How do individuals choose a dentist? A survey-based study done on Faculty of Dentistry staff and students in Kuwait.

Elective Project Study Course No.703

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Hebah Alkandary
Supervisor: Dr.Aref Ghayyath
Abstract

**Objectives:** the aim was to determine the most significant factors influencing the patient's decision in terms of choosing a dentist and to evaluate if these factors are related to each other.

**Methods:** a questionnaire-based cross sectional study (survey) geared toward the faculty of dentistry population. Two hundred and ninety three questionnaires were completed by the faculty of dentistry students and staff. The questionnaire was composed of twenty two questions. There were three types of questions; 1) questions about demographic data, 2) questions about possible factors that could affect the decision of choosing a dentist and finally 3) an open-ended question about the participant's opinion of what makes a good dentist. Frequency tables and chi-square tests were utilized for data analysis.

**Results:** approximately ninety two percent (92.2%) of the participants indicated that dentist's personality is an important factor in shaping their decision. Dentist's level of education was the choice of around three quarters (73.7%) of the participants. Dentist's nationality and gender were not significant factors since most of the participants replied that those factors do not influence their decision (67.9%) and (68.6%) respectively.

**Conclusion:** Dentist's personality as well as being a specialist had a major effect in shaping participants choices. On the other hand, nationality and gender of the dentists' did not have a great impact. Most of the participants based their choices on friends and families recommendations, followed by dentist's reputation and thirdly the dentist's level of education.
**Key words:** Kuwait, Kuwait University, faculty of dentistry, choosing a dentist.

**Introduction**

Choosing a dentist can be difficult. People's personalities, their way of thinking and perspectives are different. Several factors have to be considered when a decision of choosing a dentist has to be made. Therefore, different people would consider different factors when dealing with that choice. What are these factors that may influence the patient's choices? In this study, an attempt was made to determine some of these factors and if they had any influence in shaping patients' choices. Most of the previous studies focused on the medical aspect rather than the dental (e.g. Wun. Y, et al, 2010; Shah. R, Ogden. J, 2006; Harris. K, 2003; Cooper. PF, et al, 1996; Furnham. A, et al, 2006). Few studies addressed the dental related factors in term of choosing a dentist. According to (Swami V, et al) patients prefer highly educated female dentists of the same nationality as theirs .In this study, results suggested that dentists' nationality, their experience, and gender are contributing factors in choosing a dentist. Another study conducted in Canada discussed the preference of the public population and professionals on the insurance provided by the government which covers private or community clinics. The end results of the Canadian study were that a higher percentage of the population preferred the government insurance covering private clinics. On the other hand, professionals' opinions were against the insurance that covers the private practice (Quinonez. C, et al, 2010). A scooping review regarding the determinants of patient's choice of health care provider (Victoor A, et al, 2012) concluded that different patients make different choices in different situations. A study done in Saudi Arabia, aimed to assess the criteria identified by patients to be important prior to visiting private dental clinics in Riyadh. The study concluded that communication and behavior of the dentist and his/her staff in private practice are the
two most important factors in making a decision to approach the dentist. The highest percentages were for having a caring dentist (97.2%) then friendly staff (95.1%). While the least percentages shown to be for pleasant décor and comfortable surrounding (81.4%) then having an accessible location (80.3%) (Khan N., et at, 2007). The article titled "Patients preference for dentists" by Furnham A. & Swami V. mainly focused on sex, age, and training location as the main factors that influence patients' choices. The study also suggested that patients preferred young female dentists educated in the United Kingdom. Another study (Lahti S, et al,1992) concluded that the ideal dentist is communicative and informative. On the other hand, the ideal patient categorized to be active, compliant, and motivated. When this study was conducted no published article that focused on choosing a dentist in Kuwait was found. The purpose of the study was to determine the factors that had an impact on the patient's choices of his/her dentist in Kuwait. A list of possible factors has been evaluated to determine their significance in affecting the patient's choices. These data can be utilized by dental practitioners working in the government sector, private clinics, and/or in Kuwait University faculty of dentistry dental clinics to improve the success of the dental practice. Our objectives are to determine the most significant factors affecting the patient's decision, and if these factors related to each other.

