

THEMATIC TITLE	LEGAL MEASURE ON BEDRIDDEN PATIENT CARE SERVICE
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ABSTRACT

The purpose of this research was to study the concept and background of bedridden patient care service, to study Thailand and international's legal issue for customer protection in bedridden patient care service, to analyze Thailand legal issue for customer protection in bedridden patient care service, also to research for an appropriate amendment of the customer protection law for bedridden patient care service.

The legal findings of this research found that engaging in bedridden patient care service should comply with the Customer Protection Act, B.E. 2522, and Public Health Act, B.E. 2535 which has issues, impediments, and limitations. For example, there is some legal loophole that may lead to an uncovered scope of a law or restriction and ineffective regulation of bedridden patient care service. Providing amendment of related regulation for having accurately up to date legislation, the business operation will be standardized and be beneficial to the elderly and citizen.

For the mentioned findings, the researcher suggests guidelines to solve the issues as followed. Firstly, the bedridden elder and patient care service contract should be defined as a contract-controlled business by the committee on contract as prescribed in Customer Protection Act, B.E. 2522 in order to protect the service receiver and maintain the right to a fair contract between them and the business operator. Secondly, the qualification of bedridden elder and patient caretaker employed by the business operator must be settled. In addition, the caretaker must meet the general qualification standard for nursing homes defined by the Ministry of Social

Development and Human Security. Complying with the standard, the caretaker will provide the service quality and have the qualification, skill, and experience which necessary to provide service to bedridden elder and patient. Therefore, the customer will receive an appropriate and safe service.