

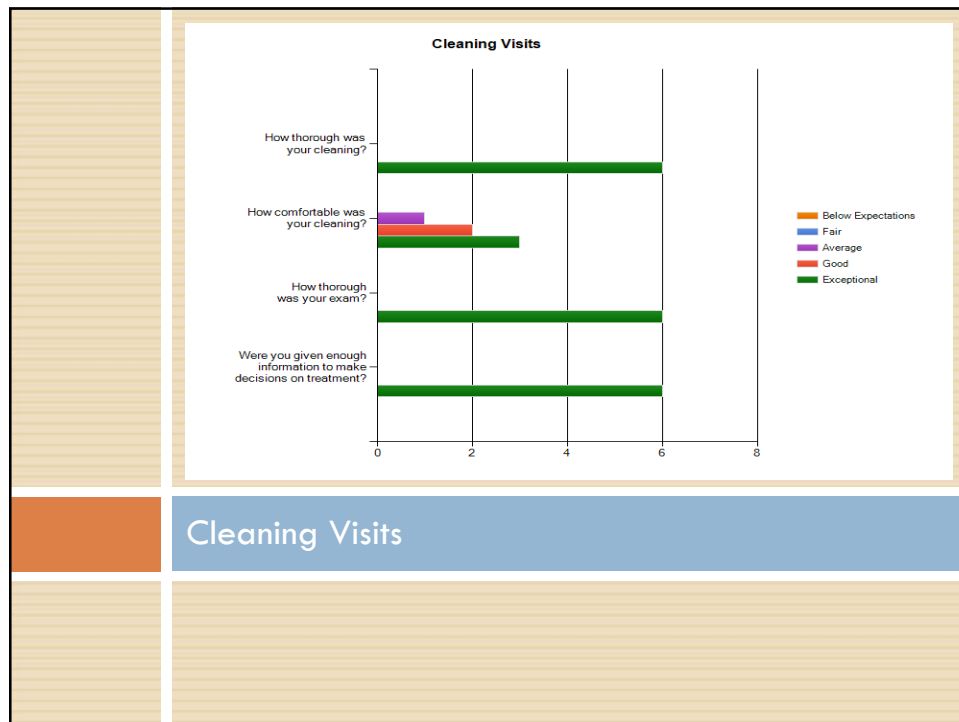


PATIENT SURVEYS

Springville – January 2013

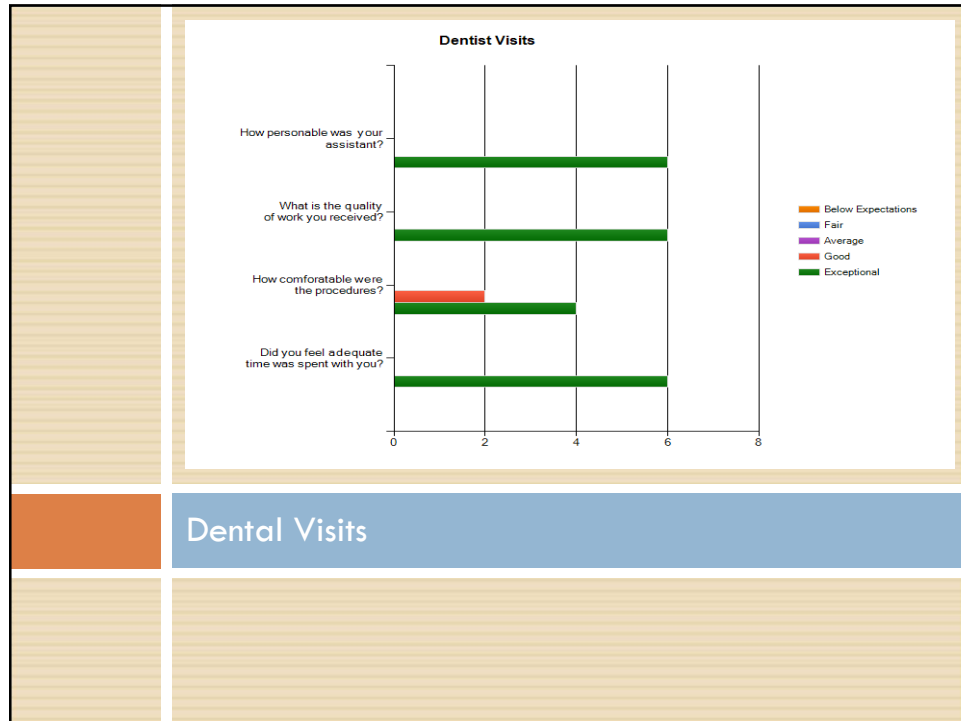
What Do You Want Most From Us?