Methods

Following ethical committee approval, a cross sectional study questionnaire-based (survey) geared toward the faculty of dentistry population was made. The population included dental students, non-academic staff, as well as academic staff of the faculty. The survey is composed of twenty two questions. There were three groups of questions; 1) demographic data, 2) possible factors that could affect the decision of choosing a dentist and 3) an open-ended question about the participant's opinion
of what makes a good dentist. A total of three hundred and thirty seven (337) questionnaires were distributed, of which two hundred and ninety three (293) participants completed them. Data of the study were analyzed using the statistical software (IBM SPSS statistics version 20). The response rate was eighty six percent (86%); the participants of this study are dental students (41.6%), non-academic staff (34.5%), and academic staff (23.9%) (table 1).

<table>
<thead>
<tr>
<th>Occupation</th>
<th>Frequency</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2nd year</td>
<td>21</td>
<td>7.2</td>
</tr>
<tr>
<td>3rd year</td>
<td>21</td>
<td>7.2</td>
</tr>
<tr>
<td>4th year</td>
<td>22</td>
<td>6.1</td>
</tr>
<tr>
<td>5th year</td>
<td>21</td>
<td>7.2</td>
</tr>
<tr>
<td>6th year</td>
<td>16</td>
<td>5.5</td>
</tr>
<tr>
<td>7th year</td>
<td>25</td>
<td>8.5</td>
</tr>
<tr>
<td>Academic staff</td>
<td>66</td>
<td>22.9</td>
</tr>
<tr>
<td>Non Academic staff</td>
<td>99</td>
<td>33.5</td>
</tr>
<tr>
<td>Total</td>
<td>293</td>
<td>100.0</td>
</tr>
</tbody>
</table>

Table 1

Most of the participants range between the ages of 31-50 years old (figure 1). The ratio of males to females was approximately 1 to 3, where 26.6% were males and 73.4 were females (figure 2). The majority of the participants were Kuwaiti nationals (figure 3).
**Figure 1**

Bar chart showing age distribution with the following percentages:
- <21: 24.2%
- 22-30: 33.5%
- 31-50: 37.5%
- 51-64: 3.4%
- >65: 1.4%

**Figure 2**

Pie chart showing gender distribution with the following percentages:
- Female: 73.40%
- Male: 26.60%
Frequency tables have been done to evaluate the percentage of responses. Chi-square test was used to get inferences about the association of demographic data (occupation, age, gender, nationality, education level, and income) with the factors that could affect patient's choices including the reason to seek a dentist, dentist occupation type (government, private, Kuwait university dental center), the basis of choosing the dentist, preference of the nationality and gender of the dentist, location and level of education, dentist's personality, and patient insurance if s/he has one.

**Results**

Frequency analysis of the factors that might affect the participant's choice in terms of choosing a dentist suggested that the main reasons to seek a dentist was to get a check-up (45.7%) followed by feeling of pain (35.5%). Percentages were close
between going to a private sector dentist (38.6%) and seeking a dentist at Kuwait University Dental Centre (KU) (38.9%). Regarding the basis for choosing a dentist, most participants' choices were based on recommendations of relatives and/or friends, followed by dentist's reputation then education. Dentist's nationality and gender were not significant factors since most participants replied with "no difference" to both factors (67.9% and 68.6% respectively). The location of the dentist's educational institution as a factor was important to (50.1%) of the participants, on the other hand, (49.9%) indicated otherwise. According to question of ranking the 3 best countries in terms of location of the educational institution, United States of America (USA) got the highest ranking followed by United Kingdom (UK), then Kuwait. Seventy six point one percent (76.1%) of the participants thought that the dentist's level of education is an important factor; furthermore, seventy three point seven percent (73.7%) chose a specialist over a general dentist which endorses the idea. Personality appears to be a major factor in shaping participants' decision since over ninety percent (92.2%) responded that it is important. The previously mentioned factors have been summarized in (table 2 & 3).

<table>
<thead>
<tr>
<th>Dentist gender preference</th>
<th>frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>52</td>
<td>17.7%</td>
</tr>
<tr>
<td>female</td>
<td>40</td>
<td>13.7%</td>
</tr>
<tr>
<td>No preference</td>
<td>201</td>
<td>68.6%</td>
</tr>
<tr>
<td>Total</td>
<td>293</td>
<td>100%</td>
</tr>
</tbody>
</table>

Table 2
Only fifteen percent (15%) of the participants had insurance and a large percentage of them did not know if the insurance covers all types of treatment or if there is a yearly limit (figure 4). No significant association found between listed occupations (student, academic staff, and non-academic staff) and the reason for seeking a dentist. In addition, participants' occupation did not show a significant association with the dentist's level of education (being a general dentist or a specialist). A significant association was noted between the occupation and the dentist occupation type (government, private, and KU) (P-value <0.001). The decision of students and non-academic staff was not affected by the dentist's educational institution location, unlike academic staff (P-value<0.001) (table 4).

