do? |  |
| M1 | Lets see. |  |
| Dr zobia | Why are you taking pension early? |  |
| M1 | Soldiers can give his services for 18 years. |  |
| Dr zobia | Okay, tell me why do you have fear of the hospital? Why do you like to visit *dae*? |  |
| W6 | She belongs to our village and secondly it will be our home. Our relatives will take care and they’ll facilitate us. We can call her any time and she comes. |  |
| M1 | Even She comes at 1 am if we call her. |  |
| Dr zobia | What kind of things she has? |  |
| M1 | She has everything medicines etc. |  |
| Ayesha | Rests of the villagers also call her? |  |
| M1 | Yes |  |
| Ayesha | How long has she been working here? |  |
| M1 | Many years. There is a nurse in our hospital she is incapable. She can’t handle the cases.There was a doctor who used to handle all cases but she has transferred from here. But the one who has replaced her can’t handle the case. |  |
| Dr zobia | Is that doctor male or female? |  |
| M1 | Both doctors are available. |  |
| Dr zobia | Obviously you’ll never go to a male doctor. |  |
| M1 | Yes |  |
| Dr zobia | So you have come here just for an ultrasound? |  |
| W6 | Yes |  |
| Dr zobia | Doctor told you that your placenta is in lower side; what does it mean? Do you know? |  |
| W6 | There is no such issue she told me that baby can be delivered at home. She told this to other woman and she asked her to go to Chakwal. |  |
| Dr zobia | If doctor asks you to go to Chakwal then? |  |
| W6 | Then there is no other option. |  |
| Dr zobia | Will you go? |  |
| W6 | Yes |  |
| Dr zobia | I am discussing this with you because majority of women die in pregnancy. We are living in a village and in that specific village we havefound 5 maternal death cases occurred in last five years. That’s not good. Mothers of little kids die. We are trying to understand that why don’t they go to doctor. Government will do something. What was your doctor saying? What did you understand? What are the results of ultrasound? |  |
| W6 | Girl. |  |
| Dr zobia | So doctor told you that there is a girl? So you have a son or daughter? |  |
| W6 | Yes I have a son. |  |
| Dr zobia | And what else she told you? |  |
| W6 | Nothing, she told me the date, |  |
| Dr zobia | So you’ll deliver the baby at home. Will you come here again? |  |
| W6 | Why should I come I don’t have any problem. |  |
| Dr zobia | Okay listen your placenta is on lower side but if it remained in this position then you’ll face problem in normal delivery. If it moved towards the upper end then the delivery can be normal. |  |
| W6 | She asked me to come in the ninth month for the checkup. |  |
| Dr zobia | Yes that’s fine. It’ll be clear after ultrasound. Then you can decide about the place of delivery. |  |
| W6 | Yes fine. |  |
| Dr zobia | Okay fine. Let’s go. You want to ask something? |  |
| Ayesha | No |  |
| Dr zobia | Okay I am quite surprised that her husband is in army but still she delivers babies at home with the help of *dae*. In their home does it make sense? |  |
| Dr afia | Yes majority of them visit me for the checkup while they deliver babies at home with the help of *dae*. Because *dae* also visits them after the delivery and she gives them massage for forty days. In villages these *daes* also wash pampers and underwear of babies. |  |
| Dr zobia | Okay |  |
| Dr Afia | They used to take laag. I don’t know what the recent trends are. My younger son is 10 years old. While during his delivery *dae* used to take 500 Rs and a dress. She used to come for the massage twice a day for twenty days. Even after his delivery she didn’t come because my son got jaundice and I took him to Shifa International hospital for transfusion. We were there for twenty days but as we came back *dae* asked for her *laag*. 500 Rs and a dress.  Now if I get tired and I feel pain in my neck they ask me to get massage. Massage is quite common in this village. |  |
| Dr Zobia | Means massage is important. I wish someone would do my massage…you enjoy it but we don’t believe on this. |  |
| Dr afia | Doctors do not believe on this. How many kids do you have? |  |
| Dr zobia | Three; two son and a daughter. My elder son is 21 years old and younger one is 19 years old. My daughter is 6 years old. There is a gap. |  |
| Dr afia | What are they doing? |  |
| Dr zobi | My elder son is an engineer while other two are studying.  Okay we have come here to know that why mortality rate is high. In Naraah Mughlan 5 maternal deaths occurred in last five years. Now this lady was saying that she comes for the checkup twice a month. We also met a lady who goes for the checkup every week. You’ll see her everywhere. So multiple doctors shopping is evident. Those who have money go for the checkup. |  |
| Dr afia | Yes money. They come for the checkup but at the same time it’s an outing. As there are no bazaars, malls and outing places. |  |
| Dr zobia | So visiting a doctor is an outing? |  |
| Dr afia | Yes they take money from the husband, they check their BP, after that they start gossiping with other ladies and then they go back. |  |
| Dr zobia | I am observing that on one hand they are visiting doctors for the checkups while on the other hand they are calling *daes* for the delivery. What’s the reason behind this all? |  |
