Abstract:

**Context:** Client satisfaction is an important indicator of quality of care.

**Objective:** To assess the satisfaction of client from health care center.

**Method:** This is a population based, cross-sectional study.

To achieve this objective, satisfaction of 260 client were studied.

Methods of sampling was multi-stage from client of health care center in Iran University of Medical Sciences (IUMS). For Collection of data, we used a questionnair.

**Results:** Finding of client satisfaction in health care center is different.

Client satisfaction of physician was 84.6 percent, nursing care 74.2 percent, pharmacy 81.5 percent, Family health unit 96.1 percent, accessibility 38.5 percent, physical environment 77.9 percent and finances 40 percent. There was a significant relation between education and satisfaction of nursing care ($P=0.001$). Pharmacy ($P=0.003$) and family health unit ($P=0.02$). There was also relation between frequency of refer with satisfaction of physical environment and finances ($P=0.01$). Finally there was relation between satisfaction of finances and satisfaction of physician,
nursing care and pharmacy (P=0.000).

Conclusion: The range of client satisfaction of health care center was different from 38.5 to 96.1 percent. The most satisfaction reported from family health unit and least from accessibility.

Key word: Client satisfaction