Name of the study area: Rural

Data Type: IDI with Health Care Worker.

Length of the interview/discussion:

ID: IDI\_AMR106\_SLM\_HCW\_Govt\_R\_29 Oct 17

**Demographic Information:**

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Gender | Age | Education | Seller/prescriber | Category | Year of service | Ethnicity | Remarks |
| Female | 32 | SSC | Prescriber | Qualified Practitioner (FWV) | 5 Years | Bangali |  |

**Interviewer:** Assalamualaikum. Sister, we have come from cholera hospital, Mohakhali, Dhaka. We have come here for a research work. We are trying to understand about the health services which you provide to the human being and the animals and birds which are reared domestically in the houses, especially human being. When the people come to take and buy antibiotic for them, then they take which types of antibiotics? And you give which types of health facilities to them? Actually we like to discuss with you regarding these matters. So, would you like to discuss with me, sister?

**Respondent:** Yes, please tell.

**Interviewer:** Thank you, sister. Sister, firstly please tell a little about your daily work. What is your position in this organization?

**Respondent:** My position is, family planning inspector.

**Interviewer:** For how long you are in this profession?

**Respondent:** I have completed four years service period since joining. Fifth year is running.

**Interviewer:** Education?

**Respondent:** Education? HSC.

**Interviewer:** You joined after completing HSC?

**Respondent:** Hmm.

**Interviewer:** Governmentally, isn’t it?

**Respondent:** Hmm, governmentally.

**Interviewer:** In that case, have you taken any training or something like that?

**Respondent:** Yes. Before my joining, I took a training which was for eighteen months. I was given appointment in this position after completing a training of eighteen months.

**Interviewer:** After taking that training, what are your routine responsibilities here? Which types of works normally you do? What kinds of health services normally you give to the people?

**Respondent:** Means, after my joining?

**Interviewer:** If we think about one of your working days ……….

**Respondent:** Means, that day when my joining is being done in this office?

**Interviewer:** Yes.

**Respondent:** Mainly our health services are related with the carrying mother, child and family planning. There are general patients also along with those. But mainly, we give more emphasis on family planning, to the carrying mother and to the child. They are under our health service facility.

**Interviewer:** What types of services normally you provide?

**Respondent:** Service, means we give primary treatment to the child for their fever, cold, cough, etc., if it is general yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). We have some medicines for giving primary treatment which are available here. If the disease is a normal disease, then those medicines can cure that disease. We give treatment by these medicines. If it is seen that they suffer from severe cold, their body temperature is too high, then we are not able to give them any treatment. We give them advice to go to omuk (a particular place) place. Actually, we give treatment only by those medicines which are available here. But we don’t prescribe any prescription. Normally we give them advice for going to any governmental health complex or governmental sadar (main town from the point of view of a district) hospital or Kumudini hospital and we give them advice for taking treatment from the pediatric doctor. And the carrying mothers who come here, they come at primary stage. There is not that much modern treatment facility for carrying mothers in our union level, because there are no such medical equipments for doing any examination. We use the knowledge that we got from training and we try to solve the problems at primary stage with whatever we have in our hand just by seeing the patients with eyes. When that problem increases then we refer them to the upper level. But if there is not any big problem then we do regular checkup, such as, the sound of the child, pressure of the child, measure the weight and height of the child. If we find any abnormality in these, if we find that the mother has any risk, then we refer them to omuk (some particular place) place. And if we find that there is no problem at primary stage, then we give the service with what we have. Such as, we give them iron, calcium and vitamin tablet which are available here. Then we give them some advices. Such as, we discuss with them about their delivery planning, how they will do breast feeding, how many days they will continue this, after how many days they will provide extra food. Then we advice them to apply vaccine to the new born baby. Normally we give these kinds of advices. After delivery of the carrying mother, again she has to take precaution.

**Interviewer:** Yes.

**Respondent:** Discussion is done about that precaution when she is pregnant.

**Interviewer:** When does a carrying mother start coming to you?

**Respondent:** Means, they are being told to come as early as possible after being conceived. The people of FWA are there in our area. They are the assistants of family planning department. It is being told to them that when a mother conceives, that mother should come to us as early as possible. But as per our visit book, she would visit at least four times within fourth month, within sixth month to seventh month and within eighth month to nine month. A carrying mother would come for checkup at least for four times. And if a carrying mother faces any trouble within this time, then she can come for extra checkup. But, normally a carrying mother will have to visit us at least four times. Hmm, suppose, we conduct the first checkup within four months, if the carrying mother faces any trouble before fourth month, the she can visit us. And if she comes then we give her advice as per her condition. Actually we start our checkup within four months.

**Interviewer:** How do you follow up these mothers? Do they come to you?

**Respondent:** We try to do E (Expression used when an appropriate word is not forthcoming or is not proper to utter) to bring them in our clinic. There are our family planning assistants. They provide us the list of carrying mothers. Their mobile numbers exist there. Besides this, the people of FWA motivate them. They tell them that if you have any risk, then you will not understand where you will have to go. Please go to omuk (a particular place) place during that time. There are sisters who will attend you. Checkup will be done by them. This way the people of FWA motivate them. When I go to any satellite program, means we visit two places in a week. When we go to such satellite program, there we may visit many patients as per that list.

**Interviewer:** Hmm, is it a union?

**Respondent:** This is not a union. Suppose we select eight places in a union.

**Interviewer:** Okay.

**Respondent:** Eight places in eight villages and in a specific house. Suppose we may conduct this meeting in a community clinic or in a house of an honorable person who is well known in that place and everybody knows him by his name. if it is known that a satellite program is being conducted in such a place, then the carrying mothers or children or those who want to take service, they can come to that place.

**Interviewer:** The carrying mothers come to you with which types of problems?

**Respondent:** Mostly the carrying mothers come with weakness due to anemia, lower abdominal pain, these types of problems. It is seen that most of the village mothers have lack of nutrients. Mostly they come with this problem. Then, most of them have lower abdominal pain and weakness due to anemia.

**Interviewer:** And what about the child?

**Respondent:** And they come when the child suffers from cold.

**Interviewer:** Hmm.

**Respondent:** Mostly they come when the child suffers from cold and fever. There are many children who suffer from severe cold like pneumonia.

**Interviewer:** In that case, what types of medicines you provide to these children?

**Respondent:** To those children who have pneumonia? Suppose if anyone comes with normal cold then we provide cotrimoxazole and amoxicillin that are available in our office. We give treatment with cotrimoxazole. But if he has pneumonia then this medicine will not work. If there is normal E (Expression used when an appropriate word is not forthcoming or is not proper to utter) inside the chest (something is said by someone from beside) then we give amoxicillin syrup.

**Interviewer:** Yes, sister, you were telling about amoxicillin, besides this, what other antibiotics are given for cold and fever?

**Respondent:** Normally we give paracetamol syrup for fever. Then we give amoxicillin which is a primary antibiotic.

**Interviewer:** Yes.

**Respondent:** Isn’t it? It doesn’t have any side effect.

**Interviewer:** Yes.

**Respondent:** We start treatment with this. Later on, it is seen that sometimes they come with their children and tell, ‘sister, my child is not getting well’.

