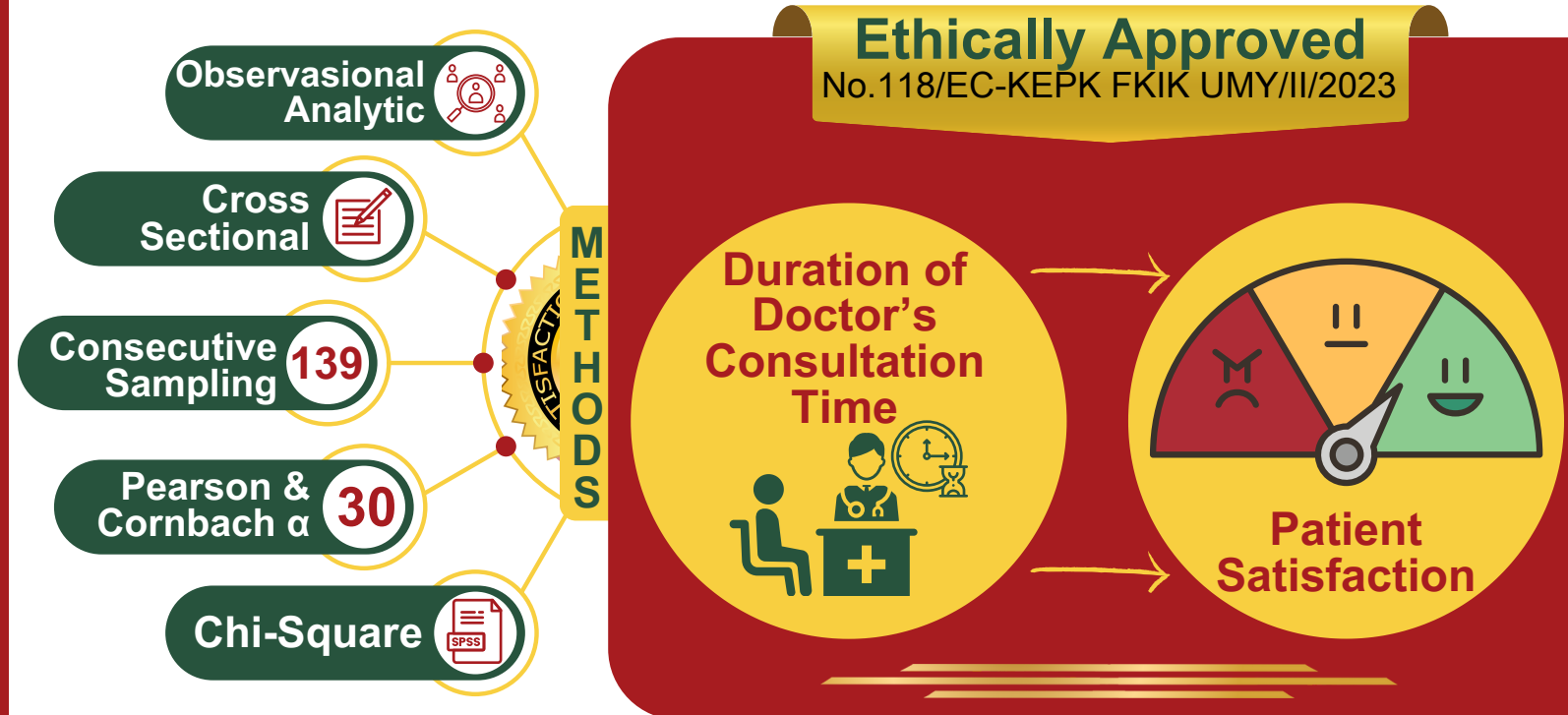


INTRODUCTION

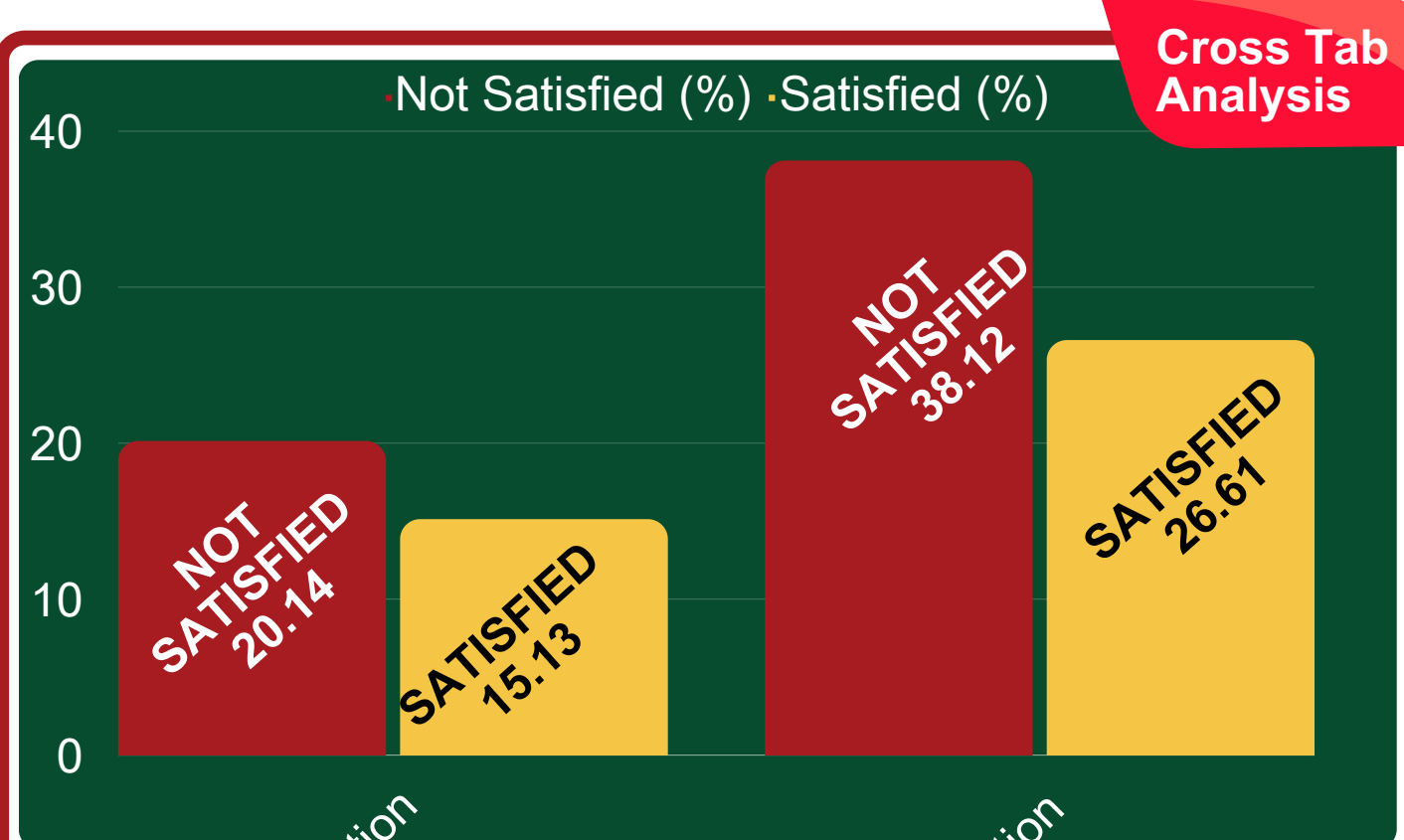
