



Springville Office  
November 2012

## What Do You Want Most From Us?

- Professional, courteous service
- Caring, quality dental care
- Good and timely care

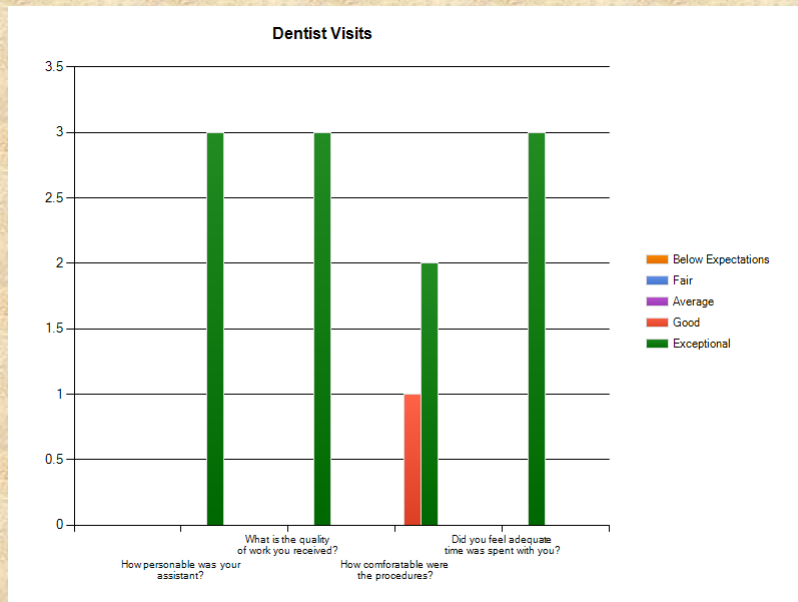
**Springville Patient Satisfaction Survey: Cleaning Visits**



## Comments on Cleaning Visits:

- Cleaning not required.
- I was thrilled

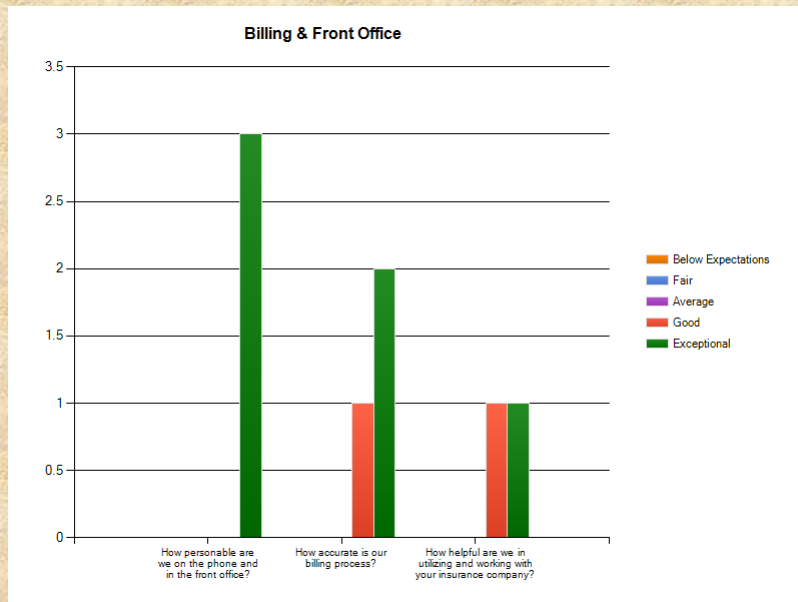
**Springville Patient Satisfaction Survey: Dentist Visits**



## Comments on Dental Visits:

- Outstanding care by Dr. Flinders and assistants, especially Chelsey.
- I was impressed by having a water feature and TV overhead. Most beneficial though was being able to see my x-rays on the screen above my head. That is very important to me. I felt involved in my treatment. In the past, other providers only told me about my x-rays rather than showing them to me. LOVED IT

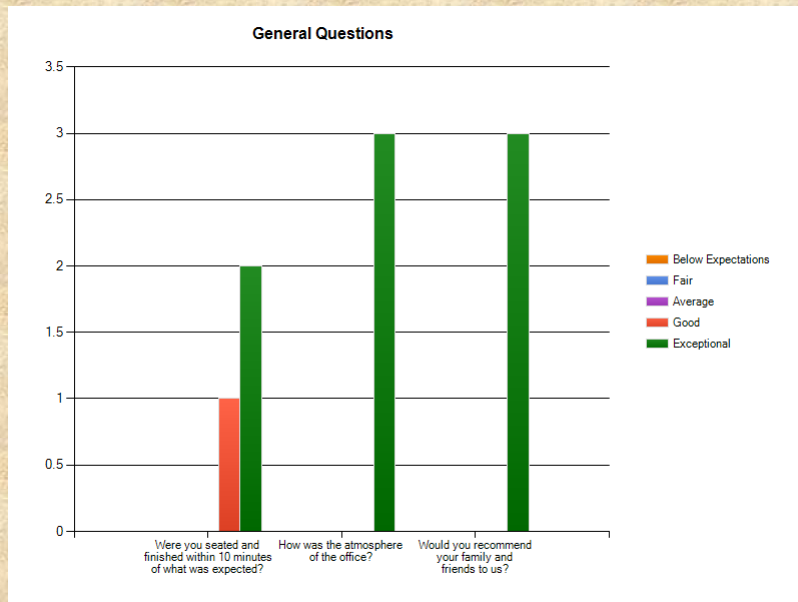
**Springville Patient Satisfaction Survey: Billing & Front Office**



## Billing & Front Desk Comments:

- Great staff. I truly felt taken care of. They called my insurance company to get my info, taking a great deal of stress off my hands.

**Springville Patient Satisfaction Survey: General Questions**



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

- I was never pressured to have additional procedures performed. The team listened to my concerns and were very caring and patient with me. During my procedures, both the doctor and assistant remained until completion, unlike other offices where the doctor is servicing other patients at the same time. Chelsey really went the extra mile in taking care of my concerns.
- My hygienist was exceptional. So was the dentist.

## How can we make your experience better?

- The experience is already fantastic!
- I've already referred my fiancé to you, as she's had some recent dental issues. My ONLY thought was the wait between the cleaning and exam. But with TV and a massage, it was nice to just relax before getting back to the busy day.