Name of the study area: Urban

Data Type: IDI with Health Care Worker

Length of the interview/discussion: 45 min. 28 sec.

ID: IDI\_AMR204\_SLM\_HCW\_NGO\_U\_27 Nov 17

**Demographic Information:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Gender | Age | Education | Seller/prescriber | Category | Year of service | Ethnicity | Remarks |
| Female | 41 | H.S.C | Qualified seller/prescriber | Qualified Practitioner (Paramedics) | 12 Years | Bangali |  |

**Interviewer:** Assalamualaikum. Sister. I work in icddrb cholera hospital, Dhaka. We are doing a research work where we are trying to understand what do the human being, animals and birds which are domestically reared in the houses do, when they become sick? Where do they go for treatment and advices? And do they buy any antibiotic for these types of illness? We also want to know from those who are shop owners or who are giving health services, when they sell or provide antibiotic then how do they sell antibiotic or give advice for taking antibiotic? Whatever information you will give us, all will be preserved confidentially in icddrb cholera hospital. And these will be used only for research purpose in future. Well, how are you, sister?

**Respondent:** I am well.

**Interviewer:** Sister, firstly, would you please tell a little about yourself? Actually, what type of work you do in this organization? What is your position in this organization? Would you please tell elaborately, what are your responsibilities?

**Respondent:** I am working here as paramedic. I am working here since two thousand five. We have to work here as static and paramedic in both position. We have to work here on satellite program. Satellite, means we have to work for the whole week in a ward. After completing work in one ward then we move to another ward. We have a satellite in every ward.

**Interviewer:** Satellite means, the service which you give outside …….

**Respondent:** Yes. Every week in different areas. We have six satellite centers. We have to work in those six centers everyday for the whole week.

**Interviewer:** Do you have to go every day? Do you have to go every day for the whole week or sometime full day you work in your office?

**Respondent:** No. Not for full day. Full day service means, we have to give our services in our office upto five o’clock. But we stay in our satellite upto half past three.

**Interviewer:** You work on satellite program every day. Besides this, rest of the time you stay in your office.

**Respondent:** Yes.

**Interviewer:** Besides this, what other responsibilities do you have, sister, along with attending the patients? What other works normally you do?

**Respondent:** These are my responsibilities. I work on satellite program. I give service there. Then after coming back to this place ……..

**Interviewer:** Means, what types of services you give there?

**Respondent:** We have NCI there. Basically, we give NCI service. Then there is EPI. Then there is routine EPI. Then there is ARICGT for the children. We have to observe these also. We give service there. Then I have to attend weekly meeting. I have to conduct meeting. Group meeting means, one meeting is conducted in every month.

**Interviewer:** With whom this meeting is conducted? Who are the participants in this meeting?

**Respondent:** They are honorable persons of the area. I have to conduct the meeting with them on different subjects. I have to conduct the meeting with the patients. Even sometimes I have to conduct the meeting with the children.

**Interviewer:** Whether it is fixed from before or it is arranged instantly ……

**Respondent:** Yes, it is fixed from before. We have a monthly work plan. We work according to our work plan. And we are informed from before.

**Interviewer:** You are informed from before.

**Respondent:** We have SP. Then we have CSP. Then we have community volunteer. We are informed through them.

**Interviewer:** Through them. Means, do you have any arrangement here for medicine? Medicine …..

**Respondent:** Yes, there is medicine. There are some specific medicines which we can use as paramedic. We use those.

**Interviewer:** Wherefrom you get these medicines?

**Respondent:** We buy these medicines. These are bought from here.

**Interviewer:** From outside?

**Respondent:** Means these are bought. Our medicines are to be bought.

**Interviewer:** Means, wherefrom these are bought? Whether these are bought from the companies or from local market?

**Respondent:** From pharmaceutical companies. These are bought from pharmaceutical companies.

**Interviewer:** When you provide these medicines, then how do you provide these? Whether these are free of cost or these have to be bought with money?

**Respondent:** No. These have to be bought with money.

**Interviewer:** Isn’t there discount facility or something like this?

**Respondent:** Yes, there is discount facility. We provide this service to our poor customers. Discount system is operated through card for the poor people. If any poor customer has card, then he will get twenty five percent discount. If there are extreme poor people, then we give them these medicines free of cost. We give this type of free service from our office,

**Interviewer:** Completely free of cost?

**Respondent:** Yes, completely free of cost.

**Interviewer:** Besides this, is there any transaction of money for giving service or is there any type of ticket system?

**Respondent:** No. We provide service at fifty percent cost facility to those who are poor. Twenty taka is our service charge. The service is provided with twenty taka or ten taka. This service charge is not that much. Again fifty percent concession is also given case to case basis. Besides this, the service is completely free of cost for those who are extreme poor and who have nothing at all.

**Interviewer:** I have understood.

**Respondent:** Medicines are also provided free of cost.

**Interviewer:** Medicines are also provided free of cost? And those who have told me earlier, there are some who come for delivery or caesarian ……

**Respondent:** There is Health Card for them. We have three types of card. One is FCC, then there is HBC, then there is LE. These cards are divided in three groups. Those who have HBC card, they get twenty five percent discount. And no money is taken from those who have FCC card.

**Interviewer:** Would you please tell abbreviation of those terms, sister?

**Respondent:** Means, one is for rich, one is for poor and one is for extreme poor.

**Interviewer:** Extreme poor, well.

**Respondent:** That’s it. No money is taken for any service from extreme poor.

**Interviewer:** Completely free of cost.

**Respondent:** Yes. If he has card, then it is free of cost. And if the poor has card, then it is also free of cost. But in case of service charge, fifty percent service charge is taken from them.

**Interviewer:** I have understood. Well, the medicines which are available here, what types of medicines are these? General medicine, antibiotic or others ………

**Respondent:** Well. Normally, general medicines and normal antibiotics which are needed to a carrying mother, all these are available here.

**Interviewer:** All these are available here.

**Respondent:** Such as, iron, calcium, vitamin, then those which are used for gastric ….

**Interviewer:** Sister, do you think that the use of antibiotic is increasing day by day or it is decreasing?

**Respondent:** The demand for antibiotic has increased. But, we have a system, that’s why, we are not able to give excess antibiotic even if we wish to.

