

## **I. Venediktova**

### **Public services in medical sphere**

The issue of regulating the provision of services is connected with changing the orientation in the state, with realization that the state provides for a person, not on the contrary, and to serve — means to provide the required services, turning into “service state”. Estimate of actions of management governmental bodies is very simple — if the client (not the applicant) is satisfied — the system is working, and public administration is effective. In Ukraine the discourses about public services haven't become more than a concept. While the aim of administrative reform at its beginning, was to create executive bodies responsible for providing services for citizens, that is normal for the social state, an idea of which may be realized exactly through the public services.

Public service is socially significant activity, a priori clearly regulated by law. Voluntary interest of the service consumer and individual character of its giving to any person who lawfully make realization of his\her rights, freedoms and legal interests free of charge or within the prices fixed by the state, — this is typical characteristic of public service.

In general the “medical services” is the system of actions for the human organism with the purpose for restoring, supporting of the most optimal indicators or preventions of possible diseases. The social sphere of its using, basically public character of its giving, financial guarantees are specific features of the medical service.

At this time the problem of legal regulation of giving medical services, protection of patients rights, is the bound of quality of provided medical services. The most important question of the determination of quality is the standardization of such services, which could to appreciate it at its objective value. The quality of medical services should be determined by the criteria of standards conformity, providing with open and full information, possibility to choice, availability and benefit of services, working with performers and recipients of services, effective using of resources, introduction of new developments etc.

Key words: public services, medical services, social services, state services, “service state”.

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