



# Determination of Patient Satisfaction with Dental and Oral Care Services for Clinical Students at Dental and Oral Hospital Prima Medan

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**Abstract:** The aim of this research is to determine the determinants of patient satisfaction with dental and oral care services for clinical students at Dental and Oral Hospital Prima Medan. This type of research is quantitative research with a cross-sectional design. The sample in this study was 200 patients. Data analysis in this study used univariate, bivariate and multivariate analysis. The results of the study showed that there was a correlation between patient satisfaction with dental and oral care services among clinical students at Dental and Oral Hospital Prima Medan based on time, procedure, attitude, level of knowledge,  $p < 0.05$  ( $0.000 < 0.05$ ) with a very high correlation level strong. There is a correlation between patient satisfaction with dental and oral care services among clinical students at Dental and Oral Hospital Prima Medan based on communication and spatial comfort,  $p < 0.05$  ( $0.000 < 0.05$ ) with a strong correlation level. The influence of service time, procedures, attitudes, level of knowledge, communication and spatial comfort on dental and oral care patient satisfaction among clinical students at Dental and Oral Hospital Prima Medan was 83.7%. The variable that most influences patient satisfaction with dental and oral care services for clinical students at Dental and Oral Hospital Prima Medan is the procedure variable.

**Keywords:** Attitude; Communication; Level of knowledge; Patient satisfaction; Procedure; Spatial comfort; Time

## Introduction

A hospital is a place with the function of providing health services to the community, including services for curing disease and improving public health (Andiyan et al., 2021; Rikomah, 2017). Hospitals are required to be able to provide good and quality services in accordance with the standards set out in the regulations of the Minister of Health or Permenkes (Dampung et al., 2018; Khairunnisa et al., 2020; Margiluruswati, 2017).

Dental and Oral Hospital Prima Medan is a dental clinic in the city of Medan, North Sumatra. This hospital, which operates every day, provides dental health services to the community. Dental services consisting of:

examination, treatment and medical consultation, premedication, oro-dental emergencies, extraction of primary teeth (topical, infiltration), extraction of permanent teeth without complications, post-extraction medication, composite fillings, glass ionomer cement (GIC), scaling (tartar cleaning), as well as other dental services that can be carried out at first-level health facilities according to the Dentist's Clinical Practice Guide.

Dental and oral health services are an integral part of overall health services in an effort to achieve equality, reach and improve the quality of dental and oral health services (Lestari, 2016). The implementation of dental health efforts is a health effort that is carried out in a

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comprehensive, integrated, even manner and includes efforts to improve, prevent, cure and restore health in all age groups and genders. Dental and oral health examination services are provided comprehensively to the entire community (Cindy, 2021; Ermawati, 2017; Veriza et al., 2018).

Dental and oral health in Indonesia is considered to be still low, this can be seen from the high number of complaints about dental and oral diseases in the community (Sarasija et al., 2018). Based on the results of basic health research in 2018, it was stated that the largest proportion of dental problems in Indonesia was 57.6%. The majority 42.2% chose to self-medicate. As many as 13.9% went to dentists, while the rest chose to go to general practitioners/ other paramedics, 5.2%, 2.9% dental nurses, 2.4% specialist dentists and 1.3% dental technicians. This illustrates that there are still many people who have not received care and treatment for complaints about tooth and mouth pain.

Dental and oral health services are carried out to maintain and improve health in the form of maintenance, health improvement (promotive), disease prevention (preventive), disease cure (curative) and health restoration (rehabilitative) approaches which are carried out comprehensively, integrated and continuously in order to maintain and improving the physical, spiritual and social health of the community so that optimal health levels are achieved (Aldilawati et al., 2022; Hidayat, 2017; Koswara, 2018; Prasajo, 2017; Setiawan et al., 2021). From the results of the researcher's observations by conducting a pre-survey at Dental and Oral Hospital Prima Medan by conducting interviews with several patients who were at Dental and Oral Hospital Prima Medan, it showed that there were still patients who felt dissatisfied after treatment at the Dental and Oral Hospital Prima Medan is caused by several things, such as the quality of service provided is not optimal, but there are also some patients who feel satisfied with the services provided by Prima Medan Dental and Oral Hospital regardless of the perception of each patient, such as patients saying that the staff's knowledge good and also the patient waiting room is comfortable.

