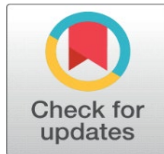


# SOCIAL MEDIA RESEARCH ON "LAMINATE VENEER", DURING COVID 19-PANDEMIC

Zeynep Basagaoglu Demirekin <sup>1</sup>✉, Esra Buyukcavus <sup>2</sup>✉

<sup>1</sup>Ph.D. DDS, Suleyman Demirel University Faculty of Dentistry, Department of Prosthodontics, Isparta, Turkey

<sup>2</sup>DDS, Specialist Dentist, Department of Restorative Dentistry, Isparta Dental Health Center, Isparta, Turkey



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## Corresponding Author

Zeynep Basagaoglu Demirekin,  
[dtzeynepbasagaoglu@yahoo.com.tr](mailto:dtzeynepbasagaoglu@yahoo.com.tr)

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## ABSTRACT

**Aim:** The difficulty of asking questions to each other during the appointment process with their doctor, the long waiting times of the patients in the waiting rooms in the clinics, and the fact that it is easier to get medical information on the internet due to the ongoing COVID-19 virus infection. Porcelain laminate veneers (PLVs) have been frequently used to restore anterior teeth for nearly three decades, thanks to their aesthetic appeal, durability, and biocompatibility.

**Methodology:** YouTube™ was searched by a researcher of this study using the keyword 'laminate veneer' on April 17, 2021. The most frequently used terms in this regard are 'laminate veneer' and 'laminate veneer restoration'. Analyzes were made on the Instagram application, along with YouTube.

**Results:** Thirty-three videos were determined on YouTube™ on the topic of laminate veneer. The mean number of the views was  $46277.84 \pm 128674.71$ , with the minimum view as ten and maximum as 682478. The videos had a mean duration of  $5:48 \pm 4:64$  with a range of 0:24–14:55. The mean number of "likes" for each video was  $198 \pm 424$ , and the mean number of "dislikes" was  $17 \pm 48$ . The most-liked video received 1700 "likes." The most-disliked video received 236 "dislikes." The mean number of comments was  $13.65 \pm 31.58$ . The interaction rate was  $1.67 \pm 5.18$ , and the viewing rate was  $2939.11 \pm 6076.75$

**Conclusion:** YouTube™ and Instagram still cannot be accepted as a completely confident resource of knowledge for patients who want to learn about oral aesthetic rehabilitation treatment with laminate veneers.

**Keywords:** Youtube™ and Instagram, Oral Aesthetic Rehabilitation™, Porcelain Laminate Veneers

## 1. INTRODUCTION

Coronavirus disease (COVID-19) was first detected on December 31, 2019, in Wuhan, China. It is a viral disease that can be transmitted directly by coughing, sneezing and inhalation of droplets, or by contact with the mucous membranes of the mouth, nose, and eyes. If patients undergoing dental treatment carry the covid virus, they can lead to virus transmission by means of a high-speed handpiece or ultrasonic apparatus that aerosolize their secretions, saliva, blood to the environment and clinic, and by contaminating dental stuffs [Yüce et al. \(2021\)](#). While

there is currently no guidance on possible transmission routes and rules to prevent and control infection in dental clinics during the COVID-19 pandemic, dental societies in each country have published reports [Nagpal et al. \(2015\)](#), [Bora et al. \(2018\)](#).

Increasing use of the Internet has allowed easy reach to available online health information (OHI), resulting in the emergence of healthcare users who are more likely to be informed through access to this information. The Internet has contributed to revolutionizing information sharing, the deprofessionalization of medicine, and the empowerment of healthcare users. In order to get information about their treatments in medicine and dentistry, people frequently search from their social media accounts [Thapa et al. \(2021\)](#).

The difficulty of asking questions to each other during the appointment process with their doctor, the long waiting times of the patients in the waiting rooms in the clinics, and the fact that it is easier to get medical information on the internet due to the ongoing COVID-19 virus infection. The pandemic process encourages people to explore their treatments [Simsek et al. \(2020\)](#), [Gholami-Kordkheili et al. \(2013\)](#). However, there are some inconvenient situations both in terms of the accuracy of the information on social media and in terms of having the necessary skills to evaluate the medical information they reach and associate it with their health status [Korkmaz and Buyuk \(2020\)](#).