- ☐ Quality dental care
- ☐ To have the best service from friendly and knowledgeable people.
- ☐ Good customer service and to know (in advance) about coverage in my services.
- ☐ Friendly and efficient service from the office staff, as well as the dentist.
- ☐ Quality at competitive prices
- ☐ Quality dental care. 😊



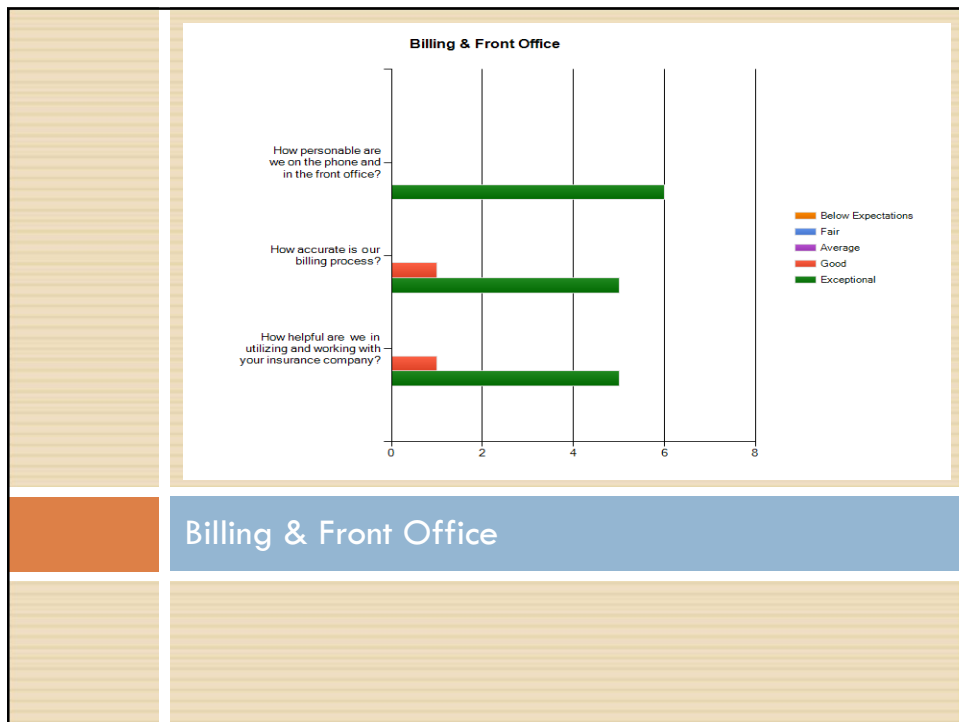
Comments on Cleaning Visits:

- Colette did a fantastic job! She was very personable, and did a thorough job effortlessly. It was one of the most comfortable cleaning that I have had.
- I had an exceptional visit. They did a superb job.
- I felt that this team was eager to listen to my concern.
- I think Collette is great! She always lets me know what's going on and tells me about problem areas and gives me encouragement. I just need to remember to ask for the chair where the laughing gas is for my cleanings. My gums are getting more and more sensitive the older I get.



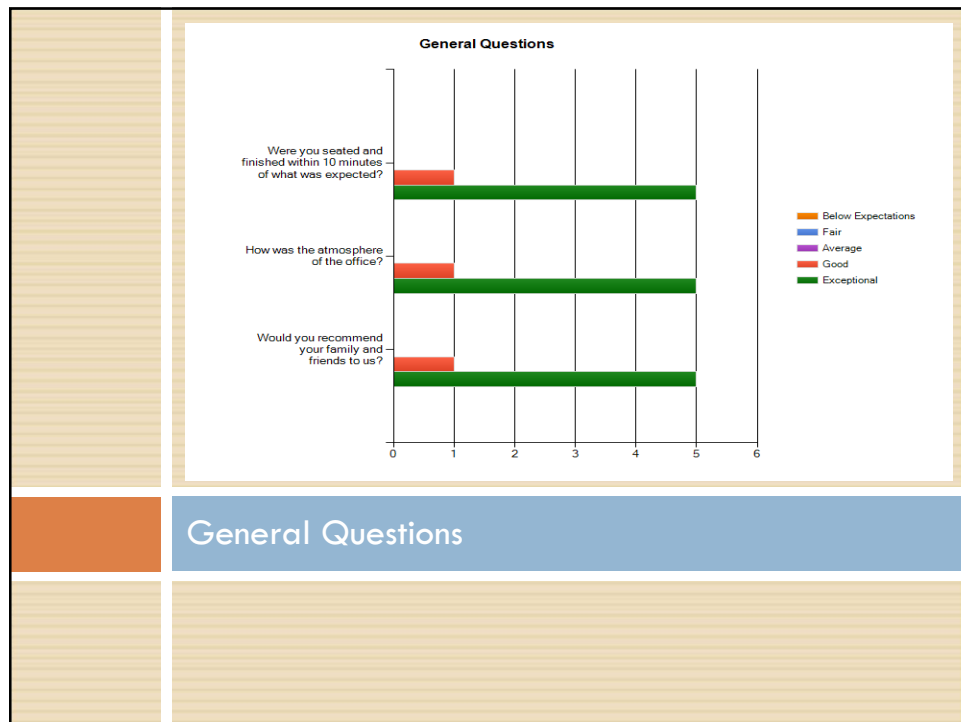
Comments on Dental Visits:

- He was very helpful and listened to my concerns. I had a very pleasant visit.
- Excellent. I don't know why I didn't go to this office before.
- Dr. Flinders is delightful and always asks if I have any concerns and takes the time to listen to my concerns and then addresses them.



Billing & Front Desk Comments:

- They are very helpful and seem very informed.
- The best service I have ever received.
- There's been a couple of hiccups in the system during the past couple of years but only a couple. I appreciate all the front desk girls do.



Any specific comments about team members or doctors that exceeded your expectations?

- The office has a very friendly, clean, organized, and relaxed feel. I am very happy with the care we receive.
- They were great. I usually do not like going to the dentist but they made it a more positive experience.

How can we make your experience better?



- ☐ Not sure.
- ☐ There is no better than the service I received on my visit.