



Springville Office  
September 2012

## What Do You Want Most From Us?

- Honest service and a kid friendly environment.
- Quick, professional, efficient service.
- Great dental care
- Warm atmosphere and clean teeth!
- Good care.
- A good dental team to take care of my dental needs.
- Kind, professional people
- Everything was great. Can't think of anything.

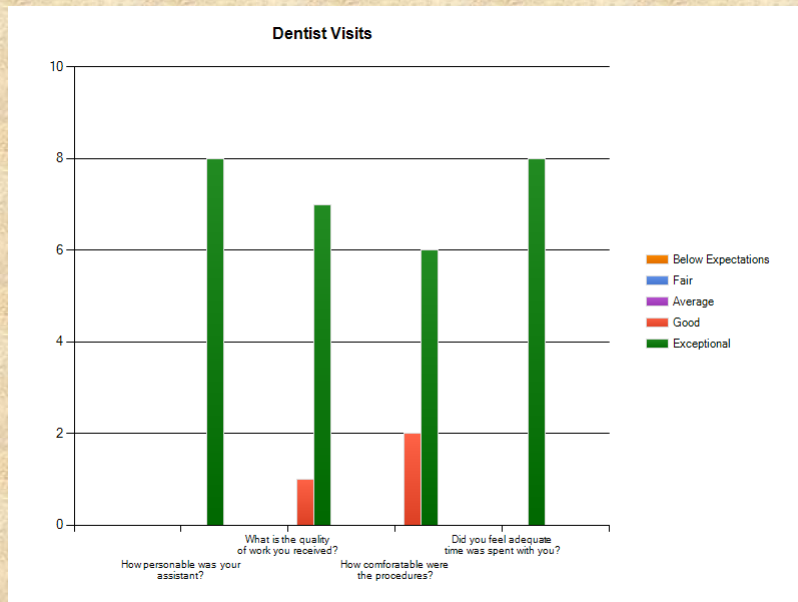
### Springville Patient Satisfaction Survey: Cleaning Visits



## Comments on Cleaning Visits:

- My boys are always excited to come to see you guys, no matter the circumstances. I think that says a lot about your service.
- This last time (today) I had to bring my 14 month old son because the sitter called me sick. You were so understanding and accommodating. Awesome staff.
- It was great! Thanks for being open on Saturday :)
- Lynda is an awesome employee and she did a great job.
- Fantastic. I felt at ease and had things explained to me about the procedures that I never knew before.

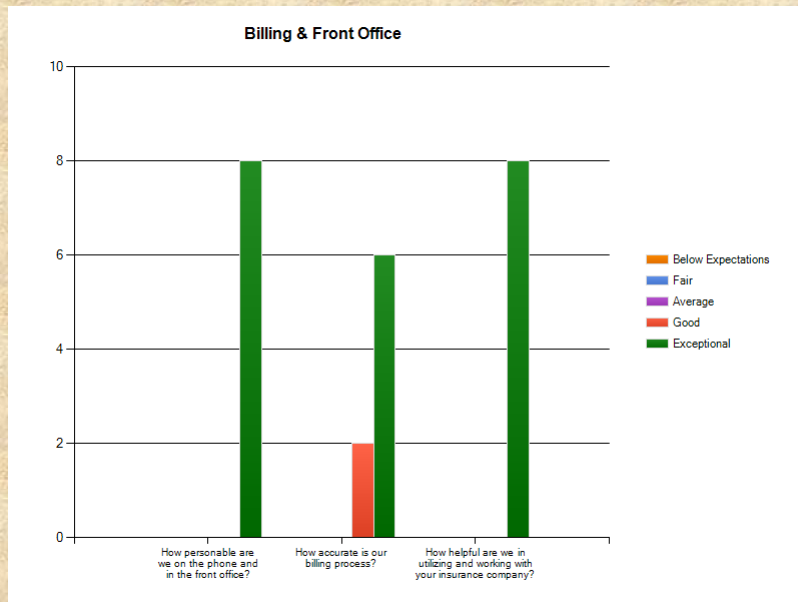
**Springville Patient Satisfaction Survey: Dentist Visits**



## Comments on Dental Visits:

- I was glad the Dr. recommended I no numbing unless needed. It didn't hurt at all and then I didn't have to wait for my mouth to be "un-numb" afterwards. Thanks!
- Great
- Overall Great.

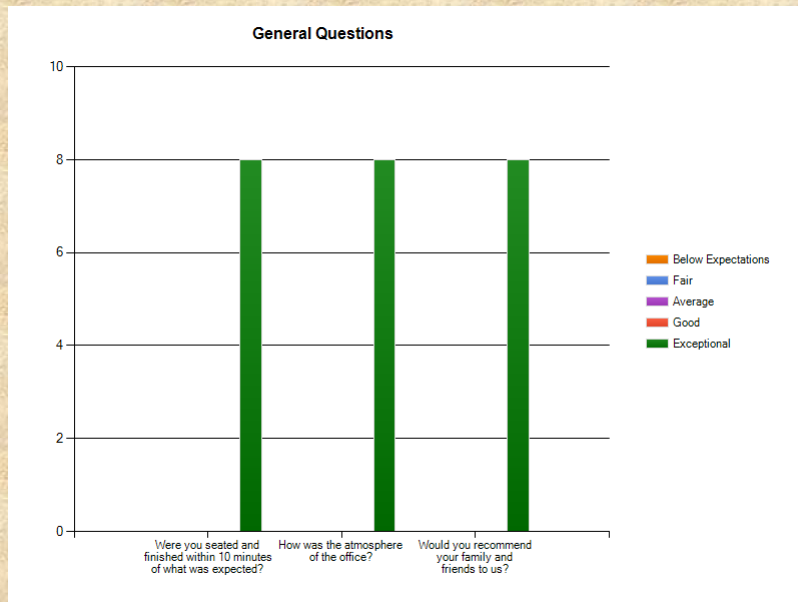
**Springville Patient Satisfaction Survey: Billing & Front Office**



## Billing & Front Desk Comments:

- I am amazed by how thoroughly and quickly you take care of the financial aspect of our visits. I always know what to expect and pricing is broken down in a way that is not confusing.
- I appreciate the coupons sent out! It helps us out a TON with the co-pay. Thank you!!!
- Bethany rocks
- Great
- Front office was nice. Haven't seen accuracy of billing since this was my first visit, same with working with insurance, but assume they will be just fine.

**Springville Patient Satisfaction Survey: General Questions**



## Any specific comments about team members or doctors in exceeding your expectations?

- Dr. Flinders always surprises me by remembering and asking questions about my family. He provides awesome service, but is friendly and personal as well.
- Everyone did a great job. Thanks!
- Both Dr. Flinders and Lynda were great. I really like the clinic.
- They all exceeded. Very kind and helpful
- Lynda was great. I usually have a bit of anxiety at the dentists office. Here approach kept me at ease and comfortable. She explained a lot to me as well which was great.

## How can we make your experience better?

- Nothing I can think of! You guys are super awesome!
- OVER THE EAR headphones so I don't hear the drill