The factors that cause patient dissatisfaction when they are at the Dental and Oral Hospital Prima Medan based on the results of interviews in the field are that the quality of service provided by the Dental and Oral Hospital Prima Medan is still less than optimal, which includes the still unfavorable attitude of the staff which serves patients where communication between patients and staff seems to be lacking in response, waiting times are too long. From the results of interviews with other patients, they also answered that the procedure from registration to examination still takes a long time and there is still an unfriendly attitude towards patients.

Based on the results of a pre-survey conducted by researchers at the Dental and Oral Hospital Prima Medan, the researchers were interested in conducting research to determine the determinants of patient satisfaction with dental and oral care services among clinical students at the Dental and Oral Hospital Prima Medan.

## Method

The type of research is quantitative research with a cross-sectional design (Notoatmodjo, 2018). According to Sinambela (2021) quantitative research is a type of research that uses numbers in response to data to produce structured information. The population in this study were patients who visited the Dental and Oral Hospital Prima Medan during the last 1 month. The sample in the study was 200 patients. The sampling technique used was accidental sampling because the researcher distributed questionnaires to every patient at the Dental and Oral Hospital Prima Medan (Sugiyono, 2019).

In this research the data used is primary data and secondary data. Primary data in this study was obtained from the results of questionnaires given to patients. Secondary data in this research will be obtained from related data and documents or observation notes such as journals, articles related to the research title (Sugiyono, 2019). In this study, the data analysis used was analysis using univariate, bivariate, and multivariate analysis with data processing using SPSS Version 25 statistical software.

## Result and Discussion

This study aims to determine the determinants of patient satisfaction with dental and oral care services for clinical students at the Dental and Oral Hospital Prima Medan. The determination of patient satisfaction with services is measured based on time, procedures, attitude, level of knowledge, communication and comfort.

### *Determination of Patient Satisfaction with Dental and Oral Care Services for Clinical Students at Dental and Oral Hospital Prima Medan Based on Time*

The results of research regarding the determination of patient satisfaction with dental and oral care services for clinical students at Dental and Oral Hospital Prima Medan based on time can be seen in table 1. Based on table 1, it can be seen that 84 patients were very satisfied with a percentage of 42.0%, 82 patients who felt satisfied with a percentage of 41.0%, 23 patients who felt dissatisfied with a percentage of 11.5% and 11 patients who felt dissatisfied with a percentage of 5.5%. From

these results, it can be seen that the majority of patients were very satisfied with dental and oral care services for clinical students at the Prima Medan dental and oral hospital based on the time variable.

**Table 1.** Respondents' Answers Based on Dental and Oral Care Services for Students Based on the Time Variable (X1)

Time Variable (X1)	N	Percentage (%)
Very satisfied	84	42.0
Satisfied	82	41.0
Less satisfied	23	11.5
Not satisfied	11	5.5
Total	200	100

The results of research on the determination of patient satisfaction with dental and oral care services for clinical students at the Dental and Oral Hospital Prima Medan based on time variables (Table 2) show that between dental and oral care services for clinical students at the Prima Medan dental and oral hospital based on The time variable with patient satisfaction has a correlation coefficient (r) of 0.845. Patient satisfaction with dental and oral care services for clinical students at the Dental and Oral Hospital Prima Medan is based on the time variable with a very strong level of relationship, and the correlation is significant because  $p < 0.05$  ( $0.000 < 0.05$ ).

**Table 2.** Results of Determining Patient Satisfaction with Dental and Oral Care Services for Clinical Students at Dental and Oral Hospital Prima Medan Based on Time

Variable	Sig. (2-tailed)	Pearson Correlation
Time on Patient Satisfaction	0.000	0.845

This shows that there is a relationship between time-based services and patient satisfaction with dental and oral care among clinical students at the Dental and Oral Hospital Prima Medan. The direction of the regression coefficient for the time variable (X1) has a positive value of 0.131. If the time variable (X1) increases by 1% then patient satisfaction will increase by 0.131% assuming the other independent variables are constant. This illustrates that if the time variable (X1) increases then patient satisfaction increases.

