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Introduction

After wisdom tooth surgery, Dental Assistant in LAOT would need to explain the post-op Do's and Don'ts to patients. As the age of our patients ranges from between young adult to Senior citizen, their understanding level also varies. Explaining to our patient verbally using instructional guide from our post-op form (Figure 1), we realise that most patient find it hard to visualise.

Post-op follow-up call to patient is done on next working day, to ensure that patient manage self home care correctly. Often times, patients are still confused and unsure about the post-op self care instructions. Thus we have to repeat the post-op care instruction briefing to patients on phone, and this resulted in inefficiency.

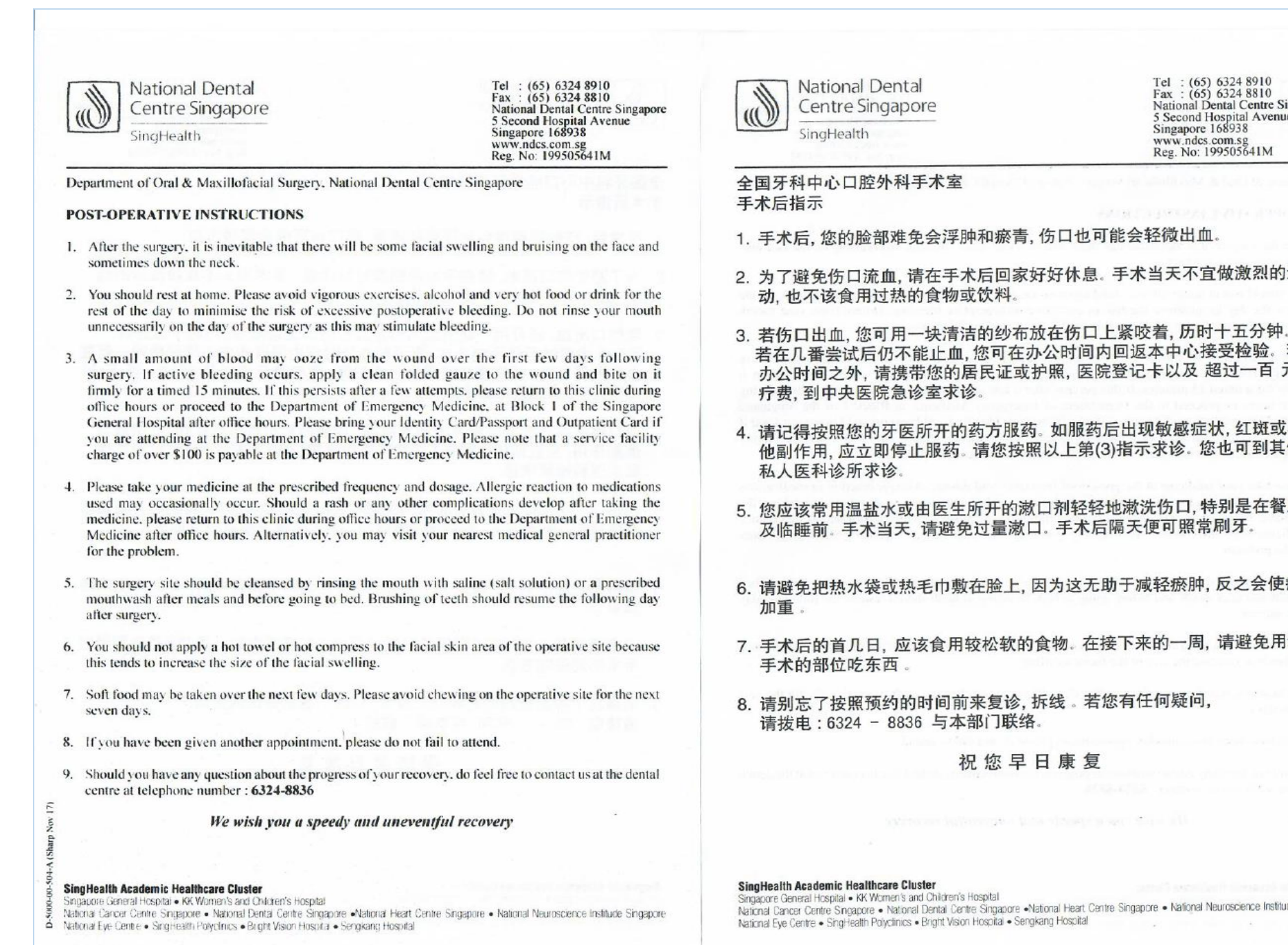


Figure 1 : Post-op Instruction Leaflet

Objective

The project team aims to improve patient's understanding about the post-op care instructions, and to reduce the occurrence of repeat briefing about post-op care instructions to patients during the post-op follow up call.

