

**Table S1**

**Table S1.** Preliminary questions for developing a PCCS scale for dental hygienists

| No | Items                                                                                                                                        | 1 | 2 | 3 | 4 | 5 |
|----|----------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|
| 1  | I create a comfortable atmosphere when starting communication with the patient.                                                              |   |   |   |   |   |
| 2  | I greet the patient politely and respectfully upon first meeting.                                                                            |   |   |   |   |   |
| 3  | I clearly state the purpose of each stage of the interview process (e.g., medical history, dental history, chief complaint).                 |   |   |   |   |   |
| 4  | I use words that express respect and interest (e.g., "Are you feeling nervous?").                                                            |   |   |   |   |   |
| 5  | I use open-ended questions to understand the patient's problem or reason for visiting.                                                       |   |   |   |   |   |
| 6  | I maintain eye contact with the patient during communication.                                                                                |   |   |   |   |   |
| 7  | I check if the patient has any questions or concerns during the communication process.                                                       |   |   |   |   |   |
| 8  | I involve the patient in the treatment process and express a sense of partnership (e.g., oral care).                                         |   |   |   |   |   |
| 9  | Mirror the patient's words or actions to demonstrate empathy                                                                                 |   |   |   |   |   |
| 10 | I do not provide reassurance in a merely formal way when the patient expresses fear about treatment.                                         |   |   |   |   |   |
| 11 | Communicate in a structured and proficient manner                                                                                            |   |   |   |   |   |
| 12 | I appropriately transition from open-ended to closed-ended questions.                                                                        |   |   |   |   |   |
| 13 | Repeat questions to clarify implied content and emotions                                                                                     |   |   |   |   |   |
| 14 | I carefully observe the patient's non-verbal communication (e.g., anxious expressions, nervous hand gestures).                               |   |   |   |   |   |
| 15 | Summarize key points throughout the conversation                                                                                             |   |   |   |   |   |
| 16 | Clearly signal transitions between topics or situations.                                                                                     |   |   |   |   |   |
| 17 | I use closed-ended questions ("Yes" or "No") to clarify specific information.                                                                |   |   |   |   |   |
| 18 | Redirect off-topic discussions back to the main topic                                                                                        |   |   |   |   |   |
| 19 | Even if I have doubts about what the patient is saying, I avoid immediate objections and instead ask additional questions for clarification. |   |   |   |   |   |
| 20 | Clarify expectations regarding diagnosis, treatment, prognosis                                                                               |   |   |   |   |   |
| 21 | I treat the patient with dignity and respect.                                                                                                |   |   |   |   |   |
| 22 | I avoid using medical jargon and technical terms as much as possible.                                                                        |   |   |   |   |   |
| 23 | When I must use medical or technical terms, I make sure to explain them clearly.                                                             |   |   |   |   |   |
| 24 | When conveying treatment-related information, I use drawings or written explanations to aid the patient's understanding.                     |   |   |   |   |   |
| 25 | I encourage the patient to express their emotions.                                                                                           |   |   |   |   |   |
| 26 | I listen to the patient without bias and respect their opinions.                                                                             |   |   |   |   |   |
| 27 | I regulate my emotions while communicating.                                                                                                  |   |   |   |   |   |
| 28 | I identify the patient's beliefs and areas of interest through conversation.                                                                 |   |   |   |   |   |

|    |                                                                                                                          |  |  |  |  |  |
|----|--------------------------------------------------------------------------------------------------------------------------|--|--|--|--|--|
| 29 | I present information at a pace that the patient can easily understand, breaking it into small parts.                    |  |  |  |  |  |
| 30 | I assess the patient's level of understanding by observing non-verbal cues or directly asking them.                      |  |  |  |  |  |
| 31 | When examining the intraoral C.C. area, I consider the patient's emotional state.                                        |  |  |  |  |  |
| 32 | Before checking the intraoral C.C. area, I seek the patient's consent.                                                   |  |  |  |  |  |
| 33 | During the intraoral C.C. examination, I actively listen to the patient's opinions.                                      |  |  |  |  |  |
| 34 | I conduct the intraoral C.C. examination gently, considering the patient's discomfort.                                   |  |  |  |  |  |
| 35 | Conclude communication with gratitude for cooperation                                                                    |  |  |  |  |  |
| 36 | Ask if the patient has any additional questions or concerns                                                              |  |  |  |  |  |
| 37 | At the end of the communication process, I summarize the overall information so that the patient can easily remember it. |  |  |  |  |  |
| 38 | Even when documenting the conversation, I show continuous interest in the patient.                                       |  |  |  |  |  |

1= Strongly Disagree; 2= Disagree; 3 = Neutral; 4 = Agree; 5 = Strongly Agree