

Appendix 1. Services Provided by Charities at Various Levels of the Iranian Health System

Organization	Field Of Activity	Target Group	Services Provided	Service Delivery Method	Source of Funding	Method of Evaluating the Quality of Services Provided
1	Prevention Treatment Rehabilitation Notices Empowering parents	Children with autism and their families Society	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered), equipment and infrastructure development services, and research services	Service purchase method Direct (service delivery) Indirect (financial support)	Public donations Donations from NGOs Government aid Receiving customer service fees	Internal Evaluations Customer Satisfaction External Evaluations (external monitoring and control)
2	Prevention Treatment Rehabilitation	Patients with hemophilia and other coagulation disorders	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered), equipment and infrastructure development services, Construction of health infrastructure and research services	Service purchase method Direct (service delivery) Indirect (financial support) Coordinate with service centers to provide free services Non-cash donations	Public donations Help different companies in the field of social responsibility Purchase government service from the institution	Internal Evaluations External Evaluations (external monitoring and control) Through a meeting every 45 days, representatives of each province in the General Assembly
3	Prevention Treatment Rehabilitation	Patients with MS	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered)	Direct (service delivery) Indirect (financial support)	Public donations Donations from NGOs	Customer Satisfaction External Evaluations

						(external monitoring and control)
4	Prevention Rehabilitation	People supported and introduced by the welfare of the province	Educational-preventive services (community-based), welfare, support (financial, legal), educational services and patient follow-up (patient-centered)	Indirect (financial support)	Public donations	Customer Satisfaction
5	Prevention treatment	Thalassemia patients	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, educational services and patient follow-up (patient-centered)	Direct (service delivery) Indirect (financial support)	Public donations	Internal Evaluations
6	Prevention treatment	Kidney and dialysis patients Cardiovascular patients Children who are candidates for cochlear implants in the ear	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered), equipment and infrastructure development services	Direct (service delivery) Indirect (financial support)	Public donations	Internal Evaluations Customer Satisfaction External Evaluations (external monitoring and control)
7	Prevention	Diabetic patients	Educational-preventive services (community-based), welfare, support (financial, legal), educational services and patient follow-up (patient-centered) and research services	Providing medicines, tapes, blood glucose monitors for the needy	Public donations	-
8	Prevention Treatment Rehabilitation	Patients with muscular dystrophy	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, educational services and patient follow-up (patient-centered) and research services	Direct (service delivery) Indirect (financial support)	Public donations	Customer Satisfaction

9	Treatment	Cancer patients, incurable and needy	Patients' medical and pharmaceutical services, welfare, support (financial, legal),	Direct (service delivery) Indirect (financial support)	Public donations	Internal Evaluations Customer Satisfaction External Evaluations (external monitoring and control)
10	Prevention	Collaborate with researchers and cancer research institutes	Educational-preventive services (community-based), , equipment and infrastructure development services, Construction of health infrastructure and research services	Direct (service delivery) Indirect (financial support)	A real person	External Evaluations (external monitoring and control)
11	Treatment	Metabolic	Educational-preventive services (community-based), patients' medical and pharmaceutical services, welfare, support (financial, legal)	Direct (service delivery) Indirect (financial support)	Public donations	Internal Evaluations
12	Prevention Pharmaceutical-therapeutic-cultural and subsistence support	Hemophilia patients	Educational-preventive services (community-based), patients' medical and pharmaceutical services, , welfare, support (financial, legal), educational services and patient follow-up (patient-centered)	Direct (service delivery)	Public donations Donations from NGOs	Customer Satisfaction
13	Prevention Treatment Rehabilitation Socio-legal-cultural	Physical and motor disabilities	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, research services	Direct (service delivery) Indirect (financial support) Correspondence with the organs regarding cooperation and providing services to	Public donations Through the proceeds from cultural and social projects	Internal Evaluations Customer Satisfaction External Evaluations (external monitoring and control)

				the introduced members		
14	Social Affairs	Women heads of households - caregivers and caregivers	Patients' medical and pharmaceutical services, rehabilitation services, rehabilitation services, welfare, support (financial, legal)	Direct (service delivery) Indirect (financial support)	Public donations	Customer Satisfaction
15	Prevention Treatment Rehabilitation Relief	Patients with cancer	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, welfare, support (financial, legal), research services	Direct (service delivery)	Public donations Donations from NGOs	Internal Evaluations Customer Satisfaction
16	Treatment Rehabilitation	Patients with MS	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered), equipment and infrastructure development services	Direct (service delivery) Indirect (financial support)	Public donations Donations from NGOs	Internal Evaluations Customer Satisfaction External Evaluations (external monitoring and control)
17	Prevention Treatment Rehabilitation	Breast cancer patients	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered)	Direct (service delivery) Indirect (financial support)	Receive membership fee	Internal Evaluations External Evaluations (external monitoring and control)
18	Prevention Treatment Rehabilitation	Patients with epilepsy	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered), equipment and	Direct (service delivery) Indirect (financial support)	Public donations Donations from NGOs Government aid	Internal Evaluations Customer Satisfaction