Methodology

- Survey was done to understand the age distribution of patients undergoing wisdom tooth surgery.
- With understanding on patient's age group, project team brainstormed potential interventions that is relevant to patient age group to increase patient's understanding.

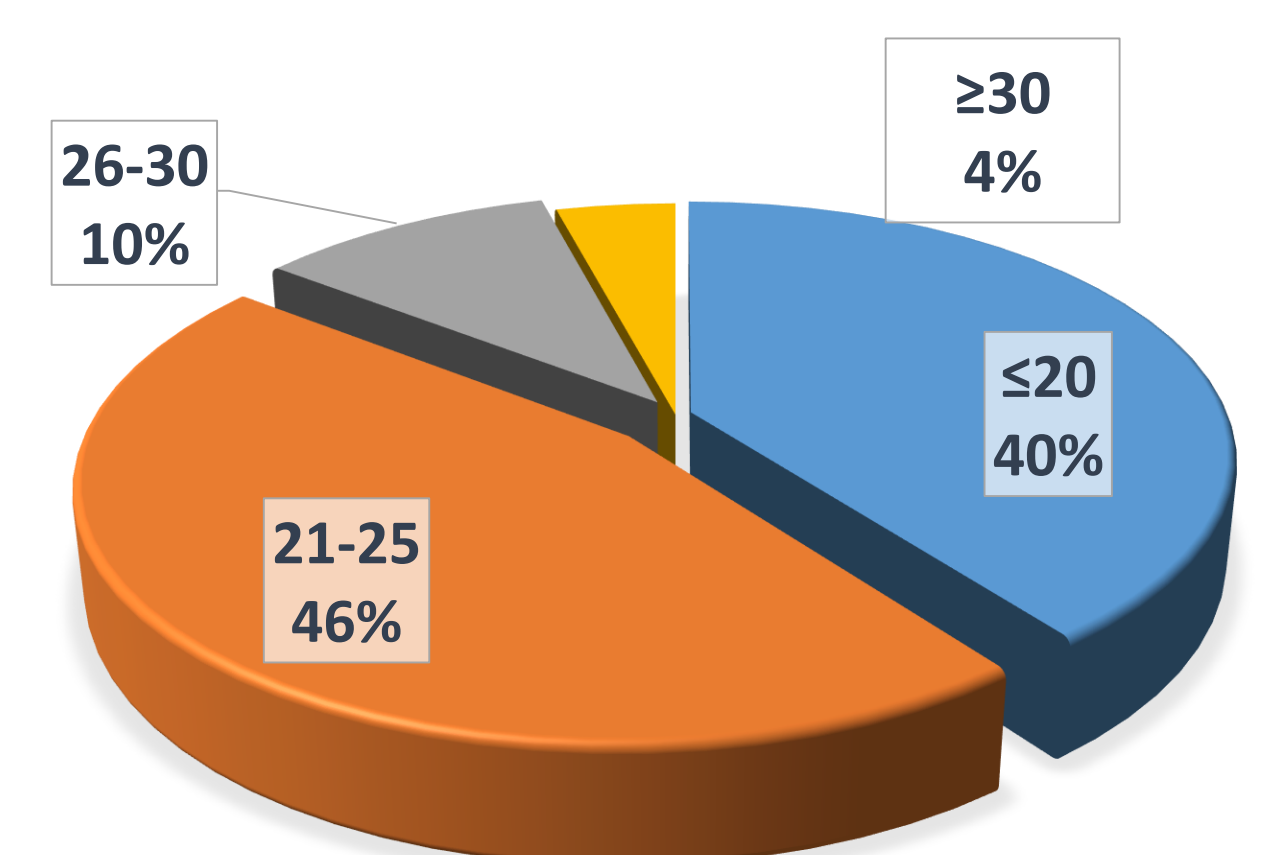


Figure 2 : Patient age group

Interventions



Figure 3 : Newly Designed Poster

- A poster with visual cue is designed for best appeal to all age group.
- Dental Assistant will use the poster to supplement the post-op instruction leaflet when explaining the care instructions to patients.