The availability of reachable websites that can provide information to patients enables them to make more informed choices about healthcare. On Instagram and Youtube™, are most popular social media networks, patients and professionals can dispute or present their experiences, symptoms, or treatments with various hashtags with videos and pictures. However, this situation becomes a serious problem for patients to be misinformed or misdirected through social networks [Findik and Buyukcavus \(2020\)](#), [Sá et al. \(2018\)](#).

Porcelain veneer restorations (PVRs) are one of the most successful treatment modalities in modern dentistry [Aljazairy \(2021\)](#), [Nagai et al. \(2005\)](#). Porcelain laminate veneers (PLVs) are very popular among dentists and patients because of their realistic appearance and shine, resembling natural teeth 14. In addition, in reconstructive dentistry, the use of ceramic laminate veneers, which is a minimally invasive treatment option, is more preferred over metal-ceramic or all-ceramic veneers [Gresnigt et al. \(2013\)](#).

Porcelain laminate veneers (PLVs) have been frequently used to restore anterior teeth for nearly three decades, thanks to their aesthetic appeal, durability, and biocompatibility. Today, PLVs do not require aggressive tooth preparation and provide maximum preservation of tooth structure mainly by optimizing tooth form and position, closing diastema, replacing discolored or unaesthetic composite resin restorations, restoring teeth with incisors wear or tooth erosion, and masking tooth discoloration [Gresnigt et al. \(2013\)](#), [Beier et al. \(2012\)](#).

This research aimed to appreciate the ingredient and grade of videos and photos linked to "laminate veneer" aesthetic oral rehabilitation of dental treatments on YouTube™ and Instagram, which are social media tools.

## 2. MATERIAL AND METHODS

Since this study was conducted on public internet data, ethics committee approval is not required.

YouTube™ was searched by a researcher of this study using the keyword 'laminate veneer' on April 17, 2021. The most frequently used terms in this regard

are 'lamine veneer' and 'lamine veneer restoration'. Investigation parameters have been restricted to the last five years and 'Worldwide' settings, and the term 'lamine veneer' is utilised to investigate YouTube™, the most common investigation term for 'lamine veneer' in the Google Trends app.

The only investigation filter tip used was 'sort by relevance', which is the default filter for a typical YouTube™ search. The results of the search query are listed in accordance with the compatibility of the videos. The implication standard for videos are as follows: (1) English language; (2) the primer content of the lamine coating; and (3) receivable audio-visual grade. The exception standart were: (1) non-English or Turkish language; (2) videos longer than 15 minutes; (3) videos with poor audio and video quality. Among the videos ranked according to their relevance, 33 videos that met the inclusion criteria were examined. The length of the video, the number of views and the likes and dislikes of these videos were registered. Utilising this knowledge, like/dislike rate, number of remarks, interaction index view rate [Figure 1](#), diversity of video content was calculated.

**Figure 1**

$$\text{Interaction Index (\%)} = \frac{\text{Number of likes} - \text{Number of dislikes}}{\text{Number of views}} \times 100$$

$$\text{Viewing Rate (\%)} = \frac{\text{Number of views}}{\text{Number of days since upload}} \times 100$$

**Figure 1** Calculation of the Interaction Index and Viewing Rate

In addition, these 33 videos were divided into three groups as poor, moderate, and good according to the level of information quality according to Hegarty et al.'s study. (Hegarty) nYouTube™ videos with accurate information, remarkable quality, and flow; most usefulness for patients, rated as good knowledge contained in the literature. If the videos are of moderate quality, insufficient streaming; some crucial information is disputed enough. However, others that were poorly presented, somewhat helpful to patients were rated as moderate informational content. Videos that are of poor quality reduce video flow, provide misleading information, and do not benefit patients were participated as bad information content. Apart from the information content, the videos we analyzed according to the videos shared on YouTube were divided into groups and compared.