**Interviewer:** Why? 6:00 minute

**Respondent:** We have to give our service through our checklist.

**Interviewer:** Who has made this system?

**Respondent:** The system is made by our office.

**Interviewer:** Whether it is made by office or by donor?

**Respondent:** Actually it is made through donor. Yes, the donor has done this. If anyone comes with diarrhea, then we cannot give amodis to them as per our rules. I shall have to apply ORS at primary stage. Even then, if it is needed, then medicine …..

**Interviewer:** Means, do you follow this rule for every patient?

**Respondent:** Yes. I have to follow this rule for every patient.

**Interviewer:** It depends on you, whether you will follow this or not, isn’t it? It depends on doctor, isn’t it?

**Respondent:** No, it doesn’t depend on doctor. Because, we have a guideline and we have to follow that guideline. When I feel, this is a serious matter, then I refer this. Means, we don’t admit many serious patients as per our guideline. As this is an NGO, so we have to work here following the guideline.

**Interviewer:** This is a nice thing. Then, you think that the use of antibiotic is increasing day by day. Why do you think that it is increasing? Would please tell elaborately?

**Respondent:** I think that those people who work in pharmacies, they are inefficient. They have no knowledge about antibiotic. He doesn’t have knowledge about its side effect. I have seen in almost every shop, if someone comes with fever, then they give amoxicillin or ciprocin. He doesn’t have that much knowledge about that medicine. That’s why, he gives that. But we do not do this at all.

**Interviewer:** The number of people who are doing like this, you are telling, this is more. That’s why, the use of antibiotic is increasing day by day.

**Respondent:** Yes. It is increasing. Though the patient doesn’t need this, but antibiotic is given to him.

**Interviewer:** But the person who is taking, doesn’t he understand?

**Respondent:** That is his ignorance.

**Interviewer:** Ignorance. Well, normally which types of antibiotics are given from this place?

**Respondent:** We give medicine following our guideline. We use amoxicillin, cotrim, fructamoxazole for children.

**Interviewer:** For children.

**Respondent:** Those are in our checklist and we follow our guideline.

**Interviewer:** And for elder?

**Respondent:** We don’t use that much antibiotic for elder in our satellite program.

**Interviewer:** Even then, at least please tell about those which you normally use?

**Respondent:** There is amoxicillin. There is ciprocin. Even there is cefixime. The doctors who work in our clinic, they prescribe these medicines. They don’t use so much antibiotic.

**Interviewer:** Only this much.

**Respondent:** Only this much.

**Interviewer:** Earlier you were telling that you use some medicines for normal delivery or for caesarian case.

**Respondent:** Yes. Antibiotic is given for caesarian case.

**Interviewer:** What are given? Don’t you prescribe in caesarian case or other ….

**Respondent:** No, no. Those are prescribed by the doctors.

**Interviewer:** Those are prescribed by the doctors. Besides this, what type of antibiotic do you prescribe?

**Respondent:** We prescribe amoxicillin and fructamoxazole. Only these.

**Interviewer:** Just these two.

**Respondent:** Yes.

**Interviewer:** Besides this, do you do anything else?

**Respondent:** No. There is no other antibiotic except these. There is another type of medicine. Such as, iron tablet, then …….

**Interviewer:** These are general medicine, isn’t it?

**Respondent:** We don’t prescribe antibiotic.

**Interviewer:** Means, you have told me earlier, you prescribe so many groups of antibiotic. Normally you prescribe antibiotic of which group?

**Respondent:** Amoxicillin, fructamoxazole, only these.

**Interviewer:** Amoxicillin, fructamoxazole. These belong to which generation? Whether these antibiotics belong to first generation or second generation or third generation?

**Respondent:** Means, in case of child health I ………….

**Interviewer:** No, means, isn’t there generation of antibiotic? First generation, second generation, third …………

**Respondent:** Okay. Cotrim belongs to first generation. And amoxicillin belongs to second generation.

**Interviewer:** Second generation. Sister, do you use anything else except these two.

**Respondent:** No. I don’t use anything else except these two.

**Interviewer:** Suppose, you are giving or writing antibiotic. Have you ever faced any type of problem when you have given or prescribed any antibiotic? Is there any challenge? You have told that for many years you are in this profession.

**Respondent:** From two thousand five.

**Interviewer:** From two thousand five. It is a long time.

**Respondent:** No, I didn’t face this type of problem.

**Interviewer:** Have you ever faced any problem? Have you faced any small problem, such as, whether you have given such and such medicine or not? Whether you have chosen proper medicine or not? This type of problem or any confusion or ………

**Respondent:** No. basically, I work according to our guideline. That’s why we have an advantage. Means, we work as per our rules. We have a yea (Expression used when an appropriate word is not forthcoming or is not proper to utter), means, chart booklet. When I am to apply this medicine or when I am to apply that medicine, this is done as per the guideline of our booklet. Such as, at first we apply cotrimoxazole to our ARI customers which belongs to first generation. Because, in our booklet there is a chart like this, so we give medicine following that chart. So, we don’t have that much problem.

**Interviewer:** That means, it is enough if that guideline is followed.

**Respondent:** It is enough if that guideline is followed.

**Interviewer:** All right. When you give any antibiotic to a patient, then do you give him any advice? What do you tell him?

**Respondent:** Firstly we ensure that whether he has any allergy or not if cotrim is used. We also try to know, whether he has faced any problem or not after taking this medicine. Whether he has faced any problem or not earlier after taking any other antibiotic. Normally we try to know his medical history.

**Interviewer:** You take these types of information. But suppose, a customer has come to you for the first time. Suppose children, means how do you give direction in case of children? What do you tell along with giving antibiotic?

**Respondent:** When we observe that he has allergy if cotrim is used, then we advise to bring the child to our clinic instantly.

**Interviewer:** It will happen if there is any side effect. But I have said, when he comes to you for the first time, when you prescribe or give him antibiotic, don’t you give any instruction when you prescribe or give him antibiotic?

**Respondent:** I give him direction.

**Interviewer:** What direction you give?

**Respondent:** Normally we tell the rules how the medicine is to be taken. Suppose, if it is fructamoxazole, then normally, this will have to be taken twice in a day after every twelve hours. We tell the rule how this is to be taken. Suppose, he will have to take such and such medicine for five days. I tell the rule how this is to be taken. Then we have made card for every customer. Our phone number is mentioned on that card. We tell them, if there is any problem, or if side effect is seen, then they may call us. We also tell them, if there is any side effect then he will have to stop taking that medicine. And if the condition becomes worse, then we tell them to go to hospital.