**Interviewer:** Hmm.

**Respondent:** Then, we refer them and tell them that we don’t have any stronger antibiotic and we don’t prescribe any prescription. We don’t have any E (Expression used when an appropriate word is not forthcoming or is not proper to utter). As per rule we cannot give any medicine except those which we get from the government. After applying that medicine when we see that there is no result, then we tell the mother of the child that ‘sister, there is no result after applying the medicine. That’s why, definitely there might be big problem.’ The people of the village don’t want to understand this.

**Interviewer:** Yes.

**Respondent:** They tell, ‘sister, give those medicines again, let me feed one more time.’ It is not right to feed the child so much medicine. Then, we tell them to go to Kumudini Hospital or health complex. At that time, many mothers go there, and on the other hand, many mothers don’t go there.

**Interviewer:** Well, it is about children. What types of medicines are given to the carrying mothers?

**Respondent:** There is vitamin for carrying mothers. If she suffers from excessive fever, cold or cough, then we give paracetamol. Previously we had amoxicillin 500 mg. At present it is not available here. We don’t give this now. At present only vitamin, iron, B-complex and calcium are given to the carrying mother. If any carrying mother has excessive fever, cold and cough, then we refer them. We don’t give any prescription. We don’t give any medicine. [10:25 minute] again there are many mothers who have problem of blood pressure. They come with high pressure.

**Interviewer:** Hmm, hmm.

**Respondent:** They come with the symptom of pre eclampsia. There are some mothers who come with high blood pressure. There are some mothers who come with swelled legs as water comes down in the legs. These symptoms can be seen after six months. These cannot be seen before six months. There are some carrying mothers in the village who are conscious. Again there are some carrying mothers who are not conscious. They take the advice casually. They tell, well sister, let me observe one more day, let me go after one more day. It is seen that even if we allow to stay only for one day, in case of pre eclampsia, the situation become worse rapidly. It is seen that within two hours the pressure increases too much and convulsion is seen in the body of the patient. And the disease turns into eclampsia.

**Interviewer:** Do you give any medicine for these?

**Respondent:** No, no. in our clinic …………

**Interviewer:** Only advice is given?

**Respondent:** Only advice is given. We don’t give any medicine.

**Interviewer:** Sister, what types of medicines are supplied from here? Or what types of medicines are provided from here?

**Respondent:** When I first joined in this organization, at that time twenty one items of drugs were given.

**Interviewer:** Hmm, hmm.

**Respondent:** But at present, number of items of the drugs has declined.

**Interviewer:** Reason?

**Respondent:** I don’t know the reason. Maybe it has declined due to opening of community clinics. Previously twenty one items of drugs were supplied. But now, we get only ten to twelve items of drugs. Most of the mothers come here with their gastric problem. Some carrying mothers also come with their gastric problem. Antacid can be given to the carrying mothers. Pantonix can be given to them also. But at present, there is no supply of antacid and paracetamol. That’s why it is very difficult to run this clinic due to this short supply of these medicines.

**Interviewer:** Hmm.

**Respondent:** Only iron, calcium and vitamin B-complex tablets are available here. We give these medicines to the carrying mothers and we give metronidazole, albendazole, pantonix, etc. to general patients. We also give medicine of gastric, then give trabilin, etc.

**Interviewer:** Trabilin is used for what reason?

**Respondent:** It is used for lower abdominal pain. It is a kind of hysomet. The carrying mother can take this for lower abdominal pain. Then there is doxycyclin.

**Interviewer:** What is this?

**Respondent:** This is antibiotic.

**Interviewer:** How many antibiotics normally you get?

**Respondent:** Previously we used to get amoxicillin and doxycycline. Now we don’t get amoxicillin. We get only doxycycline now. But all cannot take doxycycline.

**Interviewer:** Hmm, who can take this?

**Respondent:** The suckling mothers are not allowed to take this. And eight month … means the children below eight years old are not allowed to take doxycycline.

**Interviewer:** Why the mothers are not allowed to take doxycycline?

**Respondent:** Why the mothers are not allowed to take doxycycline? Teeth might be damaged because of doxycycline. When a breast fed child takes milk of his mother who takes doxycycline, then with breast feeding the upcoming teeth of that child might be damaged. That’s why the mothers are not allowed to take this.

**Interviewer:** There is a kind of side effect of it.

**Respondent:** And the children below eight years old are not allowed to take this. The teeth of the children become fully E(Expression used when an appropriate word is not forthcoming or is not proper to utter) after eight years. They are allowed to take doxycycline after eight years of their age. And the mothers of the breast fed children are not allowed to take this, because obviously, this will go inside the body of the children with breast feeding.

**Interviewer:** Then sister, at the moment, how many antibiotics normally you get?

**Respondent:** At the moment, there is doxycycline. And there are amoxicillin and cotrimoxazole for the children. Those syrups are a kind of antibiotic. Besides these, there is amoxicillin drop for the small children aged three months, six months like this.

**Interviewer:** It is for which kind of patients?

**Respondent:** When the children between two months to six months of age suffer from cold, then it is applied.

**Interviewer:** Okay.

**Respondent:** The amoxicillin drop and the amoxicillin syrup, means this amoxicillin is as same as that amoxicillin. It depends on how old the child is. It happens for the eshe (Expression used when an appropriate word is not forthcoming or is not proper to utter) of the age.

**Interviewer:** Then sister, you have told that you don’t prescribe prescription.

**Respondent:** No.

**Interviewer:** Then how do you give them these medicines?

**Respondent:** Means, we have register for general patients. Then, there is register for children. There is register for the carrying mothers. We write names of the patients on the register. We write the problems and treatment given for those problems beside the name of each patient in a separate column in that register. We ask them about their problems and we write the findings in the column where problem is to be written. And we write the name of the medicine along with its quantity in the column where treatment is to be written.

**Interviewer:** Don’t you keep this in your record?

**Respondent:** Yes, I keep this in my record.

**Interviewer:** What is the record of a patient?

**Respondent:** That is not record of a patient. Means it is kept in our office record.

**Interviewer:** Hmm.

**Respondent:** Actually we don’t have any E (Expression used when an appropriate word is not forthcoming or is not proper to utter) for prescribing prescription.

**Interviewer:** Then, how the patient will follow these things or how the patients will take these medicines?

**Respondent:** Normally we tell these things. Suppose, …..

**Interviewer:** Do you tell this verbally?

**Respondent:** I tell this verbally. Besides this, there are some patients who come with the medicine and tell us to mark on the strip with the scissor, so that they can understand, how to take the dosage that means how many times in a day this will have to be taken. Again there are some patients who are able to understand that how many times this medicine will have to be taken. We tell them verbally, what are the dosages and how many times in a day this will have to be taken. They can remember if it is told.

**Interviewer:** Then sister, please share your experience and tell a little, about how you give this verbal prescription or how you give the medicine verbally. How do they take this thing when they come to you?

**Respondent:** The patients didn’t complain about it. There are many patients who tell, sister, please write it down. We write the name of medicine on a paper. But we don’t prescribe any medicine which will have to be bought from outside. If they tell, sister, please write the name of medicine along with its dosage, then I write that. There are some patients who come with the medicine and tell us to mark on the strip with the scissor, so that they can understand, how many times in a day this will have to be taken. Again there are some patients who are able to understand if they are told this verbally. Normally we provide the service as per patient’s requirement.