In the study, analyzes were also made on the Instagram application, which is one of the very popular social media tools today, along with YouTube. Posts on Instagram ([www.instagram.com](http://www.instagram.com)) with the hashtags "#lamineveneer" and "#lamineveneerrestoration" were evaluated on April 17, 2021. A total number of "likes" and remarks for the posts was categorized, as well as the type of posts (video and photograph), the date, its purpose. Additionally, the author recorded each post with the knowledge if they were a prosthodontist, dentist, clinic, or patient. Comparison of Instagram parametres of posts tagged with "#lamineveneer" and "#lamineveneerrestoration and comparison of hashtag number of likes and comments according to the source of posts were analyzed. The author obtained data, including the post type, number of likes and comments, source, were recorded in each post, and descriptive statistics were performed for posts. In addition, the

analyzed parameters were compared by dividing them into groups according to the shared resource.

Statistical analysis was performed with statistical software (version 20, SPSS Inc., Chicago, IL, USA). Kruskal–Wallis test was performed to determine the differences between sources of posts. The significance level was set at 5%.

### 3. RESULTS

Thirty-three videos were determined on YouTube™ on the topic of laminate veneer [Figure 2](#). The mean number of the views was  $46277.84 \pm 128674.71$ , with the minimum view as ten and maximum as 682478 [Table 1](#). The videos had a mean duration of  $5:48 \pm 4:64$  with a range of 0:24–14:55. The mean number of "likes" for each video was  $198 \pm 424$ , and the mean number of "dislikes" was  $17 \pm 48$ . The most-liked video received 1700 "likes." The most-disliked video received 236 "dislikes." The mean number of comments was  $13.65 \pm$

$31.58$ . The interaction rate was  $1.67 \pm 5.18$ , and the viewing rate was  $2939.11 \pm 6076.75$ .

Figure 2



Figure 2 Overview of "Laminate Veneer" Related Videos on Youtube

Table 1

Table 1 Video data			
	Mean ± SD	Min	Max
Number of Views	$46277.84 \pm 128674.71$	10	682478
Duration	$5:48 \pm 4:64$	0:24	14:55
Number of Likes	$198 \pm 424$	2	1700
Number of Dislikes	$17 \pm 48$	0	236
Number of Comments	$13.65 \pm 31.58$	0	150
Interaction Index	$1.67 \pm 5.18$	0.02	3.61
Viewing Rate	$2939.11 \pm 6076.75$	5.34	23972

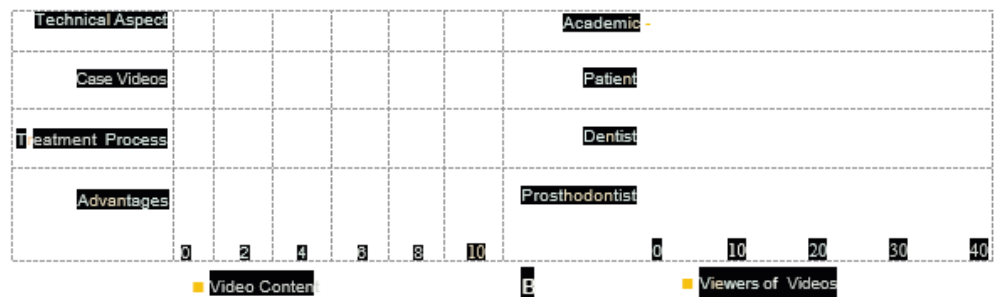
The videos we analyzed on YouTube are from Hegarty et al., taking the study of Simsek et al. (2020). as a reference, and comparison was made by dividing into groups in terms of information content. There was no statistically significant difference between the groups divided as poor, moderate, and good information regarding likes, dislikes, comments, views, video duration, interaction index, and view rate ( $P > 0.05$ ) Table 2. In addition, no statistically significant difference was found between the groups according to the sources published in these parameters we examined ( $P > 0.05$ ) Figure 3.

