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
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| **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
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