<table>
<thead>
<tr>
<th>Factor</th>
<th>yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dentist's nationality</td>
<td>32.1%</td>
<td>67.9%</td>
</tr>
<tr>
<td>Dentist's education location</td>
<td>50.1%</td>
<td>49.4%</td>
</tr>
<tr>
<td>Dentist's level of education</td>
<td>76.1%</td>
<td>23.9%</td>
</tr>
<tr>
<td>Dentist's personality</td>
<td>92.2%</td>
<td>7.8%</td>
</tr>
</tbody>
</table>

Table 3
### Figure 4

#### Table 4

<table>
<thead>
<tr>
<th>Factors to be associated with</th>
<th>occupation</th>
<th>X²</th>
<th>P-value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reason for dental seek</td>
<td></td>
<td>66.4</td>
<td>Not-specific</td>
</tr>
<tr>
<td>Dentist's level of education</td>
<td></td>
<td>12.3</td>
<td>Not-specific</td>
</tr>
<tr>
<td>Dentist occupation type</td>
<td></td>
<td>62.3</td>
<td>&lt;0.001</td>
</tr>
<tr>
<td>Dentist's education location</td>
<td></td>
<td>42.6</td>
<td>&lt;0.001</td>
</tr>
</tbody>
</table>
The number of patients seeking a dentist for the purpose of checkup increases with increasing age. In contrast, patients seeking a dentist when they feel pain decreases with age. However, it is not a linear relationship (P-value <0.05). No significant association was noted between the participants' age and 1) the dentist's gender, 2) level of education, 3) being a specialist or a general dentist, and 4) personality (table 5).

<table>
<thead>
<tr>
<th>Factors to be associated with</th>
<th>Age</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$\chi^2$</td>
</tr>
<tr>
<td>Reason for dental seek</td>
<td>126.3</td>
</tr>
<tr>
<td>Dentist's level of education</td>
<td>13.9</td>
</tr>
<tr>
<td>Dentist's gender</td>
<td>23.5</td>
</tr>
<tr>
<td>Personality</td>
<td>10.7</td>
</tr>
</tbody>
</table>

The relationship between the participants' gender and the dentists' gender appears to be non-significant. Significant association was found between participants' education level and the dentist's gender (P-value <0.05). As the participants' education level increase the choice of dentists' gender becomes not important; on the other hand, the dentist's education level and location of educational institution becomes significant.
(P-value <0.05 and P-value <0.001 respectively). The relationship between the participant's education level and the dentist's personality was not significant (table 6).

<table>
<thead>
<tr>
<th>Factors to be associated with</th>
<th>Participants' education level</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$X^2$</td>
</tr>
<tr>
<td>Dentist's gender</td>
<td>18.7</td>
</tr>
<tr>
<td>Dentist's level of education</td>
<td>17.8</td>
</tr>
<tr>
<td>Dentist's education location</td>
<td>31.4</td>
</tr>
<tr>
<td>Personality</td>
<td>5.2</td>
</tr>
</tbody>
</table>

**Table 6**

Participant's income and the choice of specialist versus general dentist are significantly associated (P-value <0.05). No significant association was found between participant's income and having insurance (table 7).
Factors to be associated with | Income
--- | ---
| | $\chi^2$ | P-value |
Dentist's level of education | 26.4 | <0.05 |
Insurance | 16.7 | Not specific |

**Table 7**

Significant association found between participants' nationality with the choice of the dentists' occupation type (government, private, Kuwait University Dental Centre) ($P$-value <0.001). Participants of Kuwaiti nationality prefer going to private clinics, while non-Kuwaiti nationals prefer to go to Kuwait University Dental Centre. Dentist's education location has an impact on participants of Kuwaiti nationality, meanwhile, non-Kuwaiti nationals showed no difference ($P$-value <0.001).

