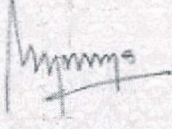


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 2. Name, address and nationality of the applicant : SANTOSH DEEMED TO BE UNIVERSITY [INDIAN INSTITUTE] ,
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TITLE: - Post -Oral Prophylaxis Patient Satisfaction Index

AUTHORS: DR. PRIYANKA AGGARWAL, DR. AKSHAY BHARGAVA, & DR. SHWETA BALI

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GHAZIABAD, UTTAR PRADESH- 201009

Patient's rating is essential for measuring the quality of patient care and is most valid indicator of treatment they receive. The proposed tool is useful for evaluation of treatment outcome by assessing patient's satisfaction post oral prophylaxis.

Questionnaire	Patients' response		
	NEVER	SOMETIME S	ALWAY S
Do you feel pain in your gums after oral prophylaxis?	0	1	2
Do you feel sensitivity (Hot and cold) in your teeth after oral prophylaxis?	0	1	2
Do your gums bleed while brushing?	0	1	2
Do you feel that you have bad breath?	0	1	2
Do you have swollen and red gums?	0	1	2

Total score -is calculated by adding the individual score of each question.

Interpretation:-

Score 0 – completely satisfied

Score 2-5-not happily satisfied

Score >5-not satisfied



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The above index has been proposed for the patient's satisfaction evaluation, so, if he feels that

his score is ≥ 4 at any stage then he can visit the dentist. As per the overall score his number of visits to the dentist, should be assessed on quarterly basis. For e.g. If the score is 8/10, then the patient needs to visit the dentist every 3 months till the score comes down to 2/10.

Patient's satisfaction is an important and commonly used indicator for measuring the quality in health care. His satisfaction affects clinical outcomes and malpractice claims. It affects the timely, efficient, and patient-centered delivery of quality health care. The patient's experience represents a critical component of your ability to attract and retain patients. When patients form positive relationships and begin to trust, they become more engaged in their own care, and develop a stronger sense of loyalty to the organization.

Place ...Ghaziabad

Dated...14/6/21.....

Santosh Deemed to be University



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