Response time is the speed in handling patients, calculated from the time the patient arrives until the nurse responds (Anggraeni et al., 2021). Waiting time for services is the time used by patients to obtain health services starting from the place of registration until entering the doctor's examination room (Dwi, 2022). The faster the patient's waiting time when using health services at a hospital, the higher the patient's satisfaction with services at that hospital (Abass et al., 2021; Alodan

et al., 2020; Mayasari, 2016; Ogaji et al., 2017; Xie et al., 2019).

*Determination of Patient Satisfaction with Dental and Oral Care Services for Clinic Students at Dental and Oral Hospital Prima Medan Based on Procedures*

The results of research regarding the determination of patient satisfaction with dental and oral care services for clinical students at Dental and Oral Hospital Prima Medan based on procedures (Table 3) show that 52 patients were very satisfied with a percentage of 26.0%, patients who were satisfied there were 113 patients with a percentage of 56.5%, and 35 patients who felt dissatisfied with a percentage of 17.5%. From these results, it can be seen that the majority of patients were satisfied with dental and oral care services for clinical students at Dental and Oral Hospital Prima Medan based on procedural variables.

**Table 3.** Respondents' Answers Based on Dental and Oral Care Services for Students Based on Procedure Variables

Procedure Variables (X2)	N	Percentage (%)
Very satisfied	52	26.0
Satisfied	113	56.5
Less satisfied	35	17.5
Not satisfied	0	0
Total	200	100

The results of research on the determination of patient satisfaction with dental and oral care services for clinical students at the Dental and Oral Hospital Prima Medan based on procedural variables. Table (4) shows that between dental and oral care services for clinic students at the Dental and Oral Hospital Prima Medan based on the procedure variable with patient satisfaction has a correlation coefficient (r) of 0.881. Patient satisfaction with dental and oral care services for clinical students at the Dental and Oral Hospital Prima Medan is based on the procedure variable with a very strong level of relationship, and the correlation is significant because  $p < 0.05$  ( $0.000 < 0.05$ ).

**Table 4.** Results of Determination of Patient Satisfaction with Dental and Oral Care Services for Clinical Students at Dental and Oral Hospital Prima Medan Based on Procedures

Variable	Sig. (2-tailed)	Pearson Correlation
Procedures for Patient Satisfaction	0.000	0.881

This shows that there is a relationship between procedure-based services and patient satisfaction with dental and oral care among clinical students at the Dental and Oral Hospital Prima Medan. The direction of the regression coefficient for the procedure variable (X2)

has a positive value of 0.560. If the procedure variable (X2) experiences an increase of 1% then patient satisfaction increases by 0.560% assuming other independent variables are constant. This illustrates that if the procedure variable (X2) increases then patient satisfaction increases. The better the service procedures provided to patients in a hospital, the higher the patient's satisfaction with services at that hospital (Asif et al., 2019; Hussain et al., 2019; Manzoor et al., 2019; Meng et al., 2018; Umoke et al., 2020).

*Determination of Patient Satisfaction with Dental and Oral Care Services for Clinic Students at Dental and Oral Hospital Prima Medan Based on Attitudes*

The results of research regarding the determination of patient satisfaction with dental and oral care services among clinical students at Dental and Oral Hospital Prima Medan based on attitudes (Table 5) show that 62 patients were very satisfied with a percentage of 31.0%, patients who were satisfied there were 106 patients with a percentage of 53.0%, 25 patients who felt dissatisfied with a percentage of 12.5% and 7 patients who felt dissatisfied with a percentage of 3.5%. From these results, it can be seen that the majority of patients were satisfied with dental and oral care services for clinical students at Dental and Oral Hospital Prima Medan based on attitude variables.

**Table 5.** Respondents' Answers Based on Dental And Oral Care Services for Students Based on Attitude Variables

Attitude Variables (X3)	N	Percentage (%)
Very satisfied	62	31.0
Satisfied	106	53.0
Less satisfied	25	12.5
Not satisfied	7	3.5
Total	200	100

**Table 6.** Results of Determination of Patient Satisfaction with Dental and Oral Care Services for Clinic Students at Dental and Oral Hospital Prima Medan Based on Attitudes

Variable	Sig. (2-tailed)	Pearson Correlation
Attitudes Towards Patient Satisfaction	0.000	0.834

The results of research on the determination of patient satisfaction with dental and oral care services for clinic students at the Dental and Oral Hospital Prima Medan based on attitude variables (table 6) show that between dental and oral care services for clinic students at the Dental and Oral Hospital Prima Medan based on the attitude variable with patient satisfaction has a correlation coefficient (r) of 0.834. Patient satisfaction with dental and oral care services for clinical students at

the Dental and Oral Hospital Prima Medan is based on the attitude variable with a very strong level of relationship, and the correlation is significant because  $p < 0.05$  ( $0.000 < 0.05$ ).