Factors to be associated with | Nationality
--- | ---
| | $\chi^2$ | P-value |
Dentist's occupation type | 55 | <0.001 |
Dentist's education location | 16.6 | <0.001 |

**Table 8**
Discussion

The population studied had free choice in terms of choosing a dentist. The government dental care system is free for Kuwaiti nationals. On the other hand, it is not free for non-Kuwaiti nationals; however, they have to pay a nominal amount of money for each dental visit (e.g. in the poly clinic, they have to pay 1KD for each visit). When certain fixed prosthodontic and orthodontic treatments are indicated, Kuwaiti nationals do have to pay for certain materials. In contrast, non-Kuwaiti nationals are not afforded the same luxury of receiving fixed prosthodontics and orthodontic treatments in the government sector for free. On the other hand, removable prosthodontics (i.e. removable partial denture and complete denture) are available for non-Kuwaiti nationals, if they are willing to pay for the materials that need to be used in their treatment. The participants declared that there is more preference for dentists working at the Faculty of Dentistry in Kuwait University, although results were close to the private sector dentists. The reason of these results could be due to the fact that the targeted sample is the Kuwait University faculty of dentistry staff, as most of them have close relationships with the dentists who work in the Kuwait University Dental Centre. Kuwait University Dental Centre provide free treatment for both Kuwaiti nationals and non-Kuwaiti nationals alike with the exception of the cost of the materials to be utilized in the provided dental treatment. This reason favors the treatment in Kuwait University Dental Centre. In addition, proximity could be a factor as well; even though, transportation may not be an issue in terms of having means of transportation (i.e. own a car) or the prices of the fuel. On the other hand, rush hour and crowded streets may have a great impact on choosing a close location. These reasons could explain why (51.5%) of the academic staff and
(58.6%) of the non-academic staff chose Kuwait University Dental Centre to be their 1st choice. This factor was shown to be significant according to (Wun. Y, et al, 2010). However, it was not an issue in the study that was conducted in Saudi Arabia (Riyadh) which targeted people in the private clinics (Khan N, et at, 2007). Private sector dentists were 2nd ahead of government sector dentists. Nearly half of the students (51.2%) ranked the private sector as their 1st choice most likely due to the time factor because government sectors are overloaded with patients. For instance, being seen by a dentist for endodontic treatment in the government sector (after receiving a pulpectomy treatment in a poly clinic) may take weeks. The patient has to be present early in the morning at the specialist center to take a number in order to be screened by the specialist (waiting for his/her turn on that day may take minutes to hours) for scheduling an appointment in the future to receive the endodontic treatment by the specialist. Same thing applies to the orthodontic specialty with one difference that it takes a longer time to receive the treatment. On the other hand waiting time is not an issue in the private practice as the endodontic treatment can be done at the same day (schedule permitting).

Most of the participants based their choices on friends and families recommendations, followed by dentist's reputation and thirdly the dentist's level of education. Following relatives or friends recommendations maybe based on trust and the previous experience that person went through, which was consistent with previous study (Wun. Y, et al, 2010; Kim. M, et al, 2012; Wolinsky. F & Steiber. S, 1982; Salisbury. C, 1989).

Being a female dentist was more preferred according to previous studies (Swami V, et al, 2011; Shah. R, Ogden. J, 2006); however, our study indicated that there was no preference of having male or female dentist. In addition, there was no significant
association between participants' gender and dentists' gender, which was consistent with the study polished by Furnham. (Furnham A, & Swami V, 2009). Of those participants who preferred certain gender, Kuwaiti nationals favored male dentists, while non-Kuwaiti nationals favored female dentists. The choice of no difference could be attributed to the fact that the mouth area is not as a private area to examine compared to more private body parts which would be more sensitive and embarrassing to the patient. Dentist's nationality did not show an impact on the patients' choices. This result contrasts the results taken from the study by Swami (Swami V, et al, 2011). No significant association was found when the age of the participant was compared to the dentist's gender, level of education, personality, and being a general dentist or a specialist.

Participants who considered the location of the dentist's educational institution to be important, United States of America (USA) got the highest ranking followed by United Kingdom, then Kuwait. Students and academic staff focused on the dentist's location of education more than the non-academic staff due to their dental background. The ranking result could be due to the fact that a significant number of the academic staff working at Kuwait University dental clinics graduated from the United States.

Regarding the level of education, being a specialist has an advantage over being a general dentist, which could be due to an assumption that specialists are more knowledgeable and they have a better understanding in their respective fields. Another reason might be that some people might think that specialists can perform all types of treatments of different specialties as if s/he is a specialist in all dental fields; which was consistent with the study by Wun (Wun. Y et al, 2010).
Personality has a huge impact when it comes to choosing a dentist as most of the participants chose this factor as being important in both the questionnaire, and in the open ended question at the end of the survey.

