

Abstract

Evaluation of Satisfaction from the orthodontic department in Ardabil Dental School From 2019-2022

Introduction: In recent years, the number of orthodontic patients has increased greatly. However, people are more concerned about the health of their teeth and the quality of dental treatment that is provided to them. Due to the lack of studies in this field in Ardabil, the present study was conducted with the aim of investigating the level of satisfaction with the orthodontic department of the Ardabil Faculty of Dentistry in 2022.

Materials and methods: This descriptive-analytical study investigated the level of patient satisfaction with the orthodontic department of Ardabil Dental Faculty. For this purpose, all patients referred to the orthodontic department of the Faculty of Dentistry from 2019 to 2022 were examined by telephone. A researcher-made questionnaire was used to collect information, after collecting and classifying, the obtained scores were entered into SPSS version 22 software and analyzed using Kruskal–Wallis H test and Mann–Whitney U test at an error level of 0.05.

Results: The results of the survey of 94 patients referred to the orthodontic department in Ardabil Dental School showed that general satisfaction with the orthodontic department and satisfaction with the treatment plan is high. There was a significant difference in general satisfaction with the department and satisfaction with the treatment plan based on income, number of visits, type of treatment and service quality ($P < 0.05$). No significant difference was observed in the rest of the investigated variables (gender, age, marital status, education and type of insurance) ($P < 0.05$).

Conclusion: The comparison of this study with previous studies shows that general satisfaction with the orthodontic department and satisfaction with the treatment plan is high. However, in case of dissatisfaction, it is necessary to review in different parts and fix the defects as soon as possible.

Keywords: Patient Satisfaction, Service Quality, Orthodontics.