Table 1. The list of initial expectations associated with women stay in the obstetric department

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| **Functional clues** | 1. information about treatment 2. basic amenities 3. pre-arrangement at doctors’ appointments 4. one day check-up 5. comfortable waiting environment 6. food quality 7. comfortable wards 8. parking 9. family attendance 10. price 11. following timeliness 12. timely anesthesia 13. access to medical records 14. wi-fi 15. minimum length of hospital stay 16. health education 17. personal attention 18. clinical results |
| **Mechanic clues** | 1. cleanliness 2. rooms decoration 3. keeping quiet 4. simple and understandable financial records 5. easy way of formal procedures 6. absence of waiting time |
| **Humanic clues** | 1. doctor empathy 2. nurse empathy 3. medical staff appearance |