**Interviewer:** The medicines like antibiotic, which are now being used, is its use increasing? As you are working in this profession for four to five years, in that case, have you noticed whether the use of antibiotic is increasing or decreasing?

**Respondent:** Of course it is increasing.

**Interviewer:** How?

**Respondent:** Look, I am doing my job at union level. I have seen at union level. Suppose a child is suffering from cold. The mother of that child comes to us and asks for medicine. We give medicine as long as those are available with us. It is seen in most of the cases the children get cured by taking those medicines. When we don’t have the supply of medicines, then we give that advice and tell them to consult a pediatric doctor or to go to Kumudini hospital. But the mothers buy medicine of their own from the pharmacies.

**Interviewer:** Yes.

**Respondent:** They go there and buy medicine from pharmacies. The people of the pharmacies give them higher dosage of antibiotic. This way, when they feed their children higher dosage of antibiotic, then later on, when they come again to us and we give our medicine, this medicine doesn’t work.

**Interviewer:** Hmm, hmm.

**Respondent:** The medicines which we have, those are primary medicines. When they take higher antibiotic from those pharmacies, then they become well after taking that antibiotic. That’s why, the normal medicine doesn’t work at all at a later stage.

**Interviewer:** Hmm.

**Respondent:** I think maybe the mothers don’t want to visit pediatric doctor or maybe they don’t want to go to health complex. That’s why, they go to those pharmacies at union level. Maybe they don’t go due to difficulties of communication. That’s why, maybe they take medicines for their child from those pharmacies which are nearer to them. This way, their children are becoming well by taking higher antibiotic. For this reason, I think, the use of antibiotic is being increased.

**Interviewer:** You have told that you have sufficient medicine, but they are giving higher antibiotic.

**Respondent:** Hmm.

**Interviewer:** These belong to which generation?

**Respondent:** Hmm.

**Interviewer:** Amoxicillin and cotrim syrup, these medicines belong to which generation?

**Respondent:** Means, produced by which company?

**Interviewer:** Generation? Means, whether these medicines belong to first generation or second generation or third generation?

**Respondent:** No. It is not secondary but it is primary yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). Means these antibiotics are used at primary stage. Higher antibiotic is given at secondary stage.

**Interviewer:** What are the antibiotics of secondary stage?

**Respondent:** There is azithromycin. That is higher antibiotic. It is given at secondary stage when there is excessive cold or E (Expression used when an appropriate word is not forthcoming or is not proper to utter). It is given at secondary stage, isn’t it? Antibiotic of secondary stage is not given at union level. Will it be given at primary stage? This will not be given.

**Interviewer:** Why?

**Respondent:** Because, this is how we are trained. We are told that we are allowed to give primary treatment by understanding the symptoms at our level. Then we refer the patients to the top level after giving primary treatment. But we are not allowed to give main treatment.

**Interviewer:** Okay.

**Respondent:** This is told in our training. We can practice only if the patient belongs to our family. But we cannot experiment on other children. Suppose if the child is a member of our family, then at first stage we may apply amoxicillin on him. If the child is not cured then we can think that it would be better if I apply another antibiotic. I can do this when it will be my child, but I am not allowed to do this in case of other child when I am on my duty.

**Interviewer:** Why do the mothers or the guardians buy higher or more powerful antibiotics from those pharmacies?

**Respondent:** Their children are becoming well quickly by taking those higher antibiotics. They want quick recovery of their children. Mothers desire that their children should not suffer more from cold or fever, means they want quick recovery of their children.

**Interviewer:** In that case, how do they identify whether they need higher antibiotic or whether they might get good result with those medicines which you give?

**Respondent:** It is seen that they are not becoming well. Suppose we give dosage for one week. After completing that dosage they are not becoming well. Then, they prefer to go to dispensaries.

**Interviewer:** Are they not becoming well or does it take longer time for becoming well?

**Respondent:** It takes time for becoming well. Again it is seen that there are many who cannot maintain the time schedule for taking antibiotic, because there is specific time schedule to take antibiotic. Suppose, I have told to give the medicine three times a day. But the medicine is given one time or two times a day. Therefore, this will not give any good result. The mothers do not understand these things. If I ask them then they tell me, they have given one time instead of two times. Then how will this medicine bring good result? At that moment, it will have no efficacy if full bottle of syrup is given.

**Interviewer:** What is the reason? Then what will happen?

**Respondent:** Suppose, the dosage of antibiotic is for three times. Suppose this has to be taken after every eight hours. If I don’t take this in proper time, then the viruses start attacking. For this reason the medicine will have to be taken in proper time. But we are not doing this. Then viruses are increasing more. The disease will not be cured, because the medicine is not taken properly. When that medicine will be applied again, then that will not be effective.

**Interviewer:** That will be of no use.

**Respondent:** That will be of no use.

**Interviewer:** Then why these medicines are given which belong to first generation?

**Respondent:** Medicine of first generation is given for giving primary treatment.

**Interviewer:** If the disease is not cured, then why these are given?

**Respondent:** If the disease is not be cured at primary stage, then we have option to refer them to other hospitals. If we see that the patient is not becoming well by our treatment, then we refer them to those hospitals. There is sadar (main town from the point of view of a district) hospital. There is health complex. There is pediatric hospital. There is Kumudini hospital at Mirzapur. We have many options. If the disease is not be cured after applying the medicine, then we are told to refer the patient to other hospitals. We are told this thing in our training.

**Interviewer:** As you are giving these medicines to the mothers and the children, in that case, is there any type of problem or is there any type of challenge or is there any anxiety that whether you are giving proper medicine or not? Whether such and such medicine will be harmful for the patient or not? Whether any matter like this works or not? Because, you are giving medicine to them.

**Respondent:** Hmm.

**Interviewer:** Is there any such thing, when it is about antibiotic?

**Respondent:** Cotrimoxazole syrup which is an antibiotic, this might not suit to all children.

**Interviewer:** Hmm.

**Respondent:** All medicines don’t suit to all. Cotrim might not suit those children who has allergy. It is a matter of great anxiety for us when we give cotrim to the children without confirming whether the children have allergy or not.

**Interviewer:** Hmm.

**Respondent:** Again, many mothers don’t know this thing, sister. If we ask, whether the children have allergy or not, then we understand that they don’t know. It might have side effect also.

**Interviewer:** Yes.

**Respondent:** We also keep that in mind because of tension. We tell the mothers, if there is any problem after taking first two dosages, then definitely stop the medicine. And then you will have to provide another medicine. This medicine will not work on your child. This way we give them advice.

**Interviewer:** As they are taking those medicines, so do you tell them about how many days those medicines will have to be taken or what will be the dosages of those medicines or what will be the strength of those medicines or what are the side effects of those medicines or about the resistance?

