Table 3. The policy solutions to reduce informal payment in health systems.

<table>
<thead>
<tr>
<th>Theme</th>
<th>Subthemes</th>
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| Structural factors | Providing public resources for the health sector  
Establishing social insurance system reforms in the health system  
Establishment of formal but flexible channels for voluntary participation of patients, including sponsorship, advertising, and subscription contracts  
Promoting means of communication for the exchange of information to insured  
Making reform in patient-physician relationship |
| Legal factors    | Making reform in health insurance law  
Making reform in payment system (emphasis on pay for performance)  
Making reform in cost sharing  
Making regulation and control standards                                |
| Quality factors  | Improving the quality of health care and access to public services receiving better and earlier treatment  
Introduction of encouraging system for providers, i.e. quality assurance and performance evaluation |
| Cultural factors | Informing the insured about the services and medicines covered by insurance and cost-sharing limit  
Altering the public attitudes by informing people about the percentage of medicine costs that are covered by insurance and the equivalent generic medicines  
Altering the public attitudes by informing the insured about the way of access to complaints and compensation mechanisms  
Altering the beliefs of insured that informal payments are not necessary to receive quality services, convincing the public that governments employees’ salary are enough to do so |
| Motivational factors | Establishing rewards and punishment system  
Collecting informal payments at the team level and then distributing it among medical personnel to remove disparities in receiving informal payments among experts |