
Patient Anxiety Levels Against Dental Health Services During the Covid-19 Pandemic Period at Meuraxa General Hospital Banda Aceh City

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ABSTRACT

Corona Virus or Coronavirus is a group of viruses that can cause disease in animals or humans. Various efforts must be carried out to realize optimal public health status, one of which is the implementation of health services. This study aims to get an overview of the level of anxiety of the people who seek treatment at the dental and oral clinic during the Covid-19 period at the Meuraxa General Hospital. The sample in this study was 50 people, and the community visited the dental clinic with the total sampling method. Place in the study at the Meuraxa General Hospital Banda Aceh City in 2022. The method in this study used analytical research with a cross-sectional design. The aim is to determine the effect of patient anxiety levels on dental clinic services during the COVID-19 pandemic at Meuraxa Hospital, Banda Aceh City. The results of this study indicate that women tend to experience greater anxiety than men. Respondents experienced anxiety about dental poly services during the COVID-19 pandemic in the severe category in as many as 23 people (46%), the moderate anxiety level category in as many as 19 people (38%), and only 8 people with mild anxiety level (16%). The majority of the samples stated that the dental poly service was good as many as 42 people (84%), while the sample that stated the dental poly service was lacking was only 8 people (16%). In conclusion, the level of patient anxiety about visits to dental and oral health services increased during the Covid-19 pandemic.

INTRODUCTION

The Covid-19 pandemic is a Covid-19 outbreak that affects most of the countries in the world at the beginning of the new decade, to be precise January 30, 2020, the World Health Organization (WHO) declared a global public health emergency against the corona virus disease outbreak (1).

Covid 19 (Coronavirus Disease-2019) caused by the SARS CoV-2 (Severe Acute Respiratory Syndrome Coronavirus-2) is an infectious disease that originated in Wuhan City, Hubei Province, China, becoming an event that threatens public health in general and has attracted attention. world. Covid-19 is a disease that has been identified as a virus that attacks the respiratory tract. Based on scientific evidence,

Covid-19 can be transmitted from human to human through coughing droplets or sneezing droplets (2). Corona Virus or Corona virus is a group of viruses that can cause disease in animals or humans. A new type of corona virus that was discovered which was named Severe Acute Respiratory Syndrome Coronavirus 2 (SARS-COV2) caused COVID-19 disease, so the World Health Organization (WHO) declared the novel Corona Virus Disease (COVID-19) outbreak a global pandemic. transmitted through the respiratory tract (3).

Various efforts must be carried out to realize optimal public health status, one of which is the implementation of health services. The COVID-19 pandemic has resulted in changes in health services carried out in the health sector. The role of health workers in the COVID-19

pandemic is very important in carrying out prevention, detection, and response in the prevention and control of COVID-19. (4) This is a part that must be done to control some cases. Health services must be able to manage, and utilize their resources effectively and efficiently in breaking the chain of transmission, both at the individual, family, and community levels. (3).

The COVID-19 pandemic has forced some activities outside the home to be turned into activities carried out at home such as studying at home, working at home, and others. However, for the health sector, such as health services, it is the front line to help people infected with COVID-19 so it must continue. Health services are services provided to meet needs in the health sector. Types of health service facilities include independent practice places for health workers, community health centers, clinics, hospitals, pharmacies, blood transfusion units, health labs, optics, medical service facilities for legal purposes, and traditional health service facilities. Many people feel pressured from various aspects, such as fear and anxiety when visiting a doctor or dentist and dental nurse during a pandemic for fear of contracting SARS-CoV-2 from these visits. This anxiety makes the pain that is felt stronger, causing irregular sleeping and eating times (5).

Anxiety is a feeling that is almost the same as fear, but anxiety tends to be less specific (6). Anxiety can also be interpreted as personal worry about the future, which is usually accompanied by physical symptoms such as tension, feelings of wanting to avoid, palpitations, cold sweats, chaotic thoughts, difficulty sleeping, difficulty concentrating, body tremors, and feelings of restlessness and irritability(7).

Anxiety is a type of emotional disorder that is associated with unexpected or dangerous situations. Prolonged anxiety will cause stress so that it interferes with daily activities and causes instability in situations and conditions, one of which is that people are afraid to check themselves in health services (8). Patient anxiety hurts dental procedures to be performed. When the patient feels anxious, there is stimulation of the sympathetic nervous system which can increase cardiac output and arteriolar vasoconstriction, thereby increasing blood pressure. (9) many things must be considered to improve health status, one of which is to provide health services. One of the health services provided to the community is dental and oral

health services. (10) According to the data obtained, the prevalence of anxiety in dental patients ranges from 5% - 20% in various countries, which poses an important problem for dental practitioners. The availability of data on anxiety associated with various dental treatments and variations in different populations is sparse. If the dental operator is aware of the patient's level of anxiety, it is hoped that it can anticipate the patient's behavior to help avoid this anxiety so that treatment planning will be successful (11).