**Respondent:** Hmm, hmm.

**Interviewer:** How do you tell that?

**Respondent:** We tell the dosages of those medicines. Suppose, there is cotrim syrup which will have to be taken for two times in a day. From the perspective of age of a patient, this will have to be taken once in the morning and the other will have to be taken at night. These are being told. It is being told according to the age of the patient. The dosage of amoxicillin is three times in a day. In the morning, at noon and at night, it has to be given after every eight hours. But the mothers don’t understand about after every eight hours. They understand about three times in a day. That’s why we tell them, the first dosage will have to be given in the morning, the second dosage will have to be given at noon and the third dosage will have to be given at night. It is seen that there are many back dated people in the village, who don’t want to understand, even we make them understand. There are many mothers who are able to understand. And also there are many mothers who are not able to understand.

**Interviewer:** Then, is there any problem as regards these three times? What do you think?

**Respondent:** Means, now there are some who can understand. At present there is not as much as E () like before. Now, there are many illiterate mothers who are conscious. The way how we make them understand, they can get it. There are few mothers who break the rules. But most of the mothers are conscious. They follow the instructions which are provided by us to them.

**Interviewer:** You have told one thing, about those three times.

**Respondent:** Hmm.

**Interviewer:** And if we consider hour, means when it is about twenty four hours.

**Respondent:** Twenty four hours.

**Interviewer:** In that case, is there any difference between those time periods? Is there any difference between dosages that are taken three times a day and the dosages that are taken three times a day after every eight hours?

**Respondent:** Definitely there is difference. They are not able to give the medicine by watching dial of the clock.

**Interviewer:** In that case, whether there is any problem or not? Or whether there will be any problem or not?

**Respondent:** It might be a problem, if antibiotic is not taken by watching dial of the clock.

**Interviewer:** Hmm, hmm.

**Respondent:** Definitely, It might be a problem, if antibiotic is not taken by watching dial of the clock. Antibiotic is such kind of E (Expression used when an appropriate word is not forthcoming or is not proper to utter), which will have to be taken properly. Suppose I have taken normal antibiotic. Later on, I shift to higher antibiotic. If it is not taken properly then the viruses which exist in the body, they will make shell on their own. They will become more powerful. Do you understand?

**Interviewer:** Powerful ….. Exactly, hmm ………………….

**Respondent:** Do you understand? Suppose, I am taking antibiotic but it is not taken properly. Then, terrible situation might occur later on if it is not taken as per time schedule.

**Interviewer:** Then, whether it is proper manner to give antibiotic three times in a day or not? What do you think? Or the time is …………….

**Respondent:** The amoxicillin syrup that we have at our union level, this syrup will have to be given after every eight hours. Besides this, there are some antibiotics which will have to be given after every four hours or after every six hours. I think that it is very difficult to maintain such and such time at our union level.

**Interviewer:** What is the reason?

**Respondent:** In most of the cases, it is seen that as they are less educated, so they don’t understand that much.

**Interviewer:** Hmm, hmm.

**Respondent:** There are some mothers who behave like this. Again there are many mothers who can understand this. They maintain the schedule of time. They feed the medicine by watching dial of the clock.

**Interviewer:** What is the reason to miss the dosage by the mothers? They don’t feed the medicine properly because of what?

**Respondent:** They tell that they cannot remember due to busyness if it is told to them. They should give first priority to feed the medicine to their children instead of other works. It is seen that they cannot remember due to their work. They also complain that it happens, because they live in joint family in the village.

**Interviewer:** For this reason, they don’t properly ……..

**Respondent:** They cannot maintain proper time schedule.

**Interviewer:** Well, sister, when a patient comes to you, then by seeing what you decide that you will give him antibiotic or not? How do you take this decision?

**Respondent:** Antibiotic? Suppose a patient comes. She tells that she is suffering from fever for seven days.

**Interviewer:** Yes.

**Respondent:** She tells that she has taken normal paracetamol but her fever has not cured. In case of cold, she tells that she has taken normal syrup like Tusca, but she is not cured. In case of child, she tells that she has given such and such syrup, but the child is not becoming well. Then at primary stage, normally we give amoxicillin along with paracetamol syrup for fever of the child. If the child becomes well then it’s okay. But there are some mothers who will not come again if the child becomes well. Suppose, the child has become well, but if the child is not cured, then the mother of that child comes again. And she tells that her child is not becoming well. Then we refer them …. and tell them, she should provide medicine to her child after doing few examinations. We give medicine by seeing the symptoms and without doing any examination. But the patient is not cured after one week. Then we refer them to big hospital. And we advice her, she has to be confirmed about the virus after doing few examinations. When this will be done, then it will be understood that which virus or which bacteria exist in the body. Then the big doctor will give the medicine by evaluating the report. This way we motivate our clients.

**Interviewer:** The patient comes to you at which stage?

**Respondent:** There are some patients who come at primary stage. Again there are some patients who come at severe stage. When someone comes at severe stage, we don’t give her primary treatment. We refer them directly to other places. There is no option to keep the patient at our union level. Suppose, a breast fed child is not able to take milk or he is not able to take breath properly or he is so exhausted due to fever. In that situation, we don’t keep the child at our union level. We refer him to other places.

**Interviewer:** Then sister, there are some medicines which are supplied here by government. Again there are some medicines which are not supplied from here, but the patient has to buy those medicines from outside, when it is about antibiotic. Do you give such advice to them?

**Respondent:** We don’t give any such advice to them. We don’t tell them to buy any medicine from outside. How can we give them any antibiotic? How do we understand that he is suffering from which disease? What type of bacteria there is in his body? What type of germ exists in his body? I am not able to understand this without doing any examination. We can understand normal cold and cough or normal fever by measuring temperature. But what type of disease he has inside his body, how do we understand this? Suppose, there are many who tell about chikongunia ….. [30:32 minutes]

**Interviewer:** Yes.

**Respondent:** Suppose, someone has come with fever. Then we apply paracetamol at primary stage. But it is seen that she is not becoming well. Then she will have to do blood test to identify, whether it is dengue or chikungunya. But we are not able to identify any yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) without doing any examination. And I cannot prescribe any antibiotic when I know nothing about the actual disease.

**Interviewer:** So, sister, after that also, there are some people who are buying and taking antibiotic from outside.

**Respondent:** The people of the pharmacies are giving these. Maybe they are giving a course of six months. Whether they are doing this for increasing their selling or they are doing this for making profit from the point of view of business, only they can tell this. I think they are doing this for making profit. I have found a yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) in our union. A patient was suffering from fever …. Later on, I went to his house. After going to that house I was looking for the symptoms of the disease. Then she told that she was suffering from fever, there was pain in her joints and for how many days she was suffering from this pain ……

**Interviewer:** Yes.

**Respondent:** Later on, I asked, have you taken any medicine? Then she replied that she has brought and has taken medicine. Then I asked her, you have taken what type of medicine? Then she told that she has taken such and such medicine. Then I asked her, how do you get this medicine? Because, she didn’t go to any hospital of Mirzapur, and she didn’t do any examination. Then she replied, I took such and such medicine from such and such place, but I am not becoming well. Then I found, directly azithromycin capsule was given to her. Then I told, oh my God, what have you done! If there is virus of chikongunia, then antibiotic will be harmful for this. Only paracetamol is to be given when there is fever of chikungunya.