**Interviewer:** You tell them to go to hospital. It happens in case of children. Besides this, what do you do in case of old person?

**Respondent:** We don’t use antibiotic for the old person.

**Interviewer:** Why?

**Respondent:** We don’t have to give service in detail. We give only that much service which we are allowed to do. Besides this, all of our satellites are nearby. If there is any problem like this, then we send them to the doctors.

**Interviewer:** I have understood. Means, when you prescribe or give any antibiotic, then do you tell them anything about how will be its dosage or for how many days this will have to be taken?

**Respondent:** Yes, we tell all these.

**Interviewer:** What do you tell, sister? Would you please tell a little?

**Respondent:** If any pneumonia patient comes, then cotrim will have to be given. We tell, this will have to be taken twice a day for five days. Then, we mention the time when he will take this medicine. We also tell, he cannot stop taking this medicine until the course is finished. We tell, about its side effect. Actually, we tell all these things.

**Interviewer:** You tell these things. What do you tell about its side effect, sister?

**Respondent:** Suppose, we tell, he can vomit anytime. Then there might have pimple or itching due to allergy. If these kinds of problems arise, then immediately he will have to contact us.

**Interviewer:** You tell them to contact you. Do the patients come? Do they make any contact later on?

**Respondent:** They come.

**Interviewer:** Means, after having side effect …….

**Respondent:** I didn’t get anyone who has come after having side effect. Because, normally side effect is not seen when general medicine is applied. When moxacillin is used, then any type of side effect of it cannot be seen.

**Interviewer:** Moxacillin. Would you please tell something about yea (Expression used when an appropriate word is not forthcoming or is not proper to utter), means resistance? Do you tell the patient anything about resistance of antibiotic?

**Respondent:** Yes, normally I tell.

**Interviewer:** What do you tell?

**Respondent:** I tell what type of resistance the boy has.

**Interviewer:** What do you tell?

**Respondent:** When any patient doesn’t complete his full course or he stops taking medicine after completing half of that course, then that medicine will not work in his body later on. I tell that he will have to take that medicine at least for five days, if it is given for five days. He will have to take that medicine following the rules. If there is no problem, then please do not stop taking the medicine after having one or two days. We tell like this.

**Interviewer:** The medicine doesn’t work, means why doesn’t it work? You have told that he doesn’t complete the full course, he takes some of those medicines for few days. If the medicine is taken irregularly like this, then why doesn’t it work in the body?

**Respondent:** I don’t tell so many things in such detail.

**Interviewer:** What do you think about this matter? Why doesn’t it work?

**Respondent:** It happens due to drug resistance. If the full course of any medicine is not completed, then that medicine becomes resistant. If the full course is not completed again and again, then it happens.

**Interviewer:** I have understood. Well, how do you take the decision by which you decide, whether antibiotic is to be given or not to a specific patient?

**Respondent:** We take the decision following our chart booklet. Such as, whether I shall have to give or not ……….

**Interviewer:** Definitely it is there.

**Respondent:** Normally we give antibiotic only for pneumonia. In such a case heartbeat becomes fast. We count those. Normally percentage of heartbeat of two years old child should be fifty or below fifty. If it is more than fifty, then we understand that the child has pneumonia. Then there is no other choice except applying antibiotic. And we give the medicine as per rule. Besides this, normally we don’t use antibiotic.

**Interviewer:** I have understood. So sister, the price of antibiotic means, is the market price of antibiotic within the buying capacity of general people? What do you think?

**Respondent:** No.

**Interviewer:** Why?

**Respondent:** It is much more.

**Interviewer:** Why? Why it is much more?

**Respondent:** The reason is, look, whether it is cefixime or ciprocin, a poor person cannot afford to buy this. Money is needed for this. Much money is needed, isn’t it? 15:00 minute

**Interviewer:** Much more, isn’t it?

**Respondent:** Much more.

**Interviewer:** Then, whether he is a poor person or a customer or a consumer who is buying this medicine, the money which he spends for buying this medicine, does he get that much benefit?

**Respondent:** He doesn’t get that much benefit.

**Interviewer:** Why doesn’t he get?

**Respondent:** He doesn’t get benefit. He doesn’t need the medicine, but the medicine is given to him. Then what is the benefit? He only spends his money.

**Interviewer:** Means, who is giving these medicines like this?

**Respondent:** These medicines are given by the shopkeepers. Means, those who don’t have knowledge about medicine. They are giving to sell these medicines.

**Interviewer:** What are their benefits by selling these?

**Respondent:** They get money if they can sell.

**Interviewer:** Well, money. That means they are getting profit. This is his benefit, okay. So, normally how do the people take medicine? Means, whether they take full course or a little quantity? What do you think?

**Respondent:** I think they don’t take full course.

**Interviewer:** They don’t take full course. Prescription is prescribed for the patient from here …

**Respondent:** When we provide medicine to a patient, then we provide full course of that medicine. We don’t provide half of that full course.

**Interviewer:** Will he have to take?

**Respondent:** He will have to take.

**Interviewer:** Means, is it mandatory for every patient?

**Respondent:** No. We tell, you might miss the dosage if you don’t have the medicine in proper time. That’s why, you should take full course of the medicine. Suppose, if moxacil tablet is to be taken for five days, then five multiply by three equal to fifteen, means fifteen tablets will be needed. We not only mention how to take three dosages after every eight hours which is for one day, but we also tell, you must take fifteen tablets which is your full course. Because, you might forget to buy these later on.

**Interviewer:** If he says that he doesn’t have enough money to buy all the medicines. Or he might say, ‘sorry, I cannot take all the medicines. I shall take from outside’. If he says like this, then what do you do?

**Respondent:** No. those who are eligible to get free of cost, they get medicine free of cost. Means, those who don’t have any money …..

**Interviewer:** But what about those who can afford ……..

**Respondent:** We tell them, you should take after bringing the money.

**Interviewer:** If he returns back?

**Respondent:** We don’t give small quantity like two tablets.

**Interviewer:** If he returns back here along with money for taking those medicines?

**Respondent:** When he returns back with money, then we give him those medicines.

**Interviewer:** Do they come here or they take from outside?

**Respondent:** Personally when I am in duty, then I try to give full course of medicine at that time.

**Interviewer:** You have given. You have prescribed. But the thing which I am trying to say, does he take the medicines at that time or does he say that he will buy from outside?

