

Patient Satisfaction as An Indicator of Treatment Success – A Review

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ABSTRACT

Patient satisfaction is a measurement of patient contentment with healthcare received from the healthcare provider. “The aim of the paper is to understand the importance of patient satisfaction as an indicator” for treatment success in Dentistry. Pubmed was searched with keywords “patient satisfaction”, “influence of patient satisfaction on healthcare”, “importance of patient satisfaction” and articles (1988-2019) from international journals were reviewed for factors determining patient satisfaction and their relevance in healthcare quality. “Patient satisfaction is a multi-dimensional healthcare construct affected by many variables. Healthcare quality affects patient satisfaction, which in turn influences positive patient behaviours such as loyalty”. This paper has direct inference for health service providers. Patient satisfaction can help find the strength and weakness aspect in dental centres and therefore assist in promoting the better quality of treatment.

Key Words - Patient Satisfaction, Quality Assessment, Patient Health.

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