

ABSTRACT

The aim of this study was to determine the level of satisfaction with orthodontic dental care among the patients treated at orthodontic unit at Institute of Oral Health Maharagama. Descriptive cross sectional study was carried out among 422 patients who visited orthodontic unit during the month of February 2012. The purposive sampling technique was used to select the study participants.

A self-administered questionnaire was used to obtain information regarding socio demographic data and factors regarding patient satisfaction. The response rate was 70.6%. Fifty six percent of the respondents were aged 12 – 16 years and 58% of them were females.

Data were analyzed using the statistical package SPSS version 17.0 software and associations were assessed using statistical test ANOVA.

According to the results, patients were generally satisfied with the orthodontic care they received. They were most satisfied with the factors related to 'interpersonal relationships'. The lowest satisfaction score (3.58) was the item 'comfort of the waiting area'. The respondents were having lower level of satisfaction with factors related to convenience, namely easiness of getting an appointment date and time, registration time, waiting time and promptness of treatment. Only age was significantly associated with the overall satisfaction. The level of satisfaction decreased with increase in the age.

The findings of this study identify the need to address the issues of improving the facilities provided to patients as well to pay more attention on the value of time of the patients.