**Respondent:** Those who are our customers?

**Interviewer:** Yes.

**Respondent:** They take medicine from here.

**Interviewer:** Means, are they bound to take?

**Respondent:** They aren’t bound to take. We never compel them to buy from here. Because, there is no yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) to give antibiotic forcefully. Have you understood? We don’t give that way. And if they don’t take medicine from here, then we tell them to take the full course of medicine at a time, when they will buy medicine from the pharmacy.

**Interviewer:** Do they listen to this? Do you do any follow up?

**Respondent:** They listen to this.

**Interviewer:** They listen to this. Okay. Means do you, yes please …..

**Respondent:** It is seen that one or two persons don’t buy like that way. Basically, we go for once in a week in an area. So, we ……

**Interviewer:** Satellite ….

**Respondent:** Satellite. I cannot make phone call to each and every patient out of fifty patients. Maybe some of them are not buying full course of medicine. It is seen that they take the prescription, but they don’t buy the medicine.

**Interviewer:** Suppose, someone didn’t buy medicine. When he comes later on, then you come to know this. Do you get this kind of people?

**Respondent:** Yes. He might not come again. He has done only yea (Expression used when an appropriate word is not forthcoming or is not proper to utter), means he has taken only the prescription where the names medicines are written. They tell, ‘okay, all right sister. I shall take from outside’.

**Interviewer:** But they don’t take later on.

**Respondent:** They don’t take later on.

**Interviewer:** Well. Then sister, when you prescribe or give any prescription, then do you give more priority on antibiotic rather than general medicine? Suppose, you have given antibiotic where general medicine is supposed to be given.

**Respondent:** No. the instance is very rare.

**Interviewer:** Why don’t you give?

**Respondent:** Because we have a guideline. And we have to follow that guideline. And we are not allowed to use more antibiotic according to that guideline.

**Interviewer:** Okay. Means, it is clearly mentioned there.

**Respondent:** Yes.

**Interviewer:** If used more …………..

**Respondent:** We cannot use anything except some specific medicines. We don’t buy medicine from outside. We have to give those from our office.

**Interviewer:** In that case, it is also mentioned what would be the problem or why you won’t be able to use more.

**Respondent:** No. nothing is there like that.

**Interviewer:** It is not mentioned.

**Respondent:** Our paramedic can use such and such medicine, and our doctor can use such and such medicine.

**Interviewer:** Is it mentioned as per position?

**Respondent:** Yes, it is mentioned there. We have that yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). Means, it is mentioned how much medicines we can use.

**Interviewer:** There is a list.

**Respondent:** Those medicines are taken from here which are prescribed from this place.

**Interviewer:** Okay. Sister, would you please tell a little from your experience, what is the difference between general medicine and antibiotic? If we only consider these two types of medicines, one is general medicine and the other one is antibiotic, means if we compare these two types of medicines, then what is the difference between these two types of medicines? Would you please tell, some of these differences?

**Respondent:** When a patient suffers from serious illness, means, when there is no other choice except applying antibiotic, at that moment, antibiotic is given. If there is normal fever, then I can give general medicine, such as, paracetamol. Normally iron tablet can be given to carrying mother. There is no hard and fast rule for this.

**Interviewer:** It is about when you prescribe or give anything. Besides this, is there any other difference between these two types of medicine? Is there any difference in terms of mode of action or price or something like that? Aren’t there more examples? You ………

**Respondent:** Why would I give antibiotic without any reason?

**Interviewer:** No, not for giving antibiotic. I am telling about differences between these two types of medicines.

**Respondent:** Difference.

**Interviewer:** Yes. We ……….

**Respondent:** Difference, means this has to be given compulsorily. There is no choice, I have to give.

**Interviewer:** Which one?

**Respondent:** Means, antibiotic.

**Interviewer:** Antibiotic.

**Respondent:** I shall have to give this for some diseases. If this is not given, then the disease will not be cured. There will be no problem if I don’t give general medicine.

**Interviewer:** Is there any other difference between these two types of medicines? Is there any difference in terms of course, in terms of dosage, in terms of price?

**Respondent:** There is difference in terms of dosage. If the dosage of antibiotic is not completed, then the patient might have problem. Resistance of antibiotic might happen. On the other hand, there is no problem like this in case of general medicine. 20:00 minute

**Interviewer:** Sister, is there any other difference?

**Respondent:** What might be?

**Interviewer:** In case of price?

**Respondent:** Price of antibiotic is also more compared to general medicine.

**Interviewer:** More.

**Respondent:** Yes. The price of general medicine is less than antibiotic.

**Interviewer:** Besides this, in terms of efficacy?

**Respondent:** In terms of efficacy ……..

**Interviewer:** What is the difference?

**Respondent:** What should I tell, in terms of efficacy, the use of antibiotic ……….

**Interviewer:** Okay. Let’s move forward. No problem. Again we shall discuss about this matter later on. Well, do the people ask for antibiotic without prescription, especially at the time when you are prescribing him antibiotic?

**Respondent:** No.

**Interviewer:** Or sometimes you are giving medicines.

**Respondent:** It is not possible to give medicine without prescription.

**Interviewer:** It is not possible to give medicine without prescription. When you prescribe any prescription, then is there any patient who requests you to give such and such medicine?

**Respondent:** No. We don’t give the medicine directly to the patients. Why do they ask from us? We don’t give medicine directly.

**Interviewer:** There is a pharmacy here in your place. Maybe the patient took that medicine before and he became well. That’s why, he wants that medicine and you give him that antibiotic.

**Respondent:** We go there along with some specific medicines. We are not able to give even if he wants.

**Interviewer:** No. Means, when you give medicine from your office?

**Respondent:** Even medicine is not given from our office without prescription.

**Interviewer:** In that case, does any patient want antibiotic directly from you?

**Respondent:** No.

**Interviewer:** Does anybody tell, please, give me such and such antibiotic. I have become well after taking such and such medicine.

**Respondent:** No. Nobody wants like this in our clinic.

**Interviewer:** And in satellite?

**Respondent:** Nobody wants also in satellite. We don’t sell any medicine without prescription in our clinic. As per rules ……….

