

Assessment of the Satisfaction of Patients Treated by Undergraduate Dental Students at a Saudi Government University: A Cross Sectional Study [Letter]

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Dear editor

We have read the paper written by Ruwaida Z Alshali et al regarding Assessment of the Satisfaction of Patients Treated by Undergraduate Dental Students at a Saudi Government University.¹ We congratulate all authors who have provided interesting information regarding the level of satisfaction of patients treated by final year undergraduate dental students at the Dental Hospital. Patient safety and satisfaction are highly dependent on the skills and effective communication possessed by undergraduate dental students, both of these things will help them in overcoming the impact of routine service interventions, patient motivation, and repeated assistance in dental patient care.²

The study conducted by Ruwaida Z Alshali et al used a cross-sectional study with an online questionnaire containing demographic and general data, types of dental problems, types of dental treatment, and satisfaction assessments based on the Dental Satisfaction Questionnaire.¹ The instruments used were in accordance with the objectives to be achieved. However, we would like to recommend that before assessing patient satisfaction, it is necessary to evaluate the oral health knowledge, attitudes, and behaviors of final semester dental students who will be involved in this research because it is directly related to patient satisfaction.³ One thing that needs to be emphasized in knowledge is about the treatment of dental trauma, especially tooth avulsion, which has always been the main focus in dental care, limited clinical experience in treating these patients can reduce patient satisfaction, especially in pain management.⁴

In this research, Ruwaida Z Alshali et al showed the results of a high level of satisfaction regarding pain management, quality of service, and access to services for new patients. One of the influencing factors is that new patients have their files immediately opened by students and treated immediately compared to old patients.¹ However, there is something that is also important to pay attention to regarding service quality, namely the emotional condition of students who treat patients or what we know as Emotional Intelligence (EI). EI has been proven to be directly related to the performance and quality of services provided by dental students. Therefore, it is necessary to add EI training to the dental curriculum to support excellent service from dentists in the future.⁵

In conclusion, we agree that patients treated by final year students show a high level of satisfaction regarding pain management, quality of treatment, and access to new patients compared to old patients so that it requires further assessment.¹ We would like to recommend that it is necessary to provide initial post-graduate knowledge - lectures to students regarding the correct procedures to follow when dealing with cases of dental trauma (Knowledge),⁴ incorporating EI training into the dental curriculum to help students improve service performance,⁵ as well as providing courses in

prophylaxis, hygiene and periodontology which is directly related to the Oral Health Knowledge, Attitudes, and Behaviors (KAB) of Dental Students which will increase patient satisfaction in dental services.³

Disclosure

The authors reports no conflicts of interest in this communication.

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