Improving Patient Wayfinding in the Geriatric and Special Care Dentistry Clinic at National Dental Centre Singapore

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Results
The pre-intervention survey found that 29% (17/59) of patients agreed to the question “Do you have problems finding your way to the Dental Room/Operatory?”. This decreased to 7% (4/60) after interventions.

Conclusion
Understanding patients’ needs is important in determining the root causes and solutions to problems they face when seeking treatment. Wayfinding in the GSDC was improved after interventions based on patient surveys and interviews.