**Interviewer:** I have understood. The pharmacy which you have in your clinic ……..

**Respondent:** Yes. They have to bring prescription.

**Interviewer:** They have to bring prescription. Is it mandatory?

**Respondent:** Yes. If any patient has already taken treatment from outside doctor, then he has to bring prescription ……..

**Interviewer:** The general people who come from outside, are they allowed to buy medicine from here?

**Respondent:** Yes, they are allowed if they have prescription.

**Interviewer:** If they have prescription, okay. Besides this, do they get discount?

**Respondent:** No. They are not eligible for getting discount.

**Interviewer:** O.., they will not get discount.

**Respondent:** No.

**Interviewer:** But, those persons who will collect ticket ………..

**Respondent:** Yes, they will get discount.

**Interviewer:** O.., they will get discount.

**Respondent:** Those people who have health card, they will get discount.

**Interviewer:** They will get. Okay. Sister, let’s talk about risk factor. Means, the matters which are related with risk factor, let’s talk about those matters. Do you think that antibiotic plays an effective role to prevent the disease?

**Respondent:** Yes.

**Interviewer:** How does it do? It works by what methods? When antibiotic enters into the body …..

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

**Interviewer:** Even then, from the experience that you have, as much as you are able to tell, suppose, someone has taken an antibiotic, it works by what method after entering into the body?

**Respondent:** I am not able to tell these things.

**Interviewer:** Okay. Then, normally antibiotic is used for which diseases? Sister, would you please tell the names of some of those diseases? Antibiotic is used for which diseases, suppose, earlier you have told pneumonia …………..

**Respondent:** It is used for pneumonia. Then it is used for Malaria.

**Interviewer**: Malaria.

**Respondent**: In case of caesarian means antibiotic is given after caesarian delivery.

**Interviewer**: And? Often we hear about many diseases. Would you please tell few more names, sister? For so many years you have been …

**Respondent**: For ear problem. I give cotrim for ear infection.

**Interviewer**: And?

**Respondent**: Then for typhoid means antibiotic is given for typhoid. Then antibiotic is given for any type of infection, sore, any ……

**Interviewer**: Antibiotic is given. Which groups of antibiotics work well? What do you think? Which one is given here and out of this antibiotic, different groups of antibiotics are also available. Which groups of antibiotics work well?

**Respondent**: Here we have arithromycin, then azithromycin …

**Interviewer**: These antibiotics are usually given. And?

**Respondent**: Then there is ciprocin. There is amoxicillin.

**Interviewer**: And?

**Respondent**: These are available.

**Interviewer**: These are available. You are saying that these work well. Is there any side effect of antibiotic? What do you think?

**Respondent**: Definitely.

**Interviewer**: What type of side effect means what type of side effects are usually seen due to antibiotics? What does it do? Would you please tell about some side effects? What might happen?

**Respondent**: On many occasions it is seen that some feel dizzy. Vomiting happens. Allergy is seen, suppose pimple, rashes are seen in the body. All these might happen.

**Interviewer**: All these are seen to happen. Then how can we fight against these side effects? As these types of side effects are seen, how can we face these?

**Respondent**: If this type of problem happens here, then we directly send them to the doctor.

**Interviewer**: This is ultimate.

**Respondent**: This is ultimate. And actually we are paramedics. We don’t keep this means we don’t keep this type of problems with us. Our doctor ….

**Interviewer**: Sometimes ago you have told that immediately you tell the patient to stop taking that medicine.

**Respondent**: We tell to stop taking medicine. Then we tell them to go to our doctors or if there is any clinic or hospital nearby, then we tell them to go there.

**Interviewer**: Do you refer them? Before that …..

**Respondent**: Especially our government hospitals are located at nearer places. We usually send them there.

**Interviewer**: You send them there. But don’t you do anything by yourself before that?

**Respondent**: By ourselves means we work through satellite. We come here. Always we don’t see this way. Maybe they say over the phone that sister, this type of thing has happened to me.

**Interviewer**: All right. Sister, now I want to discuss about one issue, which I have told sometimes ago. That is resistance of antibiotic, now if we tell, what is the definition of resistance of antibiotic? What do you understand by it means actually what is resistance of antibiotic? Would you please explain? Actually what do you understand about resistance of antibiotic?

**Respondent**: Actually it is seen that they are using any medicine again and again for same problem. But medicine is not working. In that situation we call it resistance of drug means that medicine is not working in his body.

**Interviewer**: That particular medicine?

**Respondent**: Yes. Medicine is not working.

**Interviewer**: You have told the definition. Why resistance of antibiotic happens? Why does it happen?

**Respondent**: So far I think, maybe they are not properly completing the course of medicine. Maybe they are not getting the right course. This might also happen for this.

**Interviewer**: For this reason. Except this, is there any other reason, sister? All right. In that case, how can we stop this, so that the resistance of antibiotic does not happen? What can we do for this?

**Respondent**: Actually in my opinion, if proper treatment is given, if dosage of medicine is written correctly, and if complete dosage of medicine is taken in a right way then …..

**Interviewer**: He will become well, all right. Is there any challenge to take antibiotic? As you are prescribing antibiotic, you usually mention time or yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). Is there any challenge while taking medicine or maintaining that time schedule? Do the patients face any sort of problem? Means is there any problem, sister? Is there any challenge? As you have told that medicine will have to be taken systematically and timely. When patients start taking medicine, do they face any type of problem while taking antibiotic?

**Respondent**: No. They are not supposed to face this type of problem. Because ….

**Interviewer**: I am talking about time.

**Respondent**: We usually write the timing.

**Interviewer**: Do the patients listen to it, even if you write it down? Do they take medicine according to the advice?

**Respondent**: Yes. Suppose I tell that if you take medicine at 6 am in the morning then again you will take medicine at 6 pm in the evening means after twelve hours. Again if it is after eight hours then we usually tell that you will have to take medicine at 6 am in the morning, 2 pm at noon and 10pm at night. We write timing in this way.

**Interviewer**: Can many people take medicine timely?

**Respondent**: Timely, yes they can. But those who are illiterate, their timing …..

**Interviewer**: If the timing is as early as 4 am or 6 am then ………….

**Respondent**: That is the problem. Maintaining the proper timing is the problem ….

**Interviewer**: Means can they do that?

**Respondent**: All cannot do. But those who are educated, definitely they can.

**Interviewer**: Does this problem happen most of the time for most of the patients? Do you hear this from most of the patients? Or they can take antibiotic timely.

