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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. It offers to all Brazilian citizens, by means of its principles and assumptions, treatment to all diseases and health promotion actions. This happens per offering health services in all level of complexity to health care and treatment. The system is organized by means of Primary Health Care(PHC) as its coordinating axis. Among all Health Care Models 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). The framework that underpins the provision of quality services in SUS emerges from a concept that is structured in certain aspects as the primary health treatment, health promotion and a specialized health care. **Objective:** The research subject is the users' perception regarding oral health care received at the PHC in SUS in Brazil. This can be studied by means of a nationwide survey with SUS users' perception about received treatments. The aim of this study was to describe and characterize SUS users' perception regarding some primary dental treatment in the five macro-Brazilian-regions.

Methodology: This is a national study developed in primary healthcare public services. The sample consisted of 37262 users of primary dental treatment. Data were collected by means of the Ministry of Health assessment survey. The survey was conducted between 2012-2015 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 treatment at the waiting room inside the health centre facility. Variables used in the present study are associated with 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 and was performed bivariate and associative data analysis.

	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.

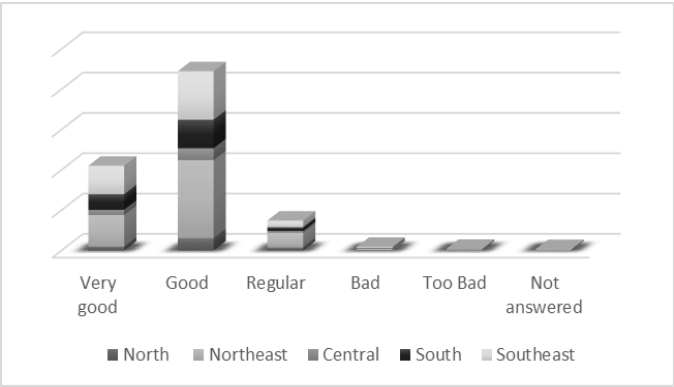


Figure 1. Search for absent users to dental treatment. PHC users' perception. Brazil, 2016.

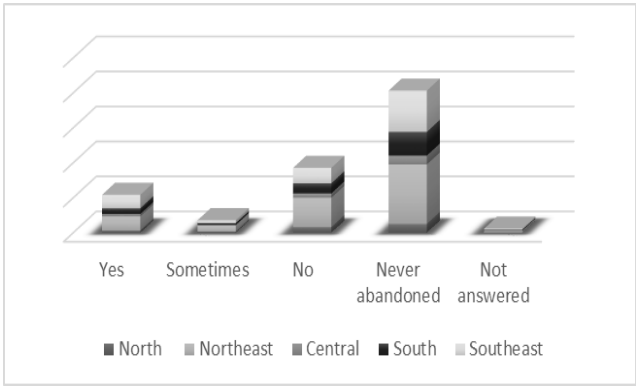


Figure 2. Quality of care received by oral health professionals. PHC users' perception. Brazil, 2016.

Conclusions:
The Brazilian Public health system is good, per SUS users' perspective regarding primary dental treatment. The system must invest in the active search for users who interrupt the treatment and enhance the work of the dentist to follow the treatment of the same user in a continuous way.