

**Figure 5 – Comparison of dimensions of Patient-Centred Care**

<b>Dimensions of PCC according to Institute of Medicine</b>	<b>Dimensions of PCC within evidence-based dental literature (3 papers)</b>
<b>1. Compassion, empathy and responsiveness to needs, values and expressed preferences</b>	<b>1. Empathy, equality, dignity, respect, engagement, trust, courtesy, “listened to”, responsive, individualised care, humanistic approach.</b>
<b>2. Co-ordination and integration</b>	<b>2. -</b>
<b>3. Information, communication and education</b>	<b>3. Communication, information.</b>
<b>4. Physical comfort</b>	<b>4. -</b>
<b>5. Emotional support, relieving fear and anxiety</b>	<b>5. Emotional understanding, understood, non-judgemental, positive outlook, patient contact, relationship.</b>
<b>6. Involvement of family and friends</b>	<b>6. (Consent issues)</b>