Stress, fear, and anxiety are things felt by almost all patients when it comes to receiving dental treatment especially if the patient had had a bad experience at the dentist. A welcoming seemingly and caring dentist would relieve some of the listed symptoms and let the patient feel more relaxed, willing to receive the dental treatment, and comfortable when being in the dental chair.

According to the open-ended question, "in your own words, what makes a good dentist in your opinion?" the majority stated that the dentist's personality and knowledge are important in their opinion. All the answers are summarized in tables 9& 10. The results presented in the study may not be as representative to the whole population in Kuwait since it is targeted at the faculty of dentistry staff, which is a convenient sampling method. Multiple factors were not mentioned in the study (e.g. age and ethnicity of the dentist, clinic's décor). These factors could be focused on in future studies.

In conclusion, patients' decisions in terms of choosing a dentist are affected by several factors. Dentist's personality and being a specialist had a major effect in shaping participants choices. On the other hand, nationality and gender of the dentists' did not have a great impact on Participants surveyed in this study. Most of the participants based their choices on friends and families recommendations, followed by the dentist's reputation and thirdly their education. This re-emphasizes the important of how approaching the dentist would make or break a practice.
<table>
<thead>
<tr>
<th>Answers</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personality</td>
<td>89</td>
</tr>
<tr>
<td>Knowledge</td>
<td>51</td>
</tr>
<tr>
<td>Education level</td>
<td>50</td>
</tr>
<tr>
<td>Skill</td>
<td>48</td>
</tr>
<tr>
<td>Quality of work</td>
<td>34</td>
</tr>
<tr>
<td>Care</td>
<td>33</td>
</tr>
<tr>
<td>Communication</td>
<td>29</td>
</tr>
<tr>
<td>Experience</td>
<td>24</td>
</tr>
<tr>
<td>Confidence</td>
<td>23</td>
</tr>
<tr>
<td>Attitude</td>
<td>22</td>
</tr>
<tr>
<td>Ethical</td>
<td>22</td>
</tr>
<tr>
<td>Hard worker</td>
<td>22</td>
</tr>
<tr>
<td>Friendly</td>
<td>14</td>
</tr>
<tr>
<td>Explains to the patient</td>
<td>13</td>
</tr>
<tr>
<td>and give the chance of</td>
<td></td>
</tr>
<tr>
<td>making a decision</td>
<td></td>
</tr>
</tbody>
</table>

**Table 9**

<table>
<thead>
<tr>
<th>Answers</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Infection control</td>
<td>11</td>
</tr>
<tr>
<td>Professional</td>
<td>11</td>
</tr>
<tr>
<td>Pain free</td>
<td>10</td>
</tr>
<tr>
<td>Address the chief complaint</td>
<td>9</td>
</tr>
<tr>
<td>Honest</td>
<td>9</td>
</tr>
<tr>
<td>Reputation</td>
<td>9</td>
</tr>
<tr>
<td>Up to date</td>
<td>9</td>
</tr>
<tr>
<td>Love his work</td>
<td>7</td>
</tr>
<tr>
<td>Trust</td>
<td>7</td>
</tr>
<tr>
<td>Appearance</td>
<td>5</td>
</tr>
<tr>
<td>Comfort</td>
<td>5</td>
</tr>
<tr>
<td>Punctual</td>
<td>4</td>
</tr>
<tr>
<td>Respect</td>
<td>4</td>
</tr>
<tr>
<td>Décor</td>
<td>3</td>
</tr>
<tr>
<td>Quick</td>
<td>2</td>
</tr>
</tbody>
</table>

**Table 10**
References:


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Title of the Project:
- How do individuals choose a dentist? A survey based study in Kuwait.

Aim of this research is:
- The purpose of our study is to determine the factors that have an impact on the patient choice of their dentist in Kuwait.

The procedures involved in this study include:

Answering 22 questions on this questionnaire, which should only take you about 10 minutes to be completed.

There are no risks to you if you participate in this research. Your participation will increase knowledge about this important issue. All information collected will remain confidential. Neither your name nor your address will be recorded in any assessment. There is no obligation or compulsion for you to participate. You have the freedom to agree or not agree to participate this study and it will not have any adverse effect on your right to receive the health care. You may quit from the research on any time.

