



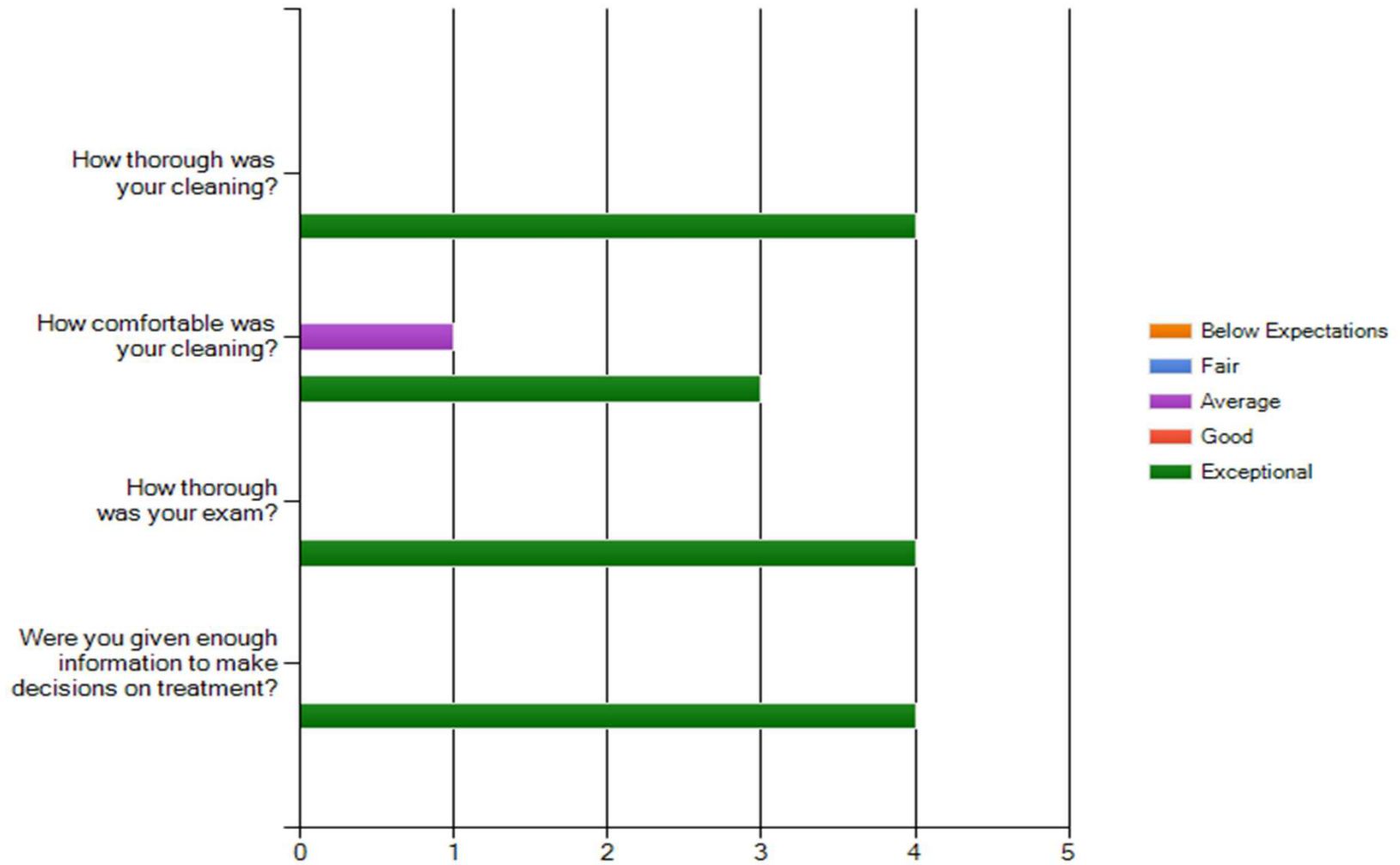
## PATIENT SURVEYS

Springville – March 2013

# What Do You Want Most From Us?

- Cleaning and check ups
- Quick friendly service that I can depend on. Caring attitude and time with my kids when they come in.
- Great service at an affordable price
- Patient with kids and quality work. The dentist office is already doing this!