**Interviewer:** Hmm.

**Respondent:** Azithromycin is being given for her treatment. The patient became weak and there was much cough in her chest that she was not able to talk clearly. If this type of cold attacks then azithromycin can cure this. But she was not becoming well. It is seen that the people of the pharmacy has given her azithromycin. And proper dosage of azithromycin was not applied on her. I think, they are doing this for selling their product. Will the patient become well this way? It is seen that there are many patients who become well after taking higher antibiotic. When they see that they are getting good result, then they repeat this again and again. But this is harmful. These are being done more.

**Interviewer:** Higher antibiotic which they take, aren’t those medicines expensive?

**Respondent:** Yes.

**Interviewer:** The amount of money which they spend for buying medicine, do they get that much benefit?

**Respondent:** No, no. They are falling in a more dangerous situation. Means they get well quickly. He might be getting well quickly, but it might come again after one month to one and half months. Basically, it is suppressed for a short time. And this is not cured properly.

**Interviewer:** Yes.

**Respondent:** It is seen that the same disease become more powerful from inside after one and half months to two months.

**Interviewer:** Hmm.

**Respondent:** When they are admitted in the hospital, then it is seen that if those capsules are applied on them, those don’t work at all. Then injection of antibiotic has to be given to them.

**Interviewer:** That the medicine is not working, I suppose it has a terminology in your language.

**Respondent:** It has side effect. Means E (Expression used when an appropriate word is not forthcoming or is not proper to utter) of it is not working. Now, what can we tell this …….

**Interviewer:** Is it resistance of antibiotic? Do you know anything about this?

**Respondent:** Of antibiotic ….. no ……

**Interviewer:** It becomes resistant. One kind of resistant is being created, means it is no more working.

**Respondent:** It is no more working, yes.

**Interviewer:** So, sister, now I like to hear a little, the people who take antibiotic, they come to you and take antibiotic from you. They take antibiotic from outside also. Normally, how do they take this? How much they take this? Would you please tell a little that whether they take full course of antibiotic or not?

**Respondent:** Suppose, when they buy antibiotics from outside, then it is seen that sometimes those antibiotics are given for three days. Sometimes those are given for five days. And sometimes those are given for seven days. There are some patients who take those medicines for two days and they feel better. At that time they stop taking those medicines and they don’t complete the full course. They think, it is not necessary to complete the full course, because they are feeling better. Most of the clients behave like this. Again there are some clients who are conscious. They follow the advice and complete the full course. The course of antibiotic is for seven days. It has to be taken minimum for five days, then for seven days. It has to be taken maximum for fourteen days if there is severe condition. This way the course is defined. Sometimes the people of the pharmacies give course of five days. Sometimes they give course of seven days. If it is given like this way ………

**Interviewer**: But in that case do your clients take full course of medicine or not?

**Respondent**: Yes. Full course means they say, give me medicine for three days. If it will work then I will take again. But if they become well within three days then it is seen that they do not take further.

**Interviewer**: In that case, do you think their course is completed?

**Respondent**: No, course is not completed.

**Interviewer**: Then what will happen?

**Respondent**: In that case will not work means which I have told you that antibiotic will not work in his body.

**Interviewer**: Would you please tell more ….

**Respondent**: When anyone does not follow the rules of taking antibiotic then virus becomes more powerful. That virus covers itself with a kind of shell outside its body. In this situation if antibiotic is taken then it does not work. That virus starts reveres reaction against antibiotic. Because at that time it becomes more powerful.

**Interviewer**: Wherefrom you have come to know about these topics or about this information?

**Respondent**: In the training means when we took training at that time many doctors told about antibiotic. Many doctors told about the dosages of antibiotic during training session. At that time we knew about this information. That’s it.

**Interviewer**: Those patients who come to you, do you tell these things ……

**Respondent**: Yes, when clients come. Those who are clients means on many occasions it is seen that some clients are illiterate and they don’t understand much. But I try to make them understand and many of them also understand. Many clients evaluate what we tell them. They follow our instructions. Again there are many clients who listen to what we say just for the sake of listening. They don’t pay any heed to what we say. We try to make them understand. We are appointed to provide this service at union level. We try to make the people understand about the problem and which is good for them. We make them understand these things. Means we try as much as we can. We try heart and soul. But how much we are successful that we don’t know. Again there are many clients who are satisfied. That’s it.

**Interviewer**: But sister, when patient comes at that time will you give other medicine or will you give antibiotic? Which one you will give more importance or give more priority? Do you give antibiotic directly?

**Respondent**: Umm hmm ….

**Interviewer**: What do you do?

**Respondent**: For what type of patients that come …..

**Interviewer**: For any type of patients when they come then you will give him service.

**Respondent**: What happens if any type of patient comes? All patients are not the client of antibiotic. Some patients are suffering from gastric problem or weakness or fever or could or cough. Then some come with stomach problem. Many people come with itching problem. Means different types of patients come. All are not the patients of antibiotic.

**Interviewer**: Hmm.

**Respondent**: Some patients come with dental problem. Antibiotic also can be given in case of dental problem. Antibiotic can be used for dental pain, dental problems, then for cold and cough. If patient comes with gastric problem then we give medicine for gastric. If patient comes with fever then we give medicine for fever. If comes due to stomach problem then …..

**Interviewer**: Suppose a particular patient has come and you will give him service. Suppose he comes with fever or cold. At that time do you give him antibiotic at the beginning? Or what do you do?

**Respondent**: No, if he suffers from seasonal cold, cough and fever then at first we give paracetamol as primary treatment. We explain them in detail that there exists ten tablets in one strip and you will have to take one tablet three times in a day for three days. If you have normal fever, cough and cold then after taking paracetamol for three days you will become well. Still if you are not cured then you please come again. Now if he becomes well within three days then that patient doesn’t come. And if he doesn’t become well then he comes again and says, sister I have not become well. We have supply of amoxicillin and if he has fever then we give paracetamol along with amoxicillin. We give full course of medicine means two strips of medicine for three days which will have to be taken three times a day and give paracetamol for seven days. It is seen that many clients become well.

**Interviewer**: That means don’t you give him antibiotic instantly?

**Respondent**: No, at first we do treatment only with paracetamol.

**Interviewer**: Sister, what is difference between antibiotic and other medicines?

**Respondent**: With other medicine ….

**Interviewer**: As you have told about paracetamol and amoxicillin tablet, you are prescribing both the medicines. What is the difference between these two medicines?

**Respondent**: Difference means I am not able to tell about this in detail.

**Interviewer**: No as much as we mean, as much as you know, why do you give antibiotic?

**Respondent**: Antibody … Antibiotic builds antibody inside human body. So that other germs are not able to attack our body.

**Interviewer**: Okay.

**Respondent**: Anti means if you take this medicine then it will build a body within ourselves. That means it will build antibody.

**Interviewer**: Okay.

**Respondent**: This medicine will work against diseases means cold, cough etc. It will work so that germs of those diseases are not able to attack us. Actually antibiotic is given to resist germs attack. This is one thing. And another one is paracetamol which we give as a primary treatment. Suppose when we suffer from viral fever then use paracetamol. This is the difference between antibiotic and paracetamol.

