

# APPENDICES

## Appendix A: Questionnaire

### 1- Questionnaire in English

**Imam Abdulrahman Bin Faisal University**

**College of Public Health**

**Department of Health Information and Technology**

#### Consent form

Dear participants,

Greetings,

I am a master's student at Imam Abdulrahman Bin Faisal University. I am conducting research for my master's thesis on patient experience in dental clinics in primary healthcare centers.

Attached is a questionnaire that will ask you to respond to 31 questions regarding your experience visiting the dental clinic and your knowledge and behavior around oral health. Completing this questionnaire should take less than 10 minutes.

Your participation is voluntary but important!

All data will be anonymized and kept confidential during data analysis and securely stored in an Excel database that only the research team has the authority to access.

This project has been approved by the Institution Review Board of Imam Abdulrahman bin Faisal University.

If you have any questions or concerns regarding your rights as a research participant, don't hesitate to get in touch with me directly at: [2230500229@iau.edu.sa](mailto:2230500229@iau.edu.sa)

Thank you in advance for taking the time to complete this questionnaire and participate in the study.

By signing below, I agree to participate in this study.

Participant signature: .....

**Part 1/ Basic Demographic information:**

<b>1. Gender</b> 1- Male 2- Female	<b>4. Employment Status</b> 1- Employee 2- Not Employee 3- Retired 4- Student
<b>2. Age in years:</b> 1- 18 -24 2- 25-34 3- 35 - 44 4- 45- 54 5- 55 or more	<b>5. Nationality</b> 1- Saudi 2- Non- Saudi
<b>3. Education Level</b> 1-Primary school 2- Intermediate school 3-High school 4- Diploma 5-Bachelors 6- higher education 7- Non-educated	<b>6. Approximately the time it takes to reach my appointments at the primary health care center to visit the dentist at the clinic is:</b> 1- 15 minutes or less 2- 16 – 30 minutes 3- 31 – 45 minutes 4- 46 minutes or more

**Part 2/ Patient experience with dental clinic services in primary healthcare centers.**

<i>Care from Dentist</i>												
Statement	Yes Definitely	Yes Somewhat	Never									
7. My clinician explained things in a way that was easy to understand.												
8. My clinician explained what he was doing while treating me												
9. My clinician listened carefully to me.												
10. My clinician spent enough time with me.												
11. My clinician treated me with courtesy and respect												
12. My clinician did everything he/she can help me feel as comfortable as possible during treating me												
13. I Would recommend this clinician for my family and friends												
<i>Access to Dental Care</i>												
Statement	Yes Definitely	Yes Somewhat	Never	Not Applicable								
14. I spent more than 15 minutes in waiting area before clinician call me to dental clinic.												
15. I get my dental appointments as soon as I want												
16. When I was in the waiting area waiting for my appointment, I have been informed about the reasons of delay to call me. (this is when I spent more than 15 minutes waiting)												
17. In the last 12 months, I got to see a dentist right away when I had a dental emergency.												
<i>Patient Rating scale from 0-10</i>												
On a scale from 0 to 10, where 10 is your BEST visit and 0 is your WORST possible visit												
<b>18. How would you rate your dentist visit?</b>												
<b>Worst</b>	0	1	2	3	4	5	6	7	8	9	10	<b>Best</b>

On a scale from 0 to 10, where **10** is extremely EASY and **0** is extremely DIFFICULT

**19. What number would you use to rate how easy it was for you to find a dentist?**

<b>Difficult</b>	0	1	2	3	4	5	6	7	8	9	10	<b>Easy</b>
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**Part 3: Assessing Oral Health Knowledge**

<b>Statement</b>	<b>True</b>	<b>False</b>	<b>I do not know</b>
20. Bleeding gums and red, swollen, or tender gums are signs of gingivitis and/or gum disease			
21. Periodontitis increases the risk of developing serious complications such as diabetes, heart attack, stroke, and kidney disease.			
22. Smoking can worsen gum disease and its associated problems, such as chronic dry mouth and tooth decay			
23. Gum disease is often painless in its first stage			
24. You do not need to tell your dentist that you have a medical condition			
25. Plaque is a hard material but can be removed at home by brushing and flossing			
26. Dental calculus can be removed at home by brushing and flossing			
27. Gingival and periodontal problems may lead to bone loss			

**Part 4: Assessing Oral Health Behavior**

<p><b>28. How often do you brush your teeth?</b></p> <p>1- Twice or more per day            2- Once per day            3- Once or twice per week            4- Never</p>	<p><b>30. How often do you use mouthwash or any dental rinse product?</b></p> <p>1- Twice or more per day            2- Once per day            3- Once or twice per week            4- Never</p>
<p><b>29. How often do you floss or use an interdental brush to clean between your teeth?</b></p> <p>1- Twice or more per day            2- Once per day            3- Once or twice per week            4- Never</p>	<p><b>31. How often do you visit your dentist?</b></p> <p>1- Regularly twice a year or more often            2- Once a year            3- Only every few years            4- Only in case of pain            5- I have never visited a dentist</p>