This shows that there is a relationship between service based on attitude and patient satisfaction with dental and oral care among clinical students at the Dental and Oral Hospital Prima Medan. The direction of the regression coefficient for the attitude variable (X3) has a positive value of 0.140. If the attitude variable (X3) experiences an increase of 1% then patient satisfaction will increase by 0.140% assuming other independent variables are constant. This illustrates that if the attitude variable (X3) increases then patient satisfaction will increase. The better the attitude in serving patients in a food hospital, the greater the patient's satisfaction with the services provided by the hospital (AL-Mugheed et al., 2022; Borowska et al., 2022; Li et al., 2020; Liu et al., 2019; Meesala et al., 2018).

*Determination of Patient Satisfaction with Dental and Oral Care Services for Clinic Students at Dental and Oral Hospital Prima Medan Based on Level of Knowledge*

The results of research regarding the determination of patient satisfaction with dental and oral care services among clinical students at Dental and Oral Hospital Prima Medan based on level of knowledge (Table 7) show that 68 patients were very satisfied with a percentage of 34.0%, patients who 100 patients felt satisfied with a percentage of 50.0%, and 26 patients felt less satisfied with a percentage of 13.0%. From these results, it can be seen that the majority of patients were satisfied with the dental and oral care services provided by clinical students at Dental and Oral Hospital Prima Medan based on the level of knowledge variable.

**Table 7.** Respondents' Answers are Based on Dental and Oral Care Services for Students Based on Attitude Variables

Knowledge Level Variable (X4)	N	Percentage (%)
Very satisfied	68	34.0
Satisfied	100	50.0
Less satisfied	26	13.0
Not satisfied	0	0
Total	200	100

The results of research on the determination of patient satisfaction with dental and oral care services for clinic students at Dental and Oral Hospital Prima Medan based on knowledge level variables (Table 8) show that between dental and oral care services for clinic students at Dental and Oral Hospital Prima Medan, based on the variable level of knowledge and patient satisfaction, there is a correlation coefficient (r) of 0.806. Patient satisfaction with dental and oral care services for clinical



students at the Dental and Oral Hospital Prima Medan, based on the variable level of knowledge, has a very strong relationship, and the correlation is significant because  $p < 0.05$  ( $0.000 < 0.05$ ).

**Table 8.** Results of Determination of Patient Satisfaction with Dental and Oral Care Services for Clinic Students at Dental and Oral Hospital Prima Medan Based on Level of Knowledge

Variable	Sig. (2-tailed)	Pearson Correlation
Level of Knowledge on Patient Satisfaction	0.000	0.806

This shows that there is a relationship between services based on level of knowledge and patient satisfaction with dental and oral care among clinical students at the Dental and Oral Hospital Prima Medan. The direction of the regression coefficient for the knowledge level variable (X4) has a positive value of 0.138. If the knowledge level variable (X4) experiences an increase of 1% then patient satisfaction will increase by 0.138% assuming other independent variables are constant. This illustrates that if the knowledge level variable (X4) increases then patient satisfaction will increase. The better the level of knowledge in providing services to patients, the greater the patient's satisfaction with the service (Aziz et al., 2018; García-Alfranca et al., 2018).

*Determination of Patient Satisfaction with Dental and Oral Care Services for Clinic Students at Dental and Oral Hospital Prima Medan Based on Communication*

The results of research regarding the determination of patient satisfaction with dental and oral care services among clinical students at Dental and Oral Hospital Prima Medan based on communication (Table 9) show that 75 patients were very satisfied with a percentage of 37.5%, patients who were satisfied there were 96 patients with a percentage of 47.5%, and 30 patients who felt dissatisfied with a percentage of 15.0%. From these results, it can be seen that the majority of patients were satisfied with dental and oral care services for clinical students at the Dental and Oral Hospital Prima Medan based on the communication variable.

**Table 9.** Respondents' Answers Based on Dental and Oral Care Services for Students Based on the Communication Variable.