**Interviewer**: That means it is viral fever ….

**Respondent**: Yes.

**Interviewer**: And antibiotic is …..

**Respondent**: And antibiotic builds antibody so that any E cannot attack us.

**Interviewer**: Is it viral or virus … it is …

**Respondent**: Bacteria.

**Interviewer**: In that case what is the function of antibiotic?

**Respondent**: And antibiotic builds inside antibody. It increases capacity to prevent diseases. So that it doesn’t create any E (Expression used when an appropriate word is not forthcoming or is not proper to utter) in our body or doesn’t become big. Antibiotic does this work for us. [40:35 minutes]

**Interviewer**: That means as you have told about bacteria then it kills bacteria ….

**Respondent**: It kills bacteria.

**Interviewer**: And as you also give a kind of advice to the people. Do people say directly that sister, give me this antibiotic while coming to you? Do they do such thing?

**Respondent**: Yes, they say like this.

**Interviewer**: What do they say?

**Respondent**: They directly say, “sister, give me amoxicillin capsule”. When they say like this directly then we usually give advice and ask them, why would you take amoxicillin and what is your problem, let me know first. Directly why are you asking for amoxicillin? Actually they don’t mention about antibiotic, they only say the name of the medicine. When they ask for amoxicillin then we ask them repeatedly, what is the problem? They answer such and such problem. Then we tell them you need not to take this medicine for this problem. You better take that medicine. But on many occasions some patients insist to give that medicine which he asks to give.

**Interviewer**: Why are they taking this medicine? And wherefrom they knew about this?

**Respondent**: On many occasions it is seen, this medicine might be prescribed for cold and cough at our union level. Patients become well. Now if they suffer from normal cold and cough in future then they think, if they take this medicine then instantly we will become well. That’s why they directly ask for this medicine when they come here. When we give amoxicillin for excessive cold and cough then by taking this medicine they become well. Again when they have normal cough, they don’t think about paracetamol or any normal syrup by which they might become well. They only think that they might become well by taking this medicine. So they only keep the name of this medicine in their mind. And they directly ask for this medicine and say, sister give me this medicine.

**Interviewer**: In that case do they only recall the name or do they also come with something else?

**Respondent**: Many patients cannot recall the name, so they bring cover of the medicine. When they come they say, sister you prescribed me that medicine. Then we ask them, which medicine I prescribed to you? Please tell the name of the medicine. And for what reason I gave this medicine to you? Then they replay, sister, I am not able to tell the name but you gave me this medicine for cold and cough. Then again we ask them, you please tell the name. Because many medicines are available for cold and cough. At that time many patients show the packets of the medicine, which they bring with them.

**Interviewer**: So sister, as we are taking antibiotics, do these antibiotics play effective role to prevent our diseases or not? What do you think?

**Respondent**: Definitely it plays effective role. Without antibiotic means at first we usually take normal medicine. If we don’t become well after taking normal medicine then antibiotic is needed. If we don’t take antibiotic then you cannot prevent disease. Definitely it has benefit. Actually it has both advantages and disadvantages. Sometimes antibiotic does not suit some people. Side effect happens. It is seen that over dosage is given according to patient’s age means proper dosage is not given. For that reason side effect happens means many people face problem due to side effect.

**Interviewer**: Antibiotic works for which diseases?

**Respondent**: For which diseases mean antibiotic is used for cold, excessive fever, cough. Then for ear problem, dental problem, throat pain, tonsil problem etc. Many antibiotics are there. Then antibiotic is needed in case of leucorrhoea. Then it is used for external injury, for sore …….

**Interviewer**: Hmm.

**Respondent**: Antibiotic is used for these things. Antibiotic is used for many purposes.

**Interviewer**: Among these which groups work best?

**Respondent**: Which groups? Now secondary, suppose at first I would like to say that amoxicillin group is supplied by our government. Different companies’ produce this group of medicine by different names mean different companies launch medicines of amoxicillin group by using different brand names. And another group is azithromycin group means those medicines of azithromycin group which exist in syrup form. This one is also secondary and government usually supplies this group of medicines when it is available. When government supplies this group of medicines then it comes by the name of azithromycin. But when different companies produce this group of medicines then they use different brand names. It is seen that at first we try to cure patents with normal medicine. If it fails then we try with high powered medicine. I try to know the E (Expression used when an appropriate word is not forthcoming or is not proper to utter) is at which level in his body. Means I try to figure out whether I would try with high powered medicine or normal medicine. But it is better to start with normal medicine as primary treatment. If needed then would be given high powered medicine.

**Interviewer**: Sister you were telling about side effect, now how do we tackle these side effects? What can be done to avoid these side effects?

**Respondent**: E (Expression used when an appropriate word is not forthcoming or is not proper to utter) means, we must do the E (Expression used when an appropriate word is not forthcoming or is not proper to utter) properly. We will have to take history properly. Age of the patient, his previous case history, whether he has any type of side effect due to this medicine or not? Whether he has any side effect due to any medicine or not? After taking this type of history then we take decision. We see, if this type of medicine is given to him, it will not have any side effect in his body. It will not cause any harm to his body. And if suddenly we give medicine to a patient without taking any history, in that case side effect might happen. So if we can do proper E (Expression used when an appropriate word is not forthcoming or is not proper to utter) then side effect might be less or it might be possible to reduce side effect.

**Interviewer**: As you have told about resistance of antibiotic, what is resistance of antibiotic? Resistance of antibiotic, mean if we don’t take dosage of medicines in proper manner.

**Respondent**: Hmm.

**Interviewer**: You have told that it will not work in that case. So what do you know about resistant?

**Respondent**: I don’t know that much. I know a little (Smile)

**Interviewer**: All right then, please tell whatever you know?

**Respondent**: It happens due to many reasons.

**Interviewer**: In that case why resistance of antibiotic happens? Why resistance of antibiotic is happening?

**Respondent**: That means we are not using antibiotics properly.

**Interviewer**: Yes.

**Respondent**: Suppose we are not maintaining time properly. And if we don’t maintain schedule of taking medicine properly, then those bacteria which exist inside our body, they will become more powerful.

**Interviewer**: Hmm.

**Respondent**: Form there thousands of bacteria are produced from one bacterium. And this way a very big chain of bacteria is created.

**Interviewer**: Hmm.

**Respondent**: When those bacteria make a chain due to intake of incomplete course or due to miss of any dosage. After that if that patient again takes the full course of medicine even then it will not work. So I think, while taking antibiotic maintenance of time schedule is very important.

**Interviewer**: Hmm, hmm.

**Respondent**: You will have to take medicine strictly by following the time schedule. You will have to be very particular whether it is after every six hours or after every four hours. As doctors say to the patients, you please take medicine after every four hours by following the time of clock. I know that doctors say like this. Because those bacteria which exist inside our body, those become weak after taking the first dosage.

**Interviewer**: Yes.

**Respondent**: Then when time comes for second dosage and if we don’t take that second dosage in time then those weak bacteria will become active again.

**Interviewer**: Yes.

**Respondent: W**hen those bacteria become active again then those will become more powerful. So when patient will take third dosage then it will not work. In this way gradually the bacteria will become powerful.