Please indicate (✓) below if you wish to participate or decline to do so:

- I wish to participate
- I do not wish to participate

Thank You for Your Cooperation...

Student name: Fatemah Al-Kandiri – Hebah Al-kandary     Faculty: Faculty of Dentistry
Supervised by: Aref Ghayyath

Date:18-02-2013

This consent form comes in two copies, one copy should be kept with the researcher and the other copy may be given to the participant if they like to keep a copy with them.
Questions:

1. Which one of these are you
   a. Dental student, which year........?
   b. Academic staff
   c. Non academic staff

2. What is your age group?
   a. ≤21          b. 22-30          c. 31-50          d. 51-64          e. ≥65

3. What is your gender?
   a. Male          b. Female

4. What is your Nationality?
   a. Kuwaiti
   b. Non-Kuwaiti, please specify ..........................................

5. What is your education level?
   a. Primary school
   b. Middle school
   c. High school
   d. bachelor's degree
   e. higher education

6. What is the range of your income?

7. What is the usual reason for you to approach/seek a dentist?

8. Which kind of dentist do you prefer to go to when you need a dentist?
   a. Governmental sector dentist
   b. Private clinic dentist
   c. Kuwait university dental clinic dentist

9. On what basis do you choose the dentist? (select all that apply)
   a. Advertisement    b. Relatives or friends recommendations
   c. Dentist’s reputation
   d. Dentist educational level (e.g. certificate, where did he graduate from)
   e. Doesn’t make a difference to you
   f. Others: ..........................................................

10. Do you prefer to be treated by a dentist of your own nationality?
    a. Yes
    b. no
    c. no preference, (go to question 12)

11. What is the dentist nationality that you prefer to go to?
    a. American
    b. European
    c. Egyptian
    d. Indian
    e. Jordanian
    f. Kuwaiti
g. Syrian
h. Other: please specify: ................
i. Does not make a difference

12. When choosing a dentist, which gender do you prefer?
   a. Male dentist
   b. Female dentist
   c. Doesn’t make a difference

13. Does the location of their education (where they graduated from) affect your choice?
   (If No go to question #15)
   a. Yes
   b. no

14. If the answer for question 13 is yes, please write your preferred education location/country?
   (rank 3 locations, as #1 is the most favorable)
   1. ..................................................
   2. ..................................................
   3. ..................................................

15. Does the dentist’s level of education (degree) influence/affect your choice? (if no go to question 17)
   a. Yes
   b. no

16. If the dentist’s level of education (degree) influence your choice then what level of education do you prefer?
   a. General dentist
   b. Specialist

17. Does the personality of the dentist affect your choice?
   a. Yes
   b. No

18. Do you have dental insurance? (If No, go to question 22)
   a. Yes
   b. No

19. If you have dental insurance, does it cover all types of treatment needed?
   a. Yes
   b. No
   c. I don’t know

20. Does your insurance have a yearly limit?
   a. Yes
   b. No
   c. I don’t know

21. If it doesn’t cover everything, then what would you do?
   a. Pay more and do it in the private clinic
   b. Go to a government polyclinic
   c. Go to Kuwait university dental clinic
   d. Stay without a treatment (since it is not covered by the insurance)

22. In your own words, what makes a good dentist in your opinion?
   Answer:
عنوان الدراسة:
دراسة حول كيف تختار طبيب أسنانك؟

الهدف من إجراء هذه الدراسة هو:
تحديد العوامل التي لها تأثير على قرار المريض عند اختيار المريض لطبيب الأسنان في الكويت.

الإجراءات المتبعة في هذه الدراسة تتضمن التالي:

1) الإجابة على 22 سؤال من خلال هذا الاستبيان المكتوب والذي يستغرق 10 دقائق تقريبا.

جميع المعلومات التي سيتم الحصول عليها من خلال هذه الدراسة سيتم التعامل معها بسرية تامة.
ولن يتم خلال هذه الدراسة إدراج الأسماء. ويتخضع الباحث بالموافقة على سرية المعلومات والخصوصية. المشاركة في هذه الدراسة اختيارية و غير ملزمة. ولك كامل الحرية في المشاركة أو عدم المشاركة. ولكن المشارك لن يؤثر على قرارنا في تنفيذ الدراسة في أي وقت.