**Respondent**: They can take medicine. They say that they can. We usually write the timing. Or write in the paper and give them. We have yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). We have sticker on which time schedule is mentioned. The stickers are available where morning, noon, night etc. are written.

**Interviewer**: Do you pest those stickers in the prescription?

**Respondent**: No, not in the prescription. On the medicine.

**Interviewer**: On the medicine. Now I want to talk about rules and regulations, then policy. Do you know about any such observer or controlling authority who observe the use of normal medicines or especially the use of antibiotics? Where this antibiotic is being prescribed? Don’t we hear about drug super or this type of yea (Expression used when an appropriate word is not forthcoming or is not proper to utter)? Does anybody ever come from this type of any government office? Or do you know about it?

**Respondent**: No. I don’t know any such thing.

**Interviewer**: Does anyone come here to visit?

**Respondent**: No.

**Interviewer**: Means do you know about any government rule and regulation related with the use of antibiotic? Any government rule and regulation for using antibiotic, do you know that?

**Respondent**: No.

**Interviewer**: You don’t know, all right. Do you think that rules and regulations or ethical code of conduct is necessary for prescribing antibiotic or for selling antibiotic?

**Respondent**: It is necessary.

**Interviewer**: Why it is necessary, sister?

**Respondent**: Again the same thing, means all should not sell this medicine. Some people sell this medicine without knowing about it. And some people sell this by knowing about it. Now those who sell without knowing about medicine, they will give wrong antibiotic to a patient. And those who know this, they will give correct medicine to the people.

**Interviewer**: What problem will happen if given wrong medicine?

**Respondent**: Drug will become resistant, baby will become sick. They don’t know which medicine is used for which disease. For that reason this problem happens. Baby might also die. Or suppose a medicine is given to a baby which is not supposed to be given to that baby. Opposite reaction might happen due to that medicine.

**Interviewer**: This is for kids. And what might happen in case of adult?

**Respondent**: In case of adult, means they might become more sick, because medicine will not work in his body.

**Interviewer**: I have understood. All right. Sister, what do you think, some service providers mean I am trying to say that different types of service providers are available in the society who prescribe medicines. Means is there anyone who prescribes antibiotic illogically?

**Respondent**: They are many such people. The pharmacies themselves …..

**Interviewer**: Pharmacies do it. Who does this? The man who sells medicine in the pharmacy or the rural practitioners?

**Respondent**: He also does this. The rural practitioners are there. But they have a limited knowledge.

**Interviewer**: He knows a little. But he is prescribing.

**Respondent**: He is prescribing.

**Interviewer**: Means why are they doing this? What do you think, sister?

**Respondent**: For selling medicines.

**Interviewer**: For selling medicines.

**Respondent**: For making profit.

**Interviewer**: For making profit, all right. Can antibiotic be written in the prescription due to the financial benefit of the suppliers rather than the benefit of the patients? Do you think that?

**Respondent**: Yes.

**Interviewer**: Means why do you think that they are getting benefit? I understand that they are getting benefit. He gains financial benefit means …. 30:00 minutes

**Respondent**: Business.

**Interviewer**: Yes. Business. Is there any other benefit?

**Respondent**: This is it. Nothing else.

**Interviewer**: This is it, all right. Do you know about consumer rights? Have you ever heard about consumer rights? We see in different places consumer right week is observed. Consumer right, means the right of consumer.

**Respondent**: I don’t know.

**Interviewer**: Do you know this? Consumer rights, sister? Have you heard this word?

**Respondent**: I cannot remember.

**Interviewer**: You cannot remember, all right.

**Respondent**: In our prescription, everything is given about us.

**Interviewer**: For example, would you please tell what things are ….

**Respondent**: Check complain exits in our prescription. We have to write everything.

**Interviewer**: Everything means what things …

**Respondent**: There exists weight, pulse rate, height, etc. in our prescription. There is a space for advice. Already those advices exist there. Our prescriptions are slightly different. It is not like your prescription.

**Interviewer**: Prescription which is given outside.

**Respondent**: Not like that. Our prescription is nicely organized.

**Interviewer**: As you have told that your prescription is rich means good. In that case would you please tell that those prescriptions which are given outside, which things they can follow from your prescription? Or from your experience do you think …..

**Respondent**: In our prescription there is a space for giving advice. Then there is a space to write check complains. What we find from diagnosis means usually we diagnose the disease. What we find, there is a space to write those things, means there is a space to write the findings. We send for lab test and there is a space for writing the findings of lab test. There is a space for signature. There is everything.

**Interviewer**: These are written by an outside doctor.

**Respondent**: Others mean our prescription is not same as doctor’s prescription.

**Interviewer**: Maybe it is not that detail.

**Respondent**: No.

**Interviewer**: So, we have seen it. If we compare their prescriptions with your prescription, then I think your prescription is much more rich.

**Second part**

**Interviewer**: Sister, what we have discussed means you have told that rules and regulations or ethical code of conduct is necessary for selling antibiotic.

**Respondent**: Yes.

**Interviewer**: If rules and regulations exist then what is the benefit? Means why it is necessary, will you please explain.

**Respondent**: He will not sell medicine violating the rules and regulations. Means all will sell medicine by following the rules. Means medicine will not be used irrelevantly. For that reason it is necessary.

**Interviewer**: For that reason. Some service providers, mean it might be a medicine seller or a pharmacist or anyone, prescribe prescription illogically, what do you think? Maybe antibiotic is not required but he prescribes antibiotic.

**Respondent**: Antibiotic is given.

**Interviewer**: Do they give like this?

**Respondent**: Yes. They give like this.

**Interviewer**: Means why do they do it?

**Respondent**: Normally they give for doing business. Their medicines are being sold, that’s why they give.

**Interviewer**: Means they are not pharmaceutical companies. Suppose, they are medicine sellers or they have pharmacies. Means they are selling medicines.

**Respondent**: They are selling, but they don’t diagnose properly. They say that the patient will become well very soon by taking this medicine.