| Dr Afia | Just like that. Now I have attended 15 to 20 ladies but they all will deliver babies at home. |  |
| Dr zobia | So they come to you for the ultrasound? |  |
| Dr afia | Yes for ultrasound but they don’t bother about the condition of the baby. They are interested in knowing the sex of the baby; whether its girl or a boy. |  |
| Dr zobia | Okay |  |
| Dr afia | Yes, merit of Punjab is too high. Even people secure good grades in Fsc but there is tough competition in entry test. Government institutes are cheap but seats are limited. While private institutes are too much expensive they are taking 35 to 40 lacs approximately for five years. Their merit is also high. My sister in law’s daughter secure 870 marks in Fsc but she didn’t get the admission. Now she has applied for overseas. You have done it from Aga Khan so how was the fee structure? |  |
| Dr zobia | It’s an old story. |  |
| Dr afia | So you are not doing any job there? |  |
| Dr zobia | My all colleagues and friends are working there. I don’t know about these minor details. |  |
| Dr afia | Okay |  |
| Dr zobia | And I didn’t pay the fee. I studied on scholarship. Because I cannot afford the fee. Anyways I paid for hotel. My colleagues are there they say that students are not competent. |  |
| Dr afia | Students who secure 80 to 90% marks how can be they incompetent. |  |
| Dr zobia | My colleagues were telling me. They are professors in medical college. They were also saying that the top students are 5 % while others are private. Students who left by small margin are good while rest of the students are incompetent. |  |
| Dr afia | My husband’s niece is in first year. I asked her that who has highest score in her class. She was telling me that there is a boy who got970/1100. I replied then why didn’t he go to any government institution. She was saying that he didn’t get the admission even he took entry test twice. |  |
| Dr zobia | They conduct entry test just to separate donkeys and horses. Quality of our educational board is so low. Now you can see that if Nust rejects them then they’ll go to Lahore. |  |
| Dr Afia | Intelligent students get admission in NUST and there are limited seats. |  |
| Dr zobia | Yes seats are limited and its test is not that easy. |  |
| Dr afia | Merit of electrical department is not less than 960 and 970. Toppers get 1050, 1020 and 1030 out of 1100. There are 60 to 70 % students who get marks in 970 to 1050. So where would other students go. Quality of education is getting poor while on the other hand competition is getting tough. |  |
| Ayesha | Yes it’s same in the other fields. Now all other departments have started taking entry test. I am doing Masters in Anthropology from Quaid e Azam university and now the merit of Anthropology department is so high. Now they are starting entry tests in social sciences departments. |  |
| Dr afia | My elder sister did Masters in Maths in 1879 and she qualified test. She studied from Wah and her concepts are so clear even she didn’t get good marks in BSC but her concepts were clear and she had interest in Maths. She got 450 marks. She went for the admission with my father; he was saying that there were students who got 550, 600 marks. So he was not expecting that she’ll pass the test. But she topped in that test and she got the scholarship. Means quality of education has proved. My dad was astonished that how she passed the test. She told him that her teachers taught her everything and her concepts were clear. Those who failed the test do selective study. She passed the test even her marks were not good. |  |
| Dr zobia | That’s what I am telling you that conceptual study and quality education matters. |  |
| Dr Afia | Okay what’s the problem? |  |
| W7 | Baji I have pain in stomach and I have leucorrhea. |  |
| Dr afia | Where did you deliver your babies? |  |
| W7 | Dhaman |  |
| W7 | Yes |  |
| Dr afia | And? |  |
| W7 | Baji I feel pain in urination. |  |
| Dr afia | Do exercise and don’t let yourself constipated. Sit on a chair and keep your body tight. Don’t sit on legs. I’ll give you medicine for energy. |  |
| W7 | Yes |  |
| Dr afia | People living in rural areas do not have any concept. They think that doctors, lady health workers and daes are same. Secondly people are not loyal in our country. Now government has trained the midwives but they act like doctors. They start handling the cases for money. Your loyalty will affect the rate of maternal mortality. But instead of earning money they should give importance to the lives of people. Everybody gets greedy for money then obviously this will be the result.  A lady came to me in the morning her pelvis is fine from the backside but there is problem in the front. I am 100 % sure that nobody could diagnose this. Because they all want money and they would give her drip. After few minutes they would ask her to push and this is not the right way. |  |
| Dr zobia | They don’t have quality training. |  |
| Dr Afia | If I diagnose the problem I refer my patients instead of mishandling anything. Because I feel satisfied. But in the end I get two different opinions. Some say that I inform them on time and in the end they don’t face any problem. While others say that I failed to diagnose anything that’s why I referred them. |  |
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