The issues of concerning quality of care have become increasingly important. Quality of care at dental clinic in community hospital is generally perceived by people as low standard. The objective of this study is to describe the patients' satisfaction among oral care services at Huayploo community hospital and its relationship with factor related to quality of care.

This was a Cross-sectional Study conducted at the dental clinic in Huayploo community hospital, Nakhon Chaisri, Thailand between the 15th and 24th of January, 2002. The sample consisted of 282 adult patients who came to the dental clinic for dental treatment either based on emergency treatment or for a regular appointment. Data were collected in the form of a self-administered questionnaire. Univariate and bivariate analysis was used for data analysis.

The result showed that 70.4 % of the sample exhibited satisfaction with the oral care in dental clinic at Huayploo community hospital. Although the female, married, literate and labor group was more satisfied than the male, single, illiterate and other occupational group there was no significant relationship between aforementioned socio-demographic characteristics and satisfaction (p-value > 0.06). The patients' satisfaction on oral care services was positively correlated to the length of time for consultation ($\gamma_s = 0.147$; $p$-value = 0.014) and age of patients ($\gamma_s = 0.241$; $p$-value = 0.000). While it was inversely correlated with time for registration ($\gamma_s = -0.254$; $p$-value = 0.000) and waiting time for services ($\gamma_s = 0.211$; $p$-value = 0.000).

This study suggested that there should be improvement in the area of continuity of care, should compete with other oral care facilities in term of good service, harmoniously personality of provider for every step of services and provider skill and reasonable cost for the service so that patient do not move to another hospital or go to a private clinic to get oral treatment.