**Interviewer**: They are giving for that reason?

**Respondent**: Yes.

**Interviewer**: In that case they sell those medicines. If they sell, then what is their benefit? What is the benefit?

**Respondent**: There is no benefit. Customers think that they gave many medicines, they will become well very soon.

**Interviewer**: That’s it?

**Respondent**: Like this.

**Interviewer**: Do they have any other benefit?

**Respondent**: What other benefit?

**Interviewer**: What do you think? Means, those who are giving medicine, do they prescribe antibiotic in the prescription for their own financial benefit rather than the benefit of the patient?

**Respondent**: Yes. They give medicines for their benefit.

**Interviewer**: Means what benefit they might have, sister? Would you please explain? Such as, a medicine store or anybody ….

**Respondent**: They do it for their business. For example, if they sell medicine every day, then they will get its benefit. They will get more profit, that’s why.

**Interviewer**: For making profit, all right. They are doing this for making profit, all right. Few times ago I have told about consumer rights. Have you heard about human rights? Or consumer rights?

**Respondent**: Yes. I have heard. But I cannot tell that much.

**Interviewer**: Can you explain a little bit? Consumer right, means will you please explain what we call consumer rights?

**Respondent**: Consumer rights mean right to get service. Such as, we have right to give service. Customers have right to get service. Then they have right to get advice. These things.

**Interviewer**: You have said well.

**Respondent**: Right medicine with right quality means they have right to do yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). They have right to get proper treatment. That’s it.

**Interviewer**: That is the thing. Sometimes ago you have told about prescription. I think we have discussed about this issue sometimes ago. Means which elements exist in your prescription, we have heard about that comparison. How a prescription will be more effective, if what more things are added in the prescription in case of using antibiotic? What do you think sister?

**Respondent**: In our prescription which is written to bring the earlier prescription at the time of next visit. We have a seal which gives this instruction. This seal is given at the bottom of the prescription.

**Interviewer**: We see this in many chambers and also see in the prescription of many doctors. You have this also.

**Respondent**: Yes.

**Interviewer**: Except this, is there any addition? Extra, means what else can be added sister?

**Respondent**: In case of medicine …

**Interviewer**: In case of prescribing antibiotic in the prescription, which things …

**Respondent**: Medicine, for example, you will have to write in short. You will have to write details in Bengali. Such as, sometimes it is difficult to understand the name of medicine, sometimes it is difficult to understand anything. How will have to take medicine, there is no such yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). But these are written here in our prescription. Here we will have to write in detail that you will have to take one tablet twice in a day after every twelve hours. You will take medicine after having meal or you will take medicine with empty stomach, we have to mention these. This is the system.

**Interviewer**: Are these mentioned there?

**Respondent**: Yes. We cannot simply prescribe one tablet each thrice a day. We have to write in detail.

**Interviewer**: Do you write in a symbolic way, such as, one, zero, one, zero, one in this way?

**Respondent**: We don’t write this way. If a tablet is to be taken twice a day then we don’t write one tablet each is to be taken twice a day. We write one tablet each has to be taken after every twelve hours. We also write, you will take medicine after having meal or before meal. The use of medicine is also written in this way. Such as, for how many days you will take it, for seven days or for five days ….

**Interviewer**: Are those mentioned there?

**Respondent**: Yes. These are written there. Again after prescribing antibiotic, we don’t tell them to come after seven days. We usually tell them to come after three days. In case of clinic.

**Interviewer**: Why?

**Respondent**: Because if patient suffers from pneumonia, then the time for follow up means the follow up time is three days in case of pneumonia. And in case of other diseases, seven days is not a problem. On many occasions we get some cases of pneumonia, asthma, if medicine does not work then the baby might become sick very fast or baby might die. For that reason in some cases we give two days for follow up, and in some cases we give three days follow up time.

**Interviewer**: This is a very good thing. And what do you do for mothers, sister? Those who are carrying mothers ….

**Respondent**: For carrying mothers for example, isn’t there iron tablet, iron ….

**Interviewer**: This is a normal medicine. I am talking about adults. Means adults or those who are caesarian patients. Those caesarian cases ……

**Respondent**: In caesarian cases all are given medicine in a similar way. It is clearly written how many times the medicine will have to be taken.

**Interviewer**: Do they listen to this or follow this?

**Respondent**: It is written in the prescription and we have to explain to all. It is given in our guideline.

**Interviewer**: It is mentioned.

**Respondent**: We have to tell these things.

**Interviewer**: The drug companies or pharmaceutical companies those are available, do they try to influence the patients for using antibiotic? What do you think?

**Respondent**: They try to influence.

**Interviewer**: How do they do it?

**Respondent**: They come here and talk to the doctor. They talk about yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) means about medicine that it will work in this way or it will work for this. They try to influence.

**Interviewer**: They try to influence. If they try to influence then is it good for us or bad?

**Respondent**: It is good to know about medicine. But if they try to give advice for using medicine unnecessarily then it is bad.

**Interviewer**: If excess medicine is used then what will be the problem?

**Respondent**: That is same means resistance of drug …

**Interviewer**: Body becomes resistant, all right. Sister, usually where people like to go more for taking medicine means antibiotic? Do they like to go more to the government hospital or come to the clinic like your clinic …

**Respondent**: They go more to the pharmacy.

**Interviewer**: To the pharmacy. Why do they go more to the pharmacy?

**Respondent**: Because they don’t go to the doctor for taking antibiotic means they don’t take advice from the doctor by giving visit. Directly they go to the pharmacy. It happens due to lack of awareness. And those who understand, definitely they take medicine after taking advice from the doctor. And those who are illiterate or little educated, directly they go to the pharmacy.

**Interviewer**: They go to the pharmacy. And where do maximum people go?

**Respondent**: They usually go to the government hospital.

**Interviewer**: Means they go to the government hospital.

**Respondent**: They go there.

**Interviewer**: In that case maximum people go to the government hospital, isn’t it? Means what is the benefit of going there? Do they get antibiotic there?

**Respondent**: There they get medicine free of cost.

**Interviewer**: They get medicine free of cost. Are antibiotics given from the government hospital?

**Respondent**: These are available there. Means some medicines are available.

**Interviewer**: Some medicines are available. What do you do with the expiry dated medicines? Especially antibiotic?

**Respondent**: The pharmaceutical companies take back the expiry dated antibiotics at least two to three months before the expiry date. They take back those and give new medicines.