The prevalence of dental anxiety (DAS score >13) among the Australian population was reported to be 14.9%. Approximately 4-7% of subjects in Japan, Indonesia, Brazil, and Argentina reported experiencing severe patient anxiety. Ten research studies conducted in various countries around the world found women to have higher levels of anxiety. (11)

Research conducted by Sari Puspita, R & Atami. U regarding the Study of Anxiety Level Analysis with Compliance Posyandu Visits During the Covid-19 Pandemic, it was found that 12 respondents were not anxious and obedient in visiting posyandu during the pandemic, 13 respondents experienced mild anxiety and 5 respondents experienced severe anxiety. As a result of these concerns, people will be afraid to check with health services. (7)

One of the effects of anxiety is the fear of being infected or transmitting it to others. The impact of the COVID-19 pandemic also affects mental health due to the effects of economic losses, prolonged isolation, and treatment that has not been found. (12) According to research conducted by Livana, out of 20 people, 3 did not experience anxiety, 5 experienced mild anxiety, 7 experienced anxiety while 5 experienced severe anxiety, and even they did not dare to go to health services at all. (7)

Based on annual register data at the Dental Poly Hospital of Meuraxa Hospital, the number of patient visits before the 2019 pandemic was 3,198 and patient visits to the dental clinic during the 2020 COVID-19 pandemic were 2,663 patients. This visit began to decline in 2020 and then increased again in 2021 to 2,969.

Based on the results of an initial survey that was carried out on 5 patients who visited the Dental Clinic at the Meuraxa Hospital, information was obtained that 3 out of 5 (60%) of them said

that they still have fear and anxiety about contracting the COVID-19 virus through the use of electronic devices, dentist tools, dental chairs, and others if doing dental poly care. In addition, being in a crowd of people who are sick while waiting in line at the hospital will be a very risk of being infected with the coronavirus. Not all of them are vaccinated is also another reason they are reluctant to do the dental treatment.

METHOD

The method in this study used an Analytical Survey research with a cross-sectional design, carrying out measurements with the independent variable (independent) on the patient's anxiety level and the dependent variable, namely visits to dental and oral health services. This research was conducted at Meuraxa Hospital, Banda Aceh City. The population of this study was patients who had visited the dental poly at RSUD Meuraxa during the COVID-19 pandemic on 3-5 January 2022. The sample was taken from a total sample of 50 patients who had visited the dental clinic during the COVID pandemic. -19. Data collection was carried out by giving questionnaires to patients who visited the dental clinic at Meuraxa Hospital, Banda Aceh City. The aim is to determine the effect of patient anxiety levels on dental clinic services during the COVID-19 pandemic at Meuraxa Hospital, Banda Aceh City.

Table 2. Anxiety Levels and Dental Clinic Services on Visits to Dental and Oral Health Services during the Covid-19 Pandemic at Meuraxa Hospital Banda Aceh City

No	Patient Anxiety Level	N	%
1.	Heavy	23	46
2.	Currently	19	34
3.	Light	8	16
	Total	50	100
No	Dental Hygienist	N	%
1.	Well	42	84
2.	Not good	8	16
	Total	50	100

In table 2 it can be seen that the majority of respondents experienced patient anxiety about dental poly services during the COVID-19 pandemic in the severe category as many as 23 people (46%), followed by patients with moderate anxiety level categories as many as 19 people Table 1. General Data of Respondents Who Visited the Dental and Oral Clinic

(38%) and high anxiety levels. mild only 8 people (16%). The majority of the samples stated that the dental poly service was good as many as 42 people (84%), while the sample that stated the dental poly service was lacking was only 8 people (16%). The results of data analysis on anxiety levels with patient visits for dental and oral health services during the COVID-19 pandemic at Meuraxa Hospital showed that most of the patients who visited dental and oral health services with severe anxiety levels as many as 23 people (46%). Meanwhile, a small proportion of patients who visited dental and oral health services with mild anxiety levels were 8 people (16%).

This makes people worried, anxious and confused about the stress that affects health. Researchers assume that this causes people to be afraid to check their health conditions in hospitals, clinics, and health centers because they are worried that COVID-19 will trigger various types of diseases that are not well controlled. This is in line with the research of Bustati, et al, as many as 16% of patients in dental and oral care experience anxiety due to fear of contracting the Covid-19 virus during routine treatment. Patients who experience anxiety tend to delay treatment. Moderate anxiety allows patients to focus on what's important in dental care during the COVID-19 pandemic. The increase in anxiety during the COVID-19 pandemic in patients undergoing dental treatment is only slightly influenced by several factors. (14)

Based on table 2, the research respondents were in the category of severe anxiety levels as many as 23 respondents (46%). Researchers assume that the Covid-19 pandemic makes people experience severe anxiety where they only think about small things, namely the risks that will occur when doing dental and oral care without thinking about other things such as what damage will happen if they don't take care of their teeth and mouth. the mouth itself so that anxiety affects visits to dental and oral health services of the respondents themselves.