الرجاء وضع علامة (✓) في المكان المناسب:
أرغب بالمشاركة
توقيع المشارك
بالبحث: ...........................................
لا أرغب بالمشاركة

تشكر لكم حسن تعاونكم.
اسم الطلابية: فاطمة الكندري – هبه الكندري
اسم المشرف على الدراسة: الدكتور عارف غياث

هذا الإقرار من نسختين، نسخة تحفظ لدى الباحث في سجل البحث والنسبة الثانية تسلم إلى المشارك بالبحث.
إذا رغب في ذلك.

اسم الطالبة: فاطمة الكندري – هبه الكندري
كلية طب الأسنان
قسم العلوم التشخيصية
2013
إقرار مستنير للبالغين (كامل الاهلية) بالموافقة

جامعة الكويت
كلية طب الأسنان
قسم العلوم التشخيصية
الأسئلة:

1. من أنت من هؤلاء؟
   a. طالب طب أسنان. السنة الدراسية.............?

2. الفئة العمرية:
   21≤
   a. a
   30-22 . b
   50-31 . c
   64-51 . d
   65≤ . e

3. الجنس:
   a. ذكر
   b. أنثى
   c. كويتي
   d. غير كويتي، الرجاء التحديد ...

4. المستوى التعليمي:
   a. المرحلة الإبتدائية
   b. المرحلة المتوسطة
   c. المرحلة الثانوية
   d. شهادة جامعية
   e. دراسات عليا ..

5. الدخل الشهري:
   500≤
   a. a
   501-1000 . b
   1001-2000 . c
   2000≤ . d

6. ما هو سبب زيارة طبيب الأسنان?
   a. ألم
   b. فحص دوري
   c. تجميلي
   d. تقويم
   e. لأسباب أخرى

7. هل تفضل أن تكون طبيب الأسنان من نفس جنسيتك؟
   a. نعم
   b. لا

8. هل تفضل أن يكون طبيب الأسنان من أي جنسية؟
   a. عربية

9. هل تفضل أن تكون طبيب الأسنان من نفس جنسيتك؟
   a. نعم
   b. لا

10. هل تفضل أن تكون طبيب الأسنان من نفس جنسيتك؟
    a. نعم
    b. لا
    c. لا تفرق معنى (إذهب إلى سؤال 12)

11. هل تفضل أن يكون طبيب الأسنان من أي جنسي؟
    a. نعم
جنسيات أخرى، الرجاء التحديد ............................................

12. عندما تختار طبيب الأسنان ماما تفضل أن يكون جنس الطبيب:
a. ذكر
b. أنثى
c. لا يفرق

13. هل الجامعة التي تخرج منها طبيب الأسنان تؤثر على اختيارك؟ إذا كانت الإجابة بلا اذهب إلى سؤال 15
a. نعم
b. لا
c. لا يفرق

14. إذا أجبت بنعم على السؤال 13: الرجاء تصنيف أفضل 3 دول أو مكان دراسة طب الأسنان من وجهة نظرك؟
(1=الأفضل)
(1) ............................................
(2) ..............................................
(3) ..............................................

15. هل شهادة طبيب الأسنان تؤثر على اختيارك؟ إذا كانت الإجابة بلا اذهب إلى سؤال 17
a. نعم
b. لا
c. لا يفرق

16. إذا كانت الإجابة بنعم، ما هي الشهادة التي تفضلها؟
a. تخصص عام
b. متخصص

17. هل شخصية طبيب الأسنان تؤثر على اختيارك؟
a. نعم
b. لا
c. لا يفرق

18. هل لديك تأمين صحي؟ (إذا كانت الإجابة بلا اذهب إلى سؤال 22)
a. نعم
b. لا
c. لا أعرف

19. إذا كان لديك هل يغطي كل أنواع العلاج؟
a. نعم
b. لا
c. لا أعرف

20. هل التأمين الصحي له حد سنوي؟ (بمعنى سعر معين لا تستطيع أن تصرف أكثر منه)
a. نعم
d. لا
e. لا أعرف

21. إذا لم يغطي كل العلاجات، ماذا تفعل؟
a. تدفع الزيادة وتتعامل في عيادة خاصة
b. تذهب إلى عيادة حكومية
c. تذهب إلى عيادات جامعة الكويت
d. تفضل بدوّن علاج (بما أن التأمين لا يغطي تكاليف هذا العلاج)

22. ما الذي يجعل طبيب الأسنان جيد في رأيك؟
الإجابة: .................................................................................................