**Interviewer**: That means it will have to continue …..

**Respondent**: Continue ….

**Interviewer**: Will have to complete full course.

**Respondent**: But on right time.

**Interviewer**: On right time.

**Respondent**: If don’t maintain right time then those bacteria will not become E (Expression used when an appropriate word is not forthcoming or is not proper to utter).

**Interviewer**: Will not be destroyed.

**Respondent**: Will not be destroyed …

**Interviewer**: Sister, that means we will have to follow the rules in a proper manner.

**Respondent**: Will have to follow the rules.

**Interviewer**: Why people don’t follow the rules, what is the reason? You usually work with mass people. You also work for mothers.

**Respondent**: Hmm.

**Interviewer**: One reason maybe joint family, then pressure of household works ……

**Respondent**: Yes, yes, yes.

**Interviewer**: Do they think of any other problem? Do they face any problem due to medicine or not?

**Respondent**: They don’t consider medicine as problem. What I feel to take medicine in time means they go to doctor and bring medicine. They don’t maintain time schedule. They think it will be all right if the medicine is taken any time. Maybe doctor prescribes medicine which will have to be taken for three times a day but they are not maintaining that time schedule. Suppose they have taken medicine in the morning. Now at noon it is time for second dosage but they might not take medicine at that time. They might take medicine two hours later. Now they have taken medicine for two times. Again they will have to take medicine at night. Suppose they will have to take medicine 10 pm at night. But they have forgotten to take medicine. But when they remember at 11 pm, still they might not take medicine. Time is not maintained in this way. People are completing course of medicine but they are not maintaining the time schedule for taking or giving medicine.

**Interviewer**: What can be done for this? How it would be done? What would be your suggestion?

**Respondent**: I have to give advice that sister, these antibiotics are at such level that if you don’t feed these antibiotics on time then disease of your child will become more serious.

**Interviewer**: You are telling this every day. You are telling them with loud voice. But parents are not listening.

**Respondent**: Yes.

**Interviewer**: In that case what can we do? You and us mean what can be done by all together, so that they can remember this? Now what would you tell or what can be done so that they would follow the rules or what can be done so that they follow the rules?

**Respondent**: How can we tell the mothers so that they can easily follow the rules?

**Interviewer**: Or can we inform them by using any method? Isn’t there different method by which they might give more attention to follow the rules or they can follow the rules. Can’t we use any method through which we can inform them or ……..

**Respondent**: Yes, by showing any flipchart E (Expression used when an appropriate word is not forthcoming or is not proper to utter) could be done to them. Many women are also able to follow by seeing many pictures.

**Interviewer**: Hmm.

**Respondent**: Again many mothers are there who can maintain time by following Azan (call for prayers by the Muslims) …….

**Interviewer**: Hmm. [50:34 minutes]

**Respondent**: We can motivate them about timing by telling them to take medicine along with the time of Azan (Call for the prayers by the Muslims). The antibiotic maybe taken three times a day means after every eight hours, or maybe taken four times a day means after every six hours. in order to make the patient understand and keep the track of the timing, the intake of medicine may be tag with the timing of Azan. If the medicine is to be taken three times a day then the patients will have to take the first dosage after morning Azan, second dosage after noon Azan and the third dosage after night Azan. If the medicine is to be taken four times a day means, after every six hours, then the first dosage of the medicine will have to be taken after morning Azan, the second dosage will have to be taken before noon Azan, third dosage of the medicine will have to be taken before evening Azan and the fourth dosage will have to be taken after night Azan. This is a very rough estimate to make them understand how they will take the medicine, but it would be much better if they could follow the dial of the clock. This can be done by showing them the flipchart. This way we can give advice to our clients.

**Interviewer**: So sister, medicines are sent to you and you get medicines. Is there any regulatory organization or monitoring authority to look after these activities?

**Respondent**: Medicine.

**Interviewer**: Those medicines which are sent to you.

**Respondent**: Hmm.

**Interviewer**: For monitoring those medicines or any medicine …..

**Respondent**: Representatives come.

**Interviewer**: I am not talking about representative. Does anyone come from the government?

**Respondent**: Do you mean, does any team or any person comes from any organization or from any department of the government?

**Interviewer**: Organization.

**Respondent**: Medicines are given to us from health complex. People come from there to monitor us. People come from top level for doing audit. Suppose they come after four years or five years. We maintain stock ledger, then we have also register book for medicines. They come to monitor those stock ledgers and register books whether those are properly maintained or not. They don’t come all the time. It is seen that they usually visit after two years or three years. It is also seen that when they come to visit our place, they might want to see the ledgers and register books, which were maintained five or six years before.

**Interviewer**: Audit.

**Respondent**: Accounts of medicines of six years is taken. Usually it is seen that those officers who are available in our upazilla (sub-district), such as, UFO sir, MO sir, they come to visit here every month or after two months to look after our accounts of medicines, whether our account books are properly maintained or not. They supervise us.

**Interviewer**: Do you know about any rules and regulations which are applied for using antibiotic?

**Respondent**: For antibiotic …..

**Interviewer**: Rules and regulations are required for using antibiotic. Suppose which antibiotic will have to be given to the people and at what time, do you know about any such rules and regulations?

**Respondent**: Suppose, before when medicine kits were given to us, a chart was also provided along with kits. Means which medicine will have to be given and in what quantity for which age group of patients, these types of information were given in that chart. They provided this type of chart to us and we used to E (Expression used when an appropriate word is not forthcoming or is not proper to utter) give medicines according to that chart.

**Interviewer**: Distribution. But is there any government rules and regulations as regards to whom I can give antibiotic?

**Respondent**: No, no. There is no such rule and regulation for this. Government only provides chart. But to whom I will give or to whom I won’t give, there is no such E (Expression used when an appropriate word is not forthcoming or is not proper to utter) for this.

**Interviewer**: Should there be any rules and regulations for giving antibiotic, what do you think?

**Respondent**: There should be rules and regulations.

**Interviewer**: Why?

**Respondent**: Suppose all patients are not under antibiotic treatment. If we are able to know that this particular type of patients will get antibiotic and that particular type of patients will not get antibiotic under governmental rules and regulations. It will be helpful. Because everybody wants antibiotic.

**Interviewer**: Hmm, hmm.

**Respondent**: Everybody wants antibiotic. But if government gives any such instruction then we can show that rules and regulations to our clients. We can make them understand that antibiotic can be given to such and such type of patients and cannot be given to such and such type of patients by showing that instruction. And if it becomes habit then everybody will not directly ask for antibiotic while coming to us.

**Interviewer**: Some service oriented people are there who give services. They also give antibiotic illogically. Not only at this level but many drugs pharmacies are here and then different doctors are here who are prescribing in this way. What do you think about this matter?

**Respondent**: Hmm …

**Interviewer**: In this regard, do you think that antibiotic is not needed in many case, though they are prescribing, how does it happen?

**Respondent**: Sometimes it is seen that if you see the prescriptions of some doctors or if you go with your child to show a doctor and you will find that doctor gives five, six or seven types of medicines to that child. I think this is illogical. Does a child can take seven types or five types of medicines? Suppose paracetamol can be given for normal fever and cold or normal antibiotic can be given, that’s all. But it is seen that doctor gives higher antibiotic to that patient. Then gives paracetamol for cough and also gives vitamin. But vitamin will not work for cold and cough.

