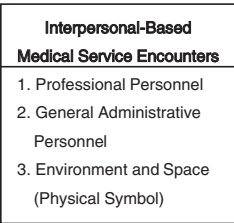


$(\xi 1)$ $(\eta 1)$ $(\eta 2)$  $H1 (+)$ **Service Quality**

1. Response
2. Reliability
3. Assurance

 $H3 (+)$ **Patient Trust** $(\eta 3)$ $H2 (+)$ **Patient Satisfaction** $H4 (+)$