**Table 2**

Table 2 Comparison of Youtube Videos by Information Content				
Videos by Information Content				
	Poor	Mod#elraamteinateve #laminateneveer Good rrestoration		P
	Mean ± SD	(148) Mean ± SD	Mean ± SD	
Number of Views	7078.3 ± 6404	38642.23 ± 67219	95703.7 ± 219843	0.619
Duration	7:93 ± 7:53	3:01 ± 3:81	3:48 ± 3:61	0.070
Number of Likes	86.01 ± 131.87	242.3 ± 490.39	252.8 ± 530.1	0.306
Number of Dislikes	1.61 ± 2.27	20.76 ± 42.36	29.3 ± 74.48	0.501
Interaction Index	1.69 ± 1.40	0.52 ± 0.44	3.14 ± 9.44	0.345
Viewing Rate	751.66 ± 755	3250.58 ± 5532	4721.61 ± 8995	0.171

P: One-way ANOVA test; significance level of  $p < 0.05$

**Figure 3**



**Figure 3** Histograms for Each Video, Showing A List of Video Contents Related to The Laminate Veneer

A total of 148 posts were analyzed with the "#laminateneveer" and "#laminateneveerrestoration." Table 3 shows the number of likes, number of comments, and other descriptive characteristics of the posts. The posts with the "#laminateneveer" and "#laminateneveerrestoration" included 133 photographs and 15 videos. As for their sources, 93 of them by dentists or prosthodontists, 39 of

them were posted by patients, 16 by dental clinics. There are no statistically significant differences between the dislike, like, and comments among the groups ( $P > 0.05$ ).

**Table 3**

<b>Table 3 Comparison of Instagram Characteristics of Posts Tagged With #Laminateveneer R and #Laminateveneer Rrestoration</b>		
<b>Post Type</b>	<b>Photograph</b>	133
	<b>Video</b>	15
<b>No. of Likes</b>	<b>0-50</b>	73
	<b>50-100</b>	40
	<b>100+</b>	21
<b>No. of Comments</b>	<b>0-5</b>	122
	<b>6-10</b>	9
	<b>10+</b>	3
<b>Source</b>	<b>Dentist - Prosthodontist</b>	93
	<b>Patient</b>	39
	<b>Dental Clinic</b>	16

#### 4. DISCUSSION

Every year, increasing cosmetic demands by men and women have led to an increase in research in this field. In studies, it has been reported that individuals are happier in their professional and personal lives with increased self-confidence, and therefore they show high motivation in treatments related to aesthetic rehabilitation. Facial and dental aesthetics are very important in rejuvenation, but also very effective on attractiveness. The literature has shown that attractive individuals achieve greater success. This finding has shown to be true in areas ranging from industry recruitment practices to the judicial system [Friedman \(2001\)](#), [Bater et al. \(2017\)](#).

An important part of dental aesthetic rehabilitation is the preview of the final result. This issue has a significant impact on both patients and the entire dental treatment team. While the physician wants to understand and meet the patient's expectations, they want their expectations to be met in the final. For this, various social media tools and programs are used.

Effective communication between the patient and the dentist means comprehensive explanations (about the dental work, risks, treatment timescale, costs, and benefits) are provided. Still, it encourages an empathetic attitude, empathy, active listening, understanding, and reassuring the patient. Moving on to waiting room management, the dentist should allocate patient seating by prescribed distances and describe the working practices of the dentist to instill enhanced awareness of these practices. During the covid -19 pandemic, the dental patient's fear of being infected with SARS-COV-2 should not be underestimated: indeed, it can significantly impact the patient's relationship with dental staff and subsequent treatment [Campisi et al. \(2020\)](#).

Dentists use YouTube and Instagram to audio-visually inform patients about dental treatments. It has been reported that providing information to dental patients in a visual format increases information retention. Furthermore, the

educational information clinicians provide to patients has a vital role in increasing the patient's cooperation during the treatment and treatment success. Many patients select it as the main source because of its simplicity and easy Access [Coban, and Buyuk \(2021\)](#) , [Hegarty et al. \(2017\)](#). The existence of reachable websites that can provide information to patients guides them to make more choices about health services. Like Youtube videos on social media on Instagram, they discuss or present their experiences, symptoms, or treatments with various hashtags for patients and specialists. Few studies have been conducted in the literature on the correlation between social media platforms and laminate veneer rehabilitation [Buyuk and Imamoglu \(2019\)](#), [Knösel and Jung \(2011\)](#).