**Interviewer**: What is the reason for giving so much medicines, why they are giving? What do you think?

**Respondent**: There is eshe (Expression used when an appropriate word is not forthcoming or is not proper to utter) of representatives means they have percentage. I am telling this but …..

**Interviewer**: No, no. There is no problem. Actually we are trying to know about the practice. I understand that you are doing job.

**Respondent**: Suppose those clinics or doctors who practice here means it is their business. Representatives are going there means visiting the doctors. They are giving percentage to the doctors for prescribing medicines. But doctors can understand that they should not prescribe these medicines. Even then they are prescribing because representatives give percentage to those doctors. They motivate them. Give them advice. For that reason doctors are bound to do such things. That’s why it is seen that seven to eight company’s medicines are being prescribed one after another to satisfy all the companies.

**Interviewer**: All have to be satisfied.

**Respondent**: Yes, it is seen that when patient comes out with a prescription from the doctor’s chamber, representatives start taking picture of that prescription, so that they are able to know which medicine of which company is prescribed. Because those representatives will have to face question from their top level as to how much medicine they have sold, like this.

**Interviewer**: Hmm.

**Respondent**: In this way when we go to a doctor, it is seen that they fill up the whole page by writing the names of medicines. By taking those medicines stomach pain starts.

**Interviewer**: As a consumer or as a patient actually we don’t know that how much medicine will be needed.

**Respondent**: Yes. We don’t know but doctors are prescribing. Now people are taking these medicines for their betterment. They think, I have to take these medicines because these are prescribed by the doctors. Many clients are taking medicines in this way.

**Interviewer**: Hmm. Sister, what is consumer right? Those who come to you, such as mothers come to you, they bring their children to you or any type of patients who come to you, what do we understand about the rights of those consumers?

**Respondent**: Consumer rights mean they have rights to get proper treatment. They have rights to get proper services. They have rights to get proper medicines or proper treatment. They have rights to keep their privacy. They have freedom means they have freedom to tell their problems. And we have to be patience to hear their problems.

**Interviewer**: Sister, where people usually come to take antibiotics more or where do they go most of the time? Where do they visit more, if we think about general people?

**Respondent**: Antibiotics means that much antibiotics don’t come at union level.

**Interviewer**: Yes.

**Respondent**: Mostly they go to pharmacy. When they go to pharmacy, they don’t need to ask for antibiotic. Because when they go there, shopkeepers bring out antibiotics to give them. So our mothers who go there, they need not to ask for any antibiotic. When they say their problem while going to pharmacy, shopkeeper brings out antibiotic and gives them.

**Interviewer**: That means they are going to pharmacy more.

**Respondent**: Yes.

**Interviewer**: Sister, we have come to our last topic. You have stock of medicines here, isn’t it?

**Respondent**: Hmm.

**Interviewer**: There is an issue of expiry date of medicines.

**Respondent**: Hmm, hmm.

**Interviewer**: So if any date is expired of any medicine at your place means if date is over.

**Respondent**: Hmm.

**Interviewer**: Then what do you do with those medicines and how do you …..

**Respondent**: Again we do E (Expression used when an appropriate word is not forthcoming or is not proper to utter) means if date is over then we usually inform the higher authority of upazilla (sub-district) through letter. After informing them, they advice us to inform at upazilla level about those expiry dated medicines, about the stock means the quantity of those medicines through letter. We keep record there by informing through letter. We also keep record of those medicines in our office. Then they say to destroy or to incinerate those medicines. Or they say to dump those inside the soil by digging a hole.

**Interviewer**: Do you do these things?

**Respondent:** Hmm.

**Interviewer:** Do you do this?

**Respondent:** Yes. We do this regularly. As we are E (Expression used when an appropriate word is not forthcoming or is not proper to utter) of the government, so we have not any E (Expression used when an appropriate word is not forthcoming or is not proper to utter) for destroying. And we have to maintain a record.

**Interviewer:** Hmm.

**Respondent:** If the date of medicines have expired, then record of it has to be kept. And those have to be destroyed.

**Interviewer:** Do all practice this? You and those FWVs who exist ……..

**Respondent:** Yes.

**Interviewer:** Or the yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) of the government?

**Respondent:** Yes. We follow this rule on behalf of the government.

**Interviewer:** Do you follow this rule?

**Respondent:** Yes.

**Interviewer:** And sister, I like to hear one thing and that is my last question. Is cesarean delivery of carrying mother done here?

**Respondent:** No, there is no arrangement for doing cesarean at our union level.

**Interviewer:** Or ….

**Respondent:** There is arrangement for normal delivery.

**Interviewer:** Is normal delivery done here?

**Respondent:** Yes, yes.

**Interviewer:** In that case, are they given any antibiotic?

**Respondent:** Yes, we give antibiotic. We give amoxicillin. We give paracetamol. We give metronidazole. Tablet form of metronidazole.

**Interviewer:** Well, it is given for what reason?

**Respondent:** This is given so that bacteria cannot create infection. When delivery is done at that time the uterus is open. Then bacteria can enter there. This is a very soft, sensitive, wet and damp organ of human body. Bacteria can easily infect this human organ. So that the bacteria cannot infect this organ, we give metronidazole. There might be injury inside during delivery, what we cannot see. We give amoxicillin for this. Paracetamol is given for pain.

**Interviewer:** Sister, which of these medicines belong to which groups?

**Respondent:** All these are names of the groups.

**Interviewer:** Amoxicillin ………..

**Respondent:** Amoxicillin is also a group. It has no separate name. different companies produce paracetamol under different names, but on the strip of tablet of all the companies, paracetamol is written. Similarly different companies produce metronidazole by the name Amodis, Metryl, but the group is metronidazole.

**Interviewer:** Metronidazole?

**Respondent:** Yes. Amoxicillin, that is also a group. But there might have different brand names of amoxicillin by different companies. But the medicines which are provided by government, those are named by their groups.

**Interviewer:** Do you have any list like how much medicines are here, how many antibiotics are here or how many groups of medicines are here?

**Respondent:** No, we don’t have any list like this.

**Interviewer:** Any other …..

**Respondent:** No, no, no. we don’t have any list like this.

**Interviewer:** If we divide in generation, such as, first generation, second generation, third generation.

**Respondent:** Third generation …

**Interviewer:** Then which belongs to which generation?

**Respondent:** Amoxicillin belongs to first generation. Then which one is second generation and which one is third generation, I don’t know this. I don’t know properly, whether azithromycin belongs to second generation or third generation. I know E (Expression used when an appropriate word is not forthcoming or is not proper to utter) of these two antibiotics.

**Interviewer:** Then, how many antibiotics are there in your place?

**Respondent:** One is amoxicillin and that belongs to first generation.

**Interviewer:** Only first generation.

**Respondent:** Yes, yes.

**Interviewer:** Okay sister, a lot of thanks. If you have any question to ask me, then you may ask. I have taken much of your valuable time. I hope the information that you have provided, it will help us immensely for our research. Undoubtedly this will enrich our research. Keep well, sister. Assalamualaikum.

**Respondent:** Walaikumassalam. …..