			infrastructure development services, research services		Receiving customer service fees Advertising revenue of pharmaceutical and equipment companies.	External Evaluations (external monitoring and control)
19	Prevention	Thalassemia patients	Educational-preventive services (community-based), patients' medical and pharmaceutical services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered)	Direct (service delivery)	Public donations	Internal Evaluations External Evaluations (external monitoring and control)
20	Treatment	Cancer patients	Educational-preventive services (community-based), patients' medical and pharmaceutical services, equipment and infrastructure development services, Construction of health infrastructure	Direct (service delivery) Indirect (financial support)	Public donations	Customer Satisfaction External Evaluations (external monitoring and control)
21	Prevention Treatment Rehabilitation	Special and incurable patients	Educational-preventive services (community-based), patients' medical and pharmaceutical services, rehabilitation services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered), equipment and infrastructure development services, research services, Construction of health infrastructure	Direct (service delivery) Indirect (financial support)	Public donations	Internal Evaluations Customer Satisfaction External Evaluations (external monitoring and control)
22	Rehabilitation	Working Children, Poor,	Educational-preventive services (community-based), patients' medical and pharmaceutical services, welfare, support	Direct (service delivery)	Public donations	Internal Evaluations External Evaluations

		Bad supervisor	(financial, legal), rehabilitation services, Clothing, food	Indirect (financial support) Service purchase method		(external monitoring and control)
23	Treatment Rehabilitation	Children with cancer	Educational-preventive services (community-based), patients' medical and pharmaceutical services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered)	Indirect (financial support)	Public donations	Internal Evaluations Customer Satisfaction
24	Treatment Rehabilitation	Kidney patients	Educational-preventive services (community-based), patients' medical and pharmaceutical services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered) , Construction of health infrastructure	Direct (service delivery)	Public donations	Customer Satisfaction
25	Rehabilitation	People with visual impairment	Educational-preventive services (community-based), patients' medical and pharmaceutical services, welfare, support (financial, legal), rehabilitation services	Indirect (financial support)	Public donations Donations from NGOs	External Evaluations (external monitoring and control)
26	Rehabilitation	Deaf and hard of hearing children	Educational-preventive services (community-based), patients' medical and pharmaceutical services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered) , Construction of health infrastructure, rehabilitation services, equipment and infrastructure development services	Direct (service delivery) Indirect (financial support)	Public donations	Internal Evaluations Customer Satisfaction External Evaluations (external monitoring and control)
27	Prevention	The general public, especially those at risk	Educational-preventive services (community-based)	Direct (service delivery)	Public donations Donations from NGOs	External Evaluations (external monitoring and control)

					Receive membership fee	
28	Prevention Healthcare allowance for physiotherapy and dental services	Patients with cancer in adulthood)	Educational-preventive services (community-based), patients' medical and pharmaceutical services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered) , Construction of health infrastructure, equipment and infrastructure development services	Direct (service delivery) Indirect (financial support)	Public donations	External Evaluations (external monitoring and control)
29	Prevention Treatment Rehabilitation	Hearing impaired children	Educational-preventive services (community-based), patients' medical and pharmaceutical services, welfare, support (financial, legal), educational services and patient follow-up (patient-centered) , research services	Direct (service delivery) Indirect (financial support)	Public donations	Internal Evaluations Customer Satisfaction External Evaluations (external monitoring and control)
30	Construction of medical centers and equipment of hospitals	-	Construction of health infrastructure	Direct (service delivery)	Public donations	Customer Satisfaction
31	Prevention Treatment	-	Educational-preventive services (community-based), patients' medical and pharmaceutical services, welfare, support (financial, legal), equipment and infrastructure development services	Direct (service delivery) Indirect (financial support)	Government aid Public donations	-
32	Prevention Treatment	Kidney and dialysis patients	Educational-preventive services (community-based), patients' medical and pharmaceutical services, welfare, support (financial, legal)	Direct (service delivery) Indirect (financial support)	Public donations Donations from NGOs	External Evaluations (external monitoring and control)

33	Prevention Treatment Rehabilitation	Disabled people The elderly Children with cerebral palsy, autism and MS	Patients' medical and pharmaceutical services, educational services and patient follow-up (patient-centered)	Direct (service delivery)	Government aid Public donations	External Evaluations (external monitoring and control)