The content of YouTube™ and Instagram videos about medical problems and dental treatments in different fields have been evaluated in the literature [Mcmullan \(2006\)](#). This study is the first research to analyze the grade of YouTube™ and Instagram video knowledge about laminate veneer [Yüce et al. \(2021\)](#), [Bora et al. \(2018\)](#), [Simsek et al. \(2020\)](#), [Korkmaz and Buyuk \(2020\)](#), [Hegarty et al. \(2017\)](#), [Yavuz et al. \(2020\)](#).

The number of photos or videos uploaded to Instagram daily is over 100 million, allowing patients to reach photos, comments or videos about conventional dentistry procedures and aesthetic rehabilitation [Bora et al. \(2018\)](#), [Thapa et al. \(2021\)](#).

In our study, we aimed to appreciate the grade and ingredient of videos about aesthetic rehabilitation with laminate veneer on YouTube™ and Instagram. The outcomes of our study showed that YouTube™ consumers showed great interest in videos about aesthetic rehabilitation treatment with laminate veneer. These videos had a very high number of views, and viewers generally remarked on the videos to participate in their knowledge and experiences [Findik and Buyukcavus et al. \(2020\)](#).

Most of the Instagram posts related to oral esthetic rehabilitation with laminate veneer are shared by dentists and specialists such as prosthodontists, and few come from patients. This problem may be due to the patients' insufficient knowledge and their distantness from the subject. Due to shyness and the pandemic, patients may avoid asking their doctors as much as they are curious. Most of the laminate veneer related videos are participated from more professional information resources. These videos include more technical knowledge, usefulness and case presentations. Since the current research is the first in the literature in oral esthetic rehabilitation with laminate veneer, there was no study to check against the data we acquired.

This investigation shows a wide diversity of video transmissions existing on oral esthetic rehabilitation with laminate veneer-related YouTube™. The videos appreciated in the study are the most commonly accessed videos by both doctors and patients. When we classified the content of youtube videos as good-medium-poor, the ratio of likes-dislikes was found to be similar. We think that this may be due to the patients' interest in the sound and image of the videos rather than the information content.

Many investigations appreciating the grade of health-related YouTube™ videos have reported insufficient information content. Although the investigators determined that more than half of the videos in this study were participated in by professional teams, it was noticed that most of the videos were shared by patients in previous studies on the subject [Dorfman et al. \(2018\)](#). Knösel et al. determined that videos shared by patients on YouTube™ were of poor quality. These results are similar to the findings for YouTube™ videos in our study. Since most of the videos that meet the inclusion criteria are shared by experts, videos with low informative

content and quality and shared by patients are in the minority [Knösel and Jung \(2011\)](#).

Videos on YouTube™ were reported to be shared mostly by academic institutions and prosthetists or dentists rather than patients in our research, unlike previous YouTube™ work on prosthetics.

It has been reported that the viewer will lose interest in the subject due to the prolongation of the YouTube™ video duration [Yavuz et al. \(2020\)](#). Therefore, videos longer than 15 minutes were not included in our study. When the relationship among video duration and viewing rates in the videos included in the study was evaluated, it was observed that shorter videos were watched more. This outcome was similar to prior studies. YouTube™ content is dynamic; for this reason, search query outcomes constantly alter as interests and video viewing times over time.

Long-term study design can generate large volumes of social media data that are difficult to manage and analyze. However, it should be noticed that YouTube™ variables such as viewership, likes and dislikes can be managed [Knösel and Jung \(2011\)](#), [Yavuz et al. \(2020\)](#). The most significant result of the research that contributes to the literature is to enable patients to access proper and correct knowledge and make informed options about health services. For this purpose, it is very important how we linked with the internet as professionals who prepare and publish high-quality videos that can guide patients. The most significant restriction of this study is that the latest Instagram and YouTube applications are depended on a certain period of time Another restriction is the constant updating of operational data on Instagram and YouTube [Findik and Buyukcavus \(2020\)](#), [Yavuz et al. \(2020\)](#).

## **CONFLICT OF INTERESTS**

None.

## **ACKNOWLEDGMENTS**

None.

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