**Interviewer**: What do they do with those expiry dated medicines?

**Respondent**: They destroy those medicines after taking back. But they take back from us.

**Interviewer**: After taking back, do they give new medicines in exchange of those medicines?

**Respondent**: I don’t know what do they do. But they usually give us new medicines.

**Interviewer**: Means replacement of those expiry dated medicines? In that case do you have to pay money?

**Respondent**: No. They replace those medicines.

**Interviewer**: They replace those medicines. And if this type of medicine exists in your shop and if expiry date is over of those medicines means ….

**Respondent**: No. The medical representatives of those companies who come here, we inform them about those medicines. Means before the date is expired, suppose before three months or before four months we inform them. They take back those medicines.

**Interviewer**: They do yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) of all the medicines, isn’t it?

**Respondent**: Yes.

**Interviewer**: Means nothing is left here?

**Respondent**: No, nothing is left here.

**Interviewer**: All right. And here do you have any medicine or any antibiotic for animals?

**Respondent**: No.

**Interviewer**: Means any treatment or any yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) …

**Respondent**: No.

**Interviewer**: There is nothing like this. All for human being, isn’t it? Sister I need some basic information. That means, what type of service you usually give here? Means do you only give service for human being or for others?

**Respondent**: For human being.

**Interviewer**: For human being, all right. For how long you have been in this profession?

**Respondent**: I am in this profession from two thousand five.

**Interviewer**: From two thousand five. In that case five plus seven means twelve years. Twelve years have been passed, all right. Did you get any training for prescribing antibiotic means did you take any training for prescribing antibiotic from anywhere?

**Respondent**: Yes. I took training.

**Interviewer**: Wherefrom you got that training.

**Respondent**: I got basic training.

**Interviewer**: That training was for how many days?

**Respondent**: For eighteen months.

**Interviewer**: For eighteen months. Wherefrom you did that training?

**Respondent**: It was from FWBTI, Borishal.

**Interviewer**: Borishal. Did you take that training by yourself or that was given from here?

**Respondent**: I did government training.

**Interviewer**: Governmentally.

**Respondent**: I have passed governmentally.

**Interviewer**: After joining here?

**Respondent**: No, before.

**Interviewer**: Before?

**Respondent**: I have passed governmentally. After that I didn’t join in the government service. I don’t like.

**Interviewer**: Which is available.

**Respondent**: Later on I joined here.

**Interviewer**: You joined here. Did you have offer in government service?

**Respondent**: Yes, yes.

**Interviewer**: Do they give offer if anyone passed from there?

**Respondent**: My serial was a bit on the lower side. My position was 19th. That was my serial. Then I joined an NGO. Now I have joined an NGO. When later on my serial came for joining the government service, by that time I have already joined in an NGO. So I didn’t join the government service, because if I have joined there, then I might have to go to villages. My children are studying in Dhaka.

**Interviewer**: Means, did you appear any examination related with medicine?

**Respondent**: Yes.

**Interviewer**: Where from you have done this?

**Respondent**: I have done this here in our clinic. I have done here.

**Interviewer**: That course was for how many days?

**Respondent**: Here we have done a course which was for seventeen days, another one was for nineteen days, like this.

**Interviewer**: Like this. Your educational qualification ….

**Respondent**: That is my educational qualification.

**Interviewer**: Here on medicine, for how many days you …..

**Respondent**: I did a course on medicine. I did one month course on medicine.

**Interviewer**: Was it different?

**Respondent**: Different.

**Interviewer**: Wherefrom you did this?

**Respondent**: It was conducted from our office.

**Interviewer**: Where it was conducted?

**Respondent**: That was done at Pediatric Hospital.

**Interviewer**: Pediatric Hospital.

**Respondent**: Dhaka Pediatric Hospital.

**Interviewer**: Is it government or private?

**Respondent**: It was under gonoshastho. Most probably it was also here. No. It is not governmental, it is private.

**Interviewer**: It was under gonoshastho.

**Respondent**: The course was arranged from our office.

**Interviewer**: From Pediatric hospital?

**Respondent**: No. it was not arranged by government. We were sent to take training by our NGO.

**Interviewer**: Okay. You were sent to training.

**Respondent**: I have passed from FWBUBT. I have passed SSC.

**Interviewer**: The training was for how many days?

**Respondent**: For one and a half years. For eighteen months.

**Interviewer**: For eighteen months. And another one is for eighteen months. And general education?

**Respondent**: SSC.

**Interviewer**: Intermediate?

**Respondent**: No, SSC.

**Interviewer**: Matriculation. Secondary, all right. Your clinic or NGO means do you have any license for it?

**Respondent**: Yes, there is license.

**Interviewer**: There is license, isn’t it? Wherefrom they got license?

**Respondent**: Sir, can tell this.

**Interviewer**: Is it government license?

**Respondent**: Yes. It is.

**Interviewer**: Are you doing job here?

**Respondent**: Yes.

**Interviewer**: Sister, roughly I have almost finished. I will request you one more thing and that is, how many antibiotic you usually prescribe?

**Respondent**: Usually I prescribe amoxicillin and frutomoxazole.

**Interviewer**: I want to write down the names of those medicines, sister. Two names are here. And for which diseases these are used? Sister, kindly let me help to write the names of groups. It belongs to which group, which group is this?

**Respondent**: It is from first generation.

**Interviewer**: Azithromycin. Here …

**Respondent**: Cotramoxazole is cotramoxazole. Amoxicillin is from amoxicillin group. It is generic name.

**Interviewer**: Generic name. And what is trade name?

**Respondent**: Trade name is moxacil.

**Interviewer**: Please, write here on the top. Please write the trade name on the above. And then below that write the name of group. Trade name. Trade name on the above. One is pneumonia.

**Respondent**: This is cotrim and it is amoxicillin.

**Interviewer**: Both are used for pneumonia. And do you prescribe this for any other disease?

**Respondent**: And for other diseases we …

**Interviewer**: Any other disease?

**Respondent**: No. For other diseases mean we give cotramoxazole in case of that ….

**Interviewer**: All right, sister. Thank you. You have given me lots of time. I wish your good health. I wish well beings for your organization. Keep well. Please pray for me. Maybe we will meet again for any research purpose. Bye. Assalamualikum.

**Respondent**: All right. Walikumassalam.