Communication Variable (X5)	N	Percentage (%)
Very satisfied	75	37.5
Satisfied	96	47.5
Less satisfied	30	15.0
Not satisfied	0	0
Total	200	100

The results of research on the determination of patient satisfaction with dental and oral care services for clinical students at the Prima Medan dental and oral hospital based on communication variables (Table 10) show that between dental and oral care services for clinical students at the Dental and Oral Hospital Prima Medan based on the communication variable with patient satisfaction has a correlation coefficient (r) of 0.737. Patient satisfaction with dental and oral care services for clinical students at the Dental and Oral Hospital Prima Medan is based on the communication variable with a strong level of relationship, and the correlation is significant because  $p < 0.05$  ( $0.000 < 0.05$ ).

**Table 10.** Results of Determination of Patient Satisfaction with Dental and Oral Care Services for Clinical Students at Dental and Oral Hospital Prima Medan Based on Communication

Variable	Sig. (2-tailed)	Pearson Correlation
Communication on Patient Satisfaction	0.000	0.737

This shows that there is a relationship between communication-based services and patient satisfaction with dental and oral care among clinical students at the Dental and Oral Hospital Prima Medan. The direction of the regression coefficient for the communication level variable (X5) has a positive value of 0.131. If the communication variable (X5) experiences an increase of 1% then patient satisfaction will increase by 0.131% assuming other independent variables are constant. This illustrates that if the communication variable (X5) increases, patient satisfaction will increase.

Therapeutic communication is a relationship between nurses and patients that is designed to achieve the goal of therapy in achieving an optimal and effective level of healing with the hope that the patient's length of stay will be shortened and shortened. Therapeutic communication is communication that is consciously planned, aims and its activities are focused on healing the patient and fostering a therapeutic relationship between health workers and clients (Aldilawati et al., 2022). The better the communication provided by clinical students at Dental and Oral Hospital Prima Medan in providing services to patients, the more patient satisfaction with the hospital's services will increase.

Communication can be a bridge between health workers as service providers and patients as service users. Because communication can accommodate considerations of the patient's health status. Communication pays attention to patients holistically, including safety aspects, exploring causes and finding the best solution to patient problems. It also teaches ways that can be used to express anger that can be

accepted by all parties without having to be destructive (assertive). Health workers who have communication skills will not only easily establish relationships of trust with patients, also prevent illegal problems from occurring, provide professional satisfaction in nursing services and improve the image of the nursing profession and the image of hospitals (Gu et al., 2018; Moslehpour et al., 2022).

*Determination of Patient Satisfaction with Dental and Oral Care Services for Clinic Students at Dental and Oral Hospital Prima Medan Based on Spatial Comfort*

The results of research regarding the determination of patient satisfaction with dental and oral care services among clinical students at Dental and Oral Hospital Prima Medan based on spatial comfort (table 11) show that 58 patients were very satisfied with a percentage of 29.0%, patients who 105 patients felt satisfied with a percentage of 52.5%, 29 patients felt dissatisfied with a percentage of 14.5% and 8 patients felt dissatisfied with a percentage of 4%. From these results, it can be seen that the majority of patients were satisfied with the dental and oral care services provided by clinical students at Dental and Oral Hospital Prima Medan based on the spatial comfort variable.

**Table 11.** Respondents' Answers Based on Dental and Oral Care Services for Students Based on the Spatial Comfort Variable

Spatial Comfort Variable (X6)	N	Percentage (%)
Very satisfied	58	29.0
Satisfied	105	52.5
Less satisfied	29	14.5
Not satisfied	8	4.0
Total	200	100

The results of research on the determination of patient satisfaction with dental and oral care services for clinic students at Dental and Oral Hospital Prima Medan based on spatial comfort variables (table 12) show that between dental and oral care services for clinic students at Dental and Oral Hospital Prima Medan, based on the spatial comfort variable and patient satisfaction, there is a correlation coefficient (r) of 0.755. Patient satisfaction with dental and oral care services for clinical students at Dental and Oral Hospital Prima Medan based on the spatial comfort variable has a strong relationship, and the correlation is significant because  $p < 0.05$  ( $0.000 < 0.05$ ).