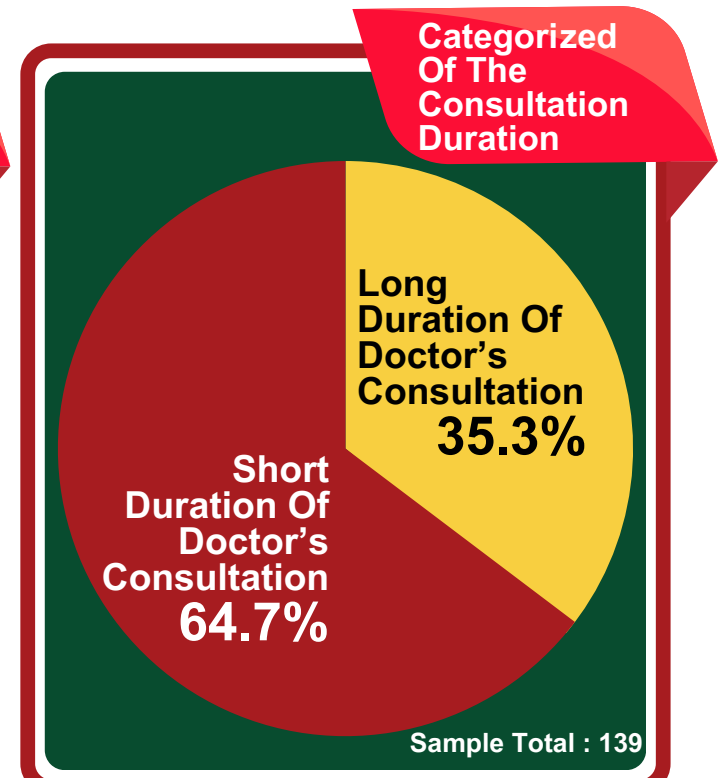
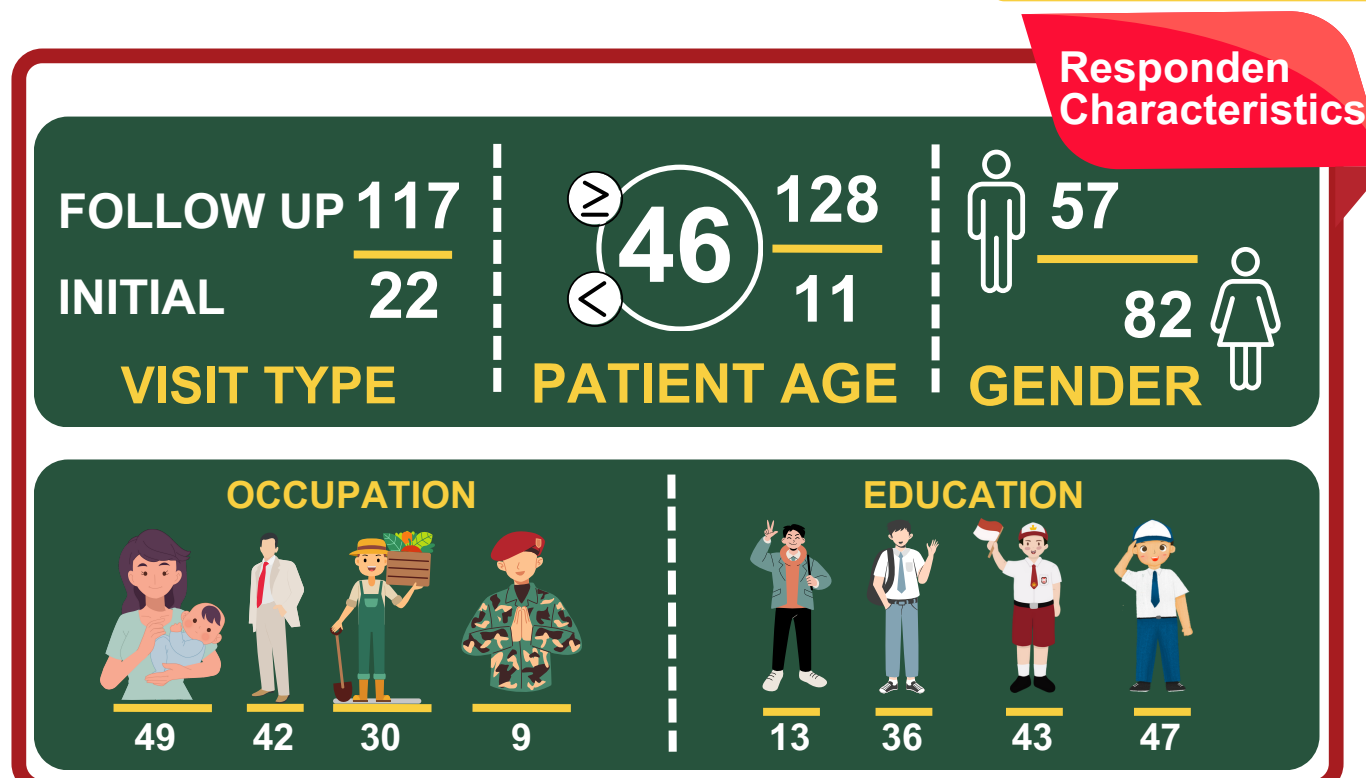
The duration of a doctor's consultation was one factor in determining patient satisfaction.

