

## Dental Primary care in Brazilian Public Health System: what do users describe about their treatment?



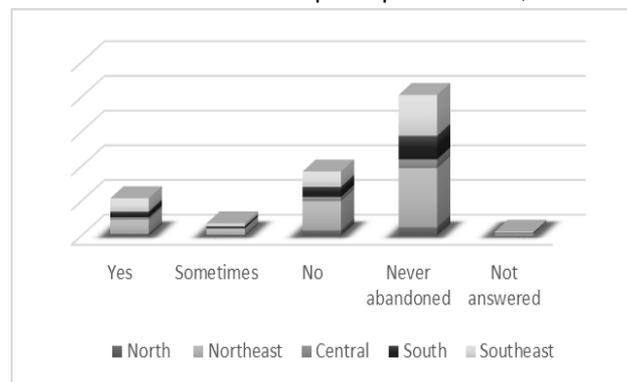
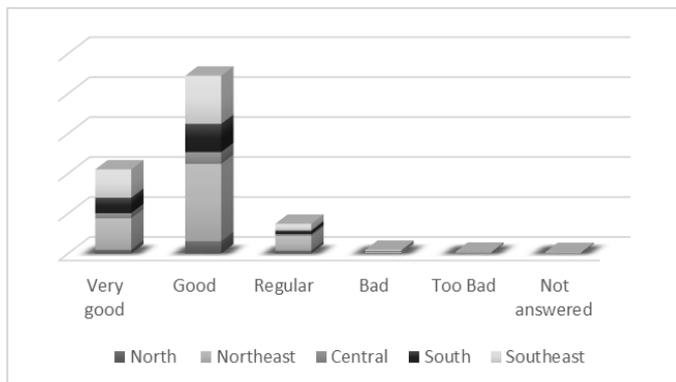
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**Statement of the Problem:** The Unified Health System (Acronym in Portuguese is SUS) is the Brazilian public health system that, by means of its principles and assumptions, promotes treatment to all diseases and health promotion actions. It happens per offering health services in all level of complexity to health care and treatment. The health service delivery in all the complexity of the assistance, has Primary Health Care (PHC) as the coordinating axis to organize the SUS. Among all Health Care Models that exists in SUS, the primary dental treatment and oral health promotion are available within the Family Health Strategy (FHS) which is an achievement of the National Oral Health Policy (NOHP) and the National Primary Care Policy (NPCP)<sup>1,3,4</sup>. The whole framework that underpins the provision of quality services in SUS emerges from a concept that is structured in certain aspects as: Primary health treatment, health promotion and specialized health care. **Objective:** Research question is users' perception regarding oral health care received at the PHC in Brazil. This can be studied by means of a nationwide assessment study with Dental Primary care services users. The aim was to describe and characterize SUS-users' perception regarding some principles primary dental treatment in the five macro-Brazilian regions.

**Methodology:** This is a national assessment study in primary health care public services. The sample consisted of 37.262 users of primary dental treatment in SUS. Data were collected by means of the Ministry of Health primary health services assessment survey.<sup>3</sup> The survey was conducted between 2012-2014 in all the five geographical and political regions of Brazil (North, Northeast, Central, South and Southeast). All users were interviewed at the period they were waiting for service at the waiting room at the health center facility. Variables used in the present study are associated to users of Primary Health Centre perspective about satisfaction, access and use of services. To analyze the outcome (positive perceptions) variables were transformed in dichotomies following 95% reliability.

	North n(%)	Northeast n(%)	Central n(%)	South n(%)	Southeast n(%)	Total n(%)	p-value
Assisted by The same dentist	1542	11675	1834	4258	8031	27340(73,3%)	<0.001
Orientation about health care	1659	11820	1752	4679	8328	28238 (75,7%)	<0.001

Table 1. Outcome of positive perceptions to the dental treatment. PHC users' perception. Brazil, 2016.



Graph 1. Search for absent users to dental treatment. Graph 2. Quality of care received by oral health professionals. PHC users' perception. Brazil, 2016.

### Conclusions:

Per users' positive perspective regarding primary dental treatment, the Brazilian Public health system has a satisfactory care with these users. The system must invest in the active search of users who interrupt the treatment and value the work of the dentist to follow the treatment of the user in a continuous way.