**Table 12.** Results of Determination of Patient Satisfaction with Dental and Oral Care Services for Clinic Students at Dental and Oral Hospital Prima Medan Based on Spatial Comfort

Variable	Sig. (2-tailed)	Pearson Correlation
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Spatial Comfort on Patient Satisfaction	0.000	0.755
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This shows that there is a relationship between services based on spatial comfort and patient satisfaction with dental and oral care among clinical students at the Dental and Oral Hospital Prima Medan. The direction of the regression coefficient for the spatial comfort variable (X6) has a positive value of 0.029. If the spatial comfort variable (X6) experiences an increase of 1% then patient satisfaction will increase by 0.029% assuming other independent variables are constant. This illustrates that if the spatial comfort variable (X6) increases, patient satisfaction will increase.

In designing a hospital waiting room, the comfort element supported by a pleasant area arrangement with attractive colors, sufficient lighting and comfortable furniture is very important to support the psychological aspect of creating comfort. The better the comfort of the layout in the hospital room, the greater the patient satisfaction in using health services at the hospital (Rahim et al., 2021; Taylor et al., 2019; Viotti et al., 2020).

*The Relationship between Patient Satisfaction with Dental and Oral Care Services among Clinical Students at Dental and Oral Hospital Prima Medan Based on Time, Procedures, Attitudes, Level of Knowledge, Communication and Comfort*

Multivariate Analysis Multivariate analysis is carried out to determine the relationship of more than one independent variable with one dependent variable (Sugiyono, 2019). In this study, a multivariate test was carried out using a multiple logistic regression test because the dependent variable was categorical data. The following are the results of completing the variables for multivariate analysis which can be seen in table 13.

**Table 13.** Variable Selection Results for Multivariate Analysis

Variable	P-Value	Candidate
Time (X1)	0.000	Yes
Procedure (X2)	0.000	Yes
Attitude (X3)	0.000	Yes
Knowledge Level (X4)	0.000	Yes
Communication (X5)	0.000	Yes
Spatial Comfort (X6)	0.000	Yes

Based on table 13, it can be seen that all independent variables in this study have a p value  $< 0.05$ . From these results, all independent variables are included in the multivariate testing model in table 14.

**Table 14.** Multivariate Test Results

Variable	F	Sig
Time (X1)		
Procedure (X2)		
Attitude (X3)	170.80	0.000
Knowledge Level (X4)		

Communication (X5)

Spatial Comfort (X6)

Table 14 explains the results of multivariate analysis on service variables based on time, procedures, attitudes, level of knowledge, communication and comfort on patient satisfaction with dental and oral care among clinical students at the Dental and Oral Hospital Prima Medan. From the table it can be seen that the significance value is  $0.000 < 0.05$ , which means that the independent variables in this study together or simultaneously have an influence on the dependent variable, namely patient satisfaction with dental and oral care among clinical students at Dental and Oral Hospital Prima Medan.

**Table 15.** Independent Variables that Have the Most Influence on the Dependent Variable

Variable	t
Time (X1)	3.300
Procedure (X2)	6.830
Attitude (X3)	1.758
Knowledge Level (X4)	2.373
Communication (X5)	2.237
Spatial Comfort (X6)	0.634

Table 15 explains the results regarding the independent variables that have the most influence on the dependent variable. From the research results it can be seen that the highest t value is found in the procedure variable, namely 6.830. Based on these results, it can be concluded that the independent variable that has the most influence on the dependent variable in this research is the procedure variable (X2).

## Conclusion

Based on the research results, it can be seen that there is a correlation between patient satisfaction with dental and oral care services among clinical students at the Dental and Oral Hospital Prima Medan based on time, procedures, attitudes, level of knowledge,  $p < 0.05$  ( $0.000 < 0.05$ ) with level very strong correlation. There is a correlation between patient satisfaction with dental and oral care services among clinical students at Dental and Oral Hospital Prima Medan based on communication and spatial comfort,  $p < 0.05$  ( $0.000 < 0.05$ ) with a strong correlation level. Apart from that, the influence of service time, procedures, attitudes, level of knowledge, communication and spatial comfort on dental and oral care patient satisfaction among clinical students at the Dental and Oral Hospital Prima Medan was 83.7%. The variable that most influences patient satisfaction with dental and oral care services for clinical students at the Dental and Oral Hospital Prima Medan is the procedure variable.

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## Author Contributions

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## Conflicts of Interest

No conflict interest.

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