



Springville Office
October 2012

What Do You Want Most From Us?

- Quality and friendliness
- Quality work and a nice clean environment. Also kid friendly
- excellent dental work, fair prices and comfortable atmosphere
- Good, affordable care.

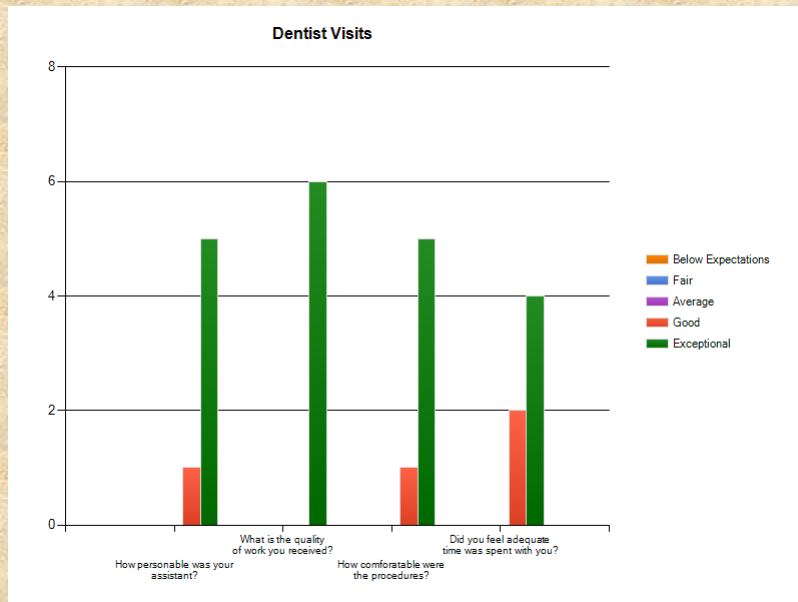
Springville Patient Satisfaction Survey: Cleaning Visits



Comments on Cleaning Visits:

- Was great, didn't make my daughter feel bad for having cavities
- I love Collette! She is very professional and competent and she is also very friendly and caring. She is great to explain what she is doing and why in terms that I will understand and she makes me feel comfortable to ask any questions I may have. She is awesome!
- My kid's teeth were cleaned very good and hygienist was very detailed and explained how they should brush their teeth

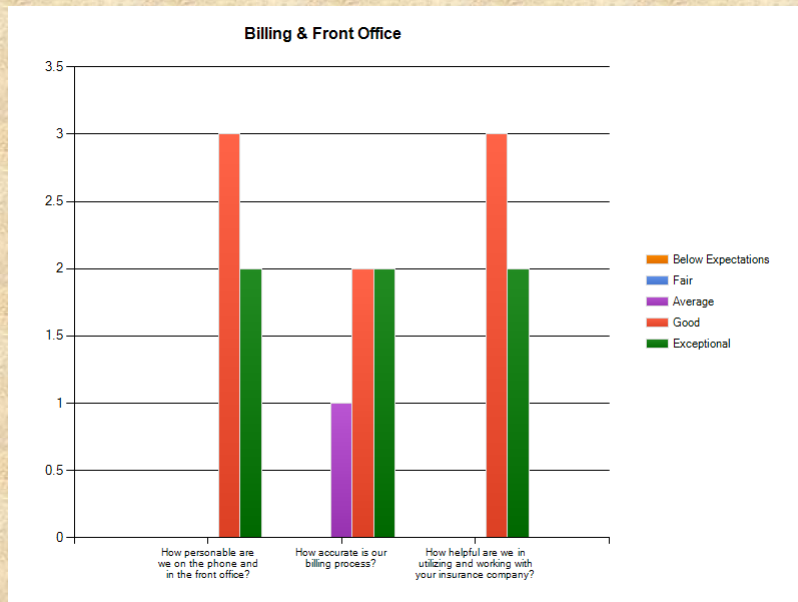
Springville Patient Satisfaction Survey: Dentist Visits



Comments on Dental Visits:

- I am so happy that I "discovered" your office for my family. Kim, Chelsea and I use the Springville office and love it and my daughter and her family use the Payson office and love it there. You guys are great! I also love the comfort of the rooms. The chairs are very comfortable and with my headphones on and watching TV and that beautiful fountain gracefully flowing on the wall in front of me, I could easily fall asleep and I typically have trouble sleeping!!!
- He was great, thorough and took time to explain things to me.

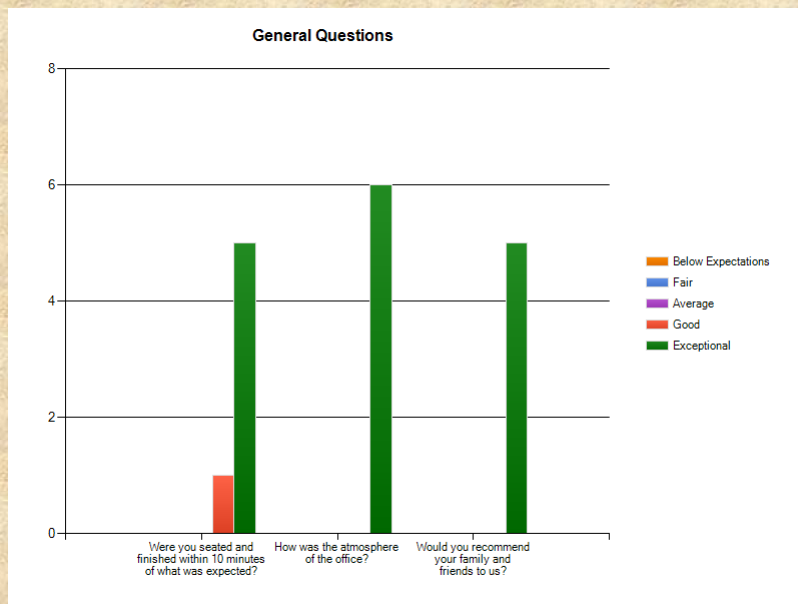
Springville Patient Satisfaction Survey: Billing & Front Office



Billing & Front Desk Comments:

- Last year, I did have some confusion with what ended up to be my portion and what the insurance paid. The front desk worked with me to help me to understand that. I think they work great with the insurance company. I haven't had an opportunity to see that but they do ALWAYS send me a statement immediately when I am getting audited by my Flex account. They all are so very friendly and willing to help in any way.
- Went smoothly! I liked having a report of fees for getting my daughters cavities filled, knowing the bill before work will be done is very helpful.

Springville Patient Satisfaction Survey: General Questions



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

- Dr. Flinders was great!!
- I have to admit, I was worried about Dr. Flinders because he looks much younger than he is but my husband and I have been very happy with his work. Collette is awesome. Cassie is always delightful and all of you are such a huge help and make us feel at home there! Thank you so much for being the great team that you are.

How can we make your experience better?

- I'd LOVE to be able to schedule appointments online!!!! (for simple procedures like cleanings, check-ups, whitening etc or to request an antibiotic or pain medication.)
- Can't think of anything it was great!