RESULTS

The results of the study on the effect of patient anxiety levels on dental poly services during the COVID-19 pandemic at Meuraxa Hospital, Banda Aceh City. described as follows:

No	Respondent's Gender	F	(%)
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1.	Male	12	24%
2.	Female	38	76%
	Total	50	100%
No	Respondent's Education	F	(%)
1.	SD	10	20%
2.	JUNIOR HIGH SCHOOL	10	20%
3.	SENIOR HIGH SCHOOL	13	26%
4.	College	17	34%
	Total	50	100%
No	Respondents Employment Status	F	(%)
1.	Working	33	66%
2.	Doesn't work	17	34%
	Total	50	100%

Based on the results of the study in table 1, shows that the sex of the majority of respondents is female as many as 38 respondents (76%). The results of this study indicate that women tend to experience greater anxiety than men. Researchers assume that women are more prone to experiencing psychosocial problems due to various uncertain pressures during the covid-19 pandemic. Based on the psychological aspects they feel compared to men, women are more susceptible to psychological pressure than men because women have a predisposition genetics (genetic susceptibility) are stronger experiencing psychological stress, due to hormone levels, women tend to be more thinkers, and men generally do not often express the feelings of anxiety and fear that they experience directly, thus closing feelings or tend to be dishonest in emotional problems, in contrast to women who are more able to express their feelings and emotional feelings so that it affects worries and anxiety. In the distribution of education level, the most respondents were in tertiary education 17 people (34%) high school education many as 13 (26%) people, and the least obtained in elementary education as many as 10 (20%) junior high school as many as 10 (20%). The higher the level of education, the easier it will be for someone to accept and adapt to something new and it will be easier to adjust. The higher a person's education, the easier it is to absorb information, and in the end the more knowledge he has. In employment status, 33 (66%) people were working and 17 (34%) people were not working.

The fear experienced is a suggestion from someone. Suggestions are things that are implanted indirectly and unconsciously, suggestions can be deeply embedded and

ultimately difficult to remove. Especially during a pandemic, anxiety and fear are increasing about dental care. (13)

This is in line with Anindyajati's research that women are more anxious than men during the COVID-19 pandemic in Indonesia. Research by Tamarit also states that women are more anxious based on the psychological aspects they feel compared to men. (4) Research by Ifdil, et al also stated that research found women were more worried about themselves than men during the COVID-19 pandemic in Indonesia. (14)

DISCUSSION

The impact of the COVID-19 pandemic has caused many losses, for the community the main loss is psychological disorders or mental disorders. Excessive anxiety can have a detrimental effect on the mind and body and can even cause physical illness. High levels of anxiety have a detrimental impact on the mind and body, it can even lower the body's immune system so that people are at risk of contracting the Coronavirus. (5)

The results of the study stated that the majority of patients had a severe category of anxiety level of as much as 23 (46%). Patients who experience anxiety tend to delay routine care. Moderate anxiety allows patients to focus on what's important in dental care during the COVID-19 pandemic. The increase in anxiety during the COVID-19 pandemic in severe patients in dental care is only slightly influenced by several factors. From the results of this study, it can also be seen that the majority of patients who have visited the dental clinic during the COVID-19 pandemic at the Meuraxa Hospital have tertiary education because the higher the level of education, the easier it will be for someone to accept and adapt to something new and it will be easier to adjust. The higher a person's education, the easier it is to absorb information, and in the end, the more knowledge he has. The results of this study stated that the level of anxiety about the COVID-19 pandemic was higher in younger people compared to older people. Older people tend to be less mobile in socializing than younger people who are known to spend more time on social media. (9)

Good knowledge also affects reducing anxiety. Knowledge of the meaning, causes, signs, symptoms, transmission, prevention, and treatment of the COVID-19 virus enables people to

manage their anxiety. The conditions of anxiety experienced by humans are different which can trigger emotions. For patients who experience moderate and severe anxiety, it cannot be ignored, the need for the role of dentists and dental nurses is also needed in reducing anxiety during dental and oral care. Patients who experience anxiety must be assured that proper protection can prevent the transmission of the COVID-19 virus during dental and oral care activities. (14)

CONCLUSION AND RECOMMENDATION

Based on the results of research on the effect of patient anxiety levels on dental poly services during the COVID-19 pandemic at Meuraxa Hospital, Banda Aceh City, women tend to experience greater anxiety than men. Women are more susceptible to experiencing psychosocial problems due to various uncertain pressures during the covid-19 pandemic. The pandemic makes patients feel afraid to visit dental and oral health services, and the pandemic increases their anxiety.

Some suggestions that researchers can give are to provide counseling about COVID-19 to the public, especially patients who come to visit the dental clinic, namely to provide dental and oral health services and others, so that in the future it is expected to increase knowledge related to this topic and reduce anxiety during the pandemic. Health protocols should also be improved, because even though the public's assumptions about the truth of COVID-19 are decreasing, COVID-19 is still a threat to public health and dental nurses must improve communication with patients, especially patients who experience severe anxiety so that they remember and obey the rules. predetermined schedule of visits.

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