The duration of the doctor's consultation should not be too short and should not be too long.

Now a days, patients can decide for themselves whether long waiting times for short doctor consultations are worth the effort.

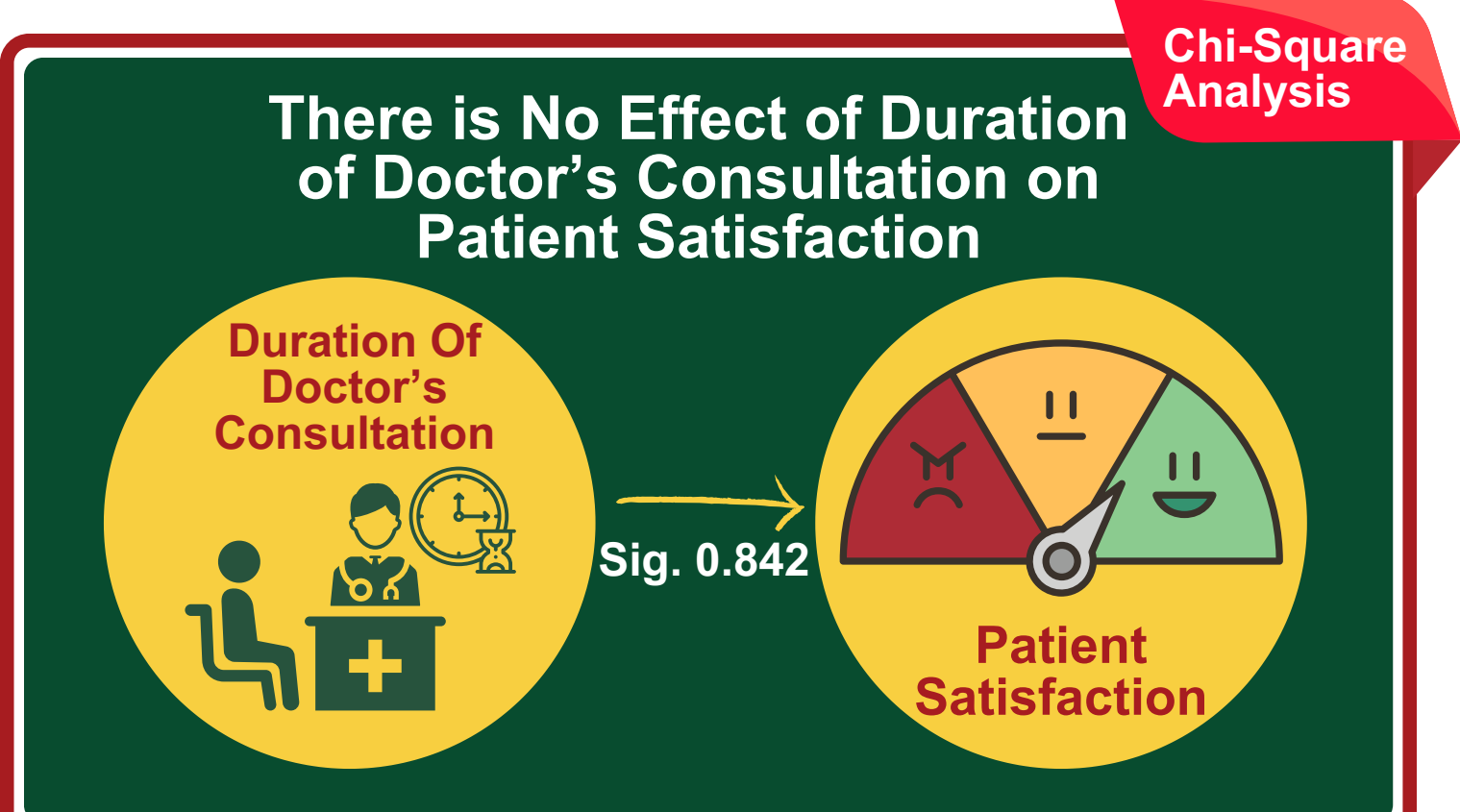


RESULT & DISCUSSION



Patients with repeat visits are more likely to feel satisfied compared to first-time visitors to a healthcare facility. (Al-Harajin et al., 2019; Davis-Dao et al., 2020; Dwi Lestari et al., 2020 ; Sinyiza et al., 2022; Tenforde et al., 2020)

Patients with experience in "doctor shopping" at various healthcare facilities are more likely to feel dissatisfied because they have high expectations for waiting times and the service they will receive when visiting healthcare facilities. (Homma., 2018 ; Qiao et al., 2019)



There is no influence of consultation duration on patient satisfaction. Patient satisfaction can be influenced by a variety of factors, including age, gender, marital status, occupation, education level, clinic type, the type of disease experienced, and patient expectations before visiting a healthcare facility (Jabour, 2020; Lee et al., 2020; Leow & Liew, 2022; Li et al., 2020; Quyen et al., 2021)

CONCLUSION

Patient satisfaction is not solely influenced by the duration of doctor's consultations. Long consultation duration does not necessarily make patients feel satisfied, and a short consultation duration does not necessarily make patients feel dissatisfied.

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