

ABSTRACT

Therapeutic communication is a form of planned interaction between healthcare professionals and patients aimed at supporting the healing process both physically and emotionally. The communication aspect in doctor-patient relationships in Indonesia has not yet become a primary focus, so communication problems in the healthcare field tend to be neglected. Similarly, fixed orthodontic treatment requires a considerable amount of time and routine controls every 4–6 weeks. Non-compliance with control schedules is often caused by lack of patient motivation, which can reduce the quality of treatment. Therefore, effective communication skills become one of the crucial competencies for dentists in building patient motivation and discipline during the treatment process. This study aims to understand the application of therapeutic communication between dentists and fixed orthodontic patients at Dentistime Dental Clinic, Bekasi City. This research uses qualitative methods with a phenomenological approach, employing in-depth interviews with doctors, patients, and therapeutic experts, observation, and documentation. The research results show that dentists have comprehensively implemented therapeutic communication stages from pre-interaction, orientation, working, to temporary termination phases which have a positive impact on patients' emotional comfort, understanding of procedures, and compliance in undergoing regular controls.

Keywords: *Therapeutic Communication, Dentist, Fixed Orthodontics, Patient Compliance.*