

Summary

Aim: The aim of this bachelor thesis is to find out which factors associated with dental hygiene are the most important for patient satisfaction.

Introduction: There are many factors affecting patient satisfaction. These factors do not carry equal weight, which means that some factors are more important for patient satisfaction than others. Patient satisfaction is an essential thing for good cooperation with the medical staff. If patients are satisfied with their visit, they are more likely to heed the advice and recommendations given by the dental hygienist.

Methods: To obtain the required information, a questionnaire was made and it was mostly given in paper form to patients just after their dental hygiene appointment. The same questionnaire was also made online at the Survio website and sent to those patients who requested it so that they could fill it in later. The respondents had to be at least 18 years old and needed to have visited a dental hygienist at least once before. There were 130 respondents in total.

Results: The survey has shown that the patients who were satisfied with their visit of a dental hygienist felt so because of the attitude or behaviour of the latter. They also stressed the importance of education and better sensation in their mouths. When it comes to the dental office, respondents preferred its cleanliness to equipment.

Conclusion: Satisfaction is a subjective feeling that each of us assesses by different criteria. There are many factors that affect patient satisfaction, but interpersonal skills of the medical staff are the most important ones. Whether or not is a patient happy with his visit is largely dependent on the hygienist's attitude and general behaviour. A brochure was made for patients to help them feel better at the dental hygienist office.

Key words: Patient satisfaction, dental hygiene