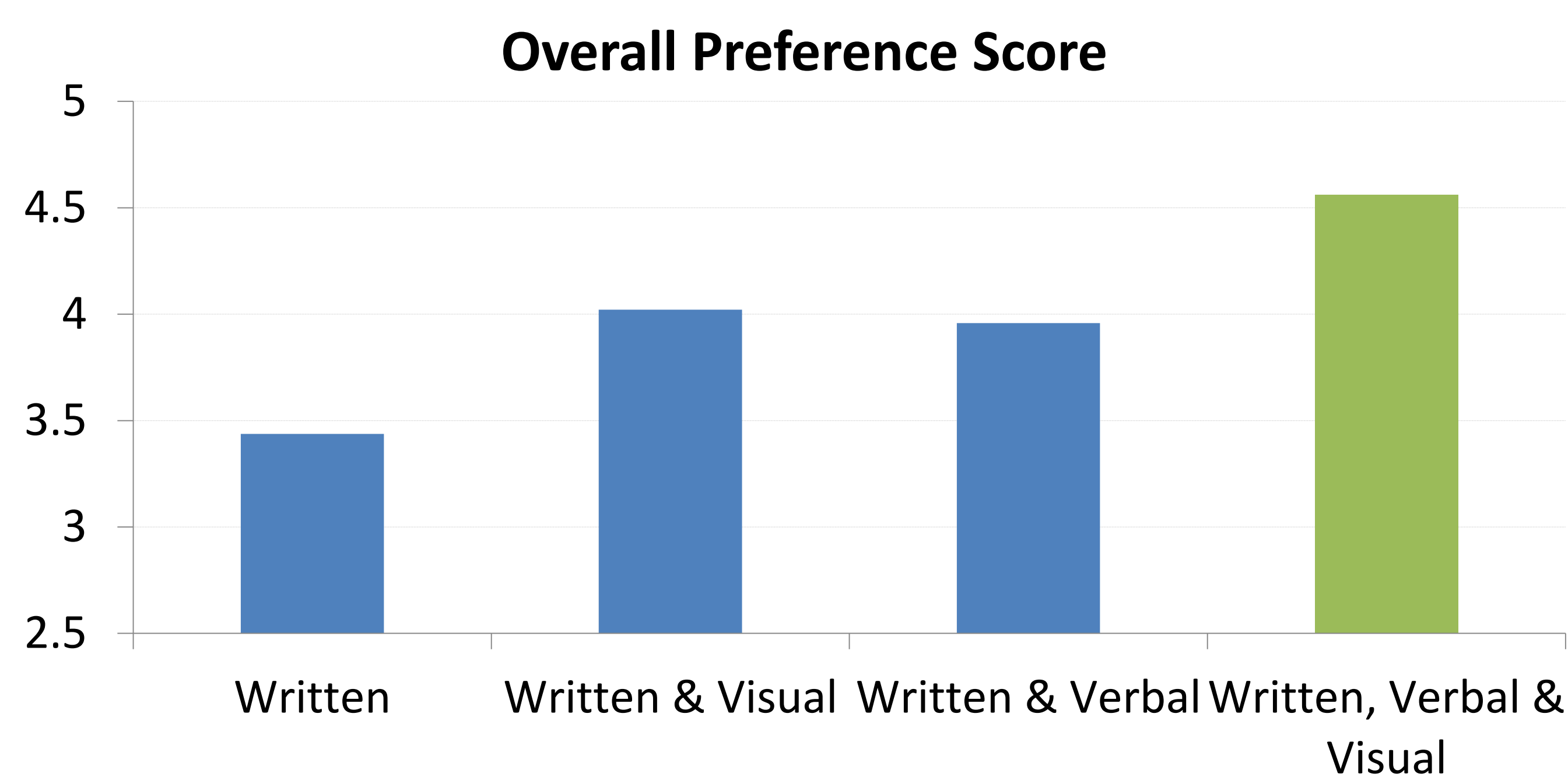
- Posters are displayed on the wall of recovery area and the changing room for patient to read. This is to reiterate the importance of proper aftercare procedure.



Figure 4 : Patient Recovery Area with Poster Display

Results

The project team did a survey on 60 patients. 100% of patients surveyed preferred to have a combination of written, verbal and visual guide for their post op briefing instructions.



Conclusion (patient's feedback)

- Visual aid would be helpful.
- Current written instructions look very wordy but does not cover everything. E.g. Cold towel is actually useful.
- The visual can be confusing to absorb one shot, may be a flyer of the visual to bring home
- It is easier to understand with the poster or pictures.

With the help of a step by step poster, patients are able to visualise and better understand the post op care instructions. This is important to empower patients with the knowledge to manage the first 24hrs self-care at home after wisdom tooth surgery.