### Cleaning Visits



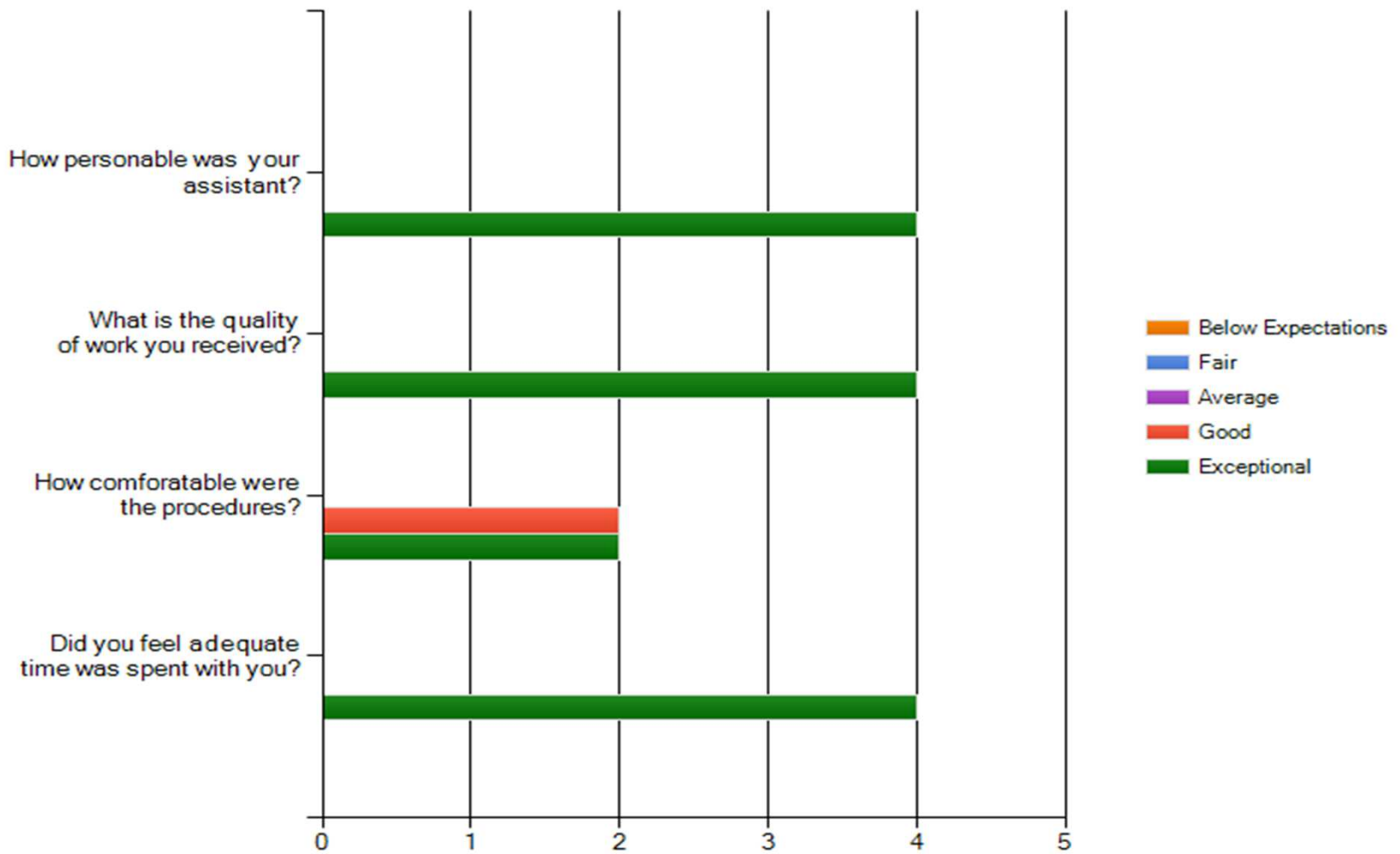
Cleaning Visits

# Comments on Cleaning Visits:



- Great
- My daughter has braces and has probably not been able to floss as well as she would like. The cleaning was rough because it was lots of "digging" in her words- on her bottom teeth. Her gums hurt all evening because of it.
- Christine is the best. I hadn't been to the dentist for a couple of years and my teeth were bad. Christine made me feel comfortable and let me know specifically what would need to be done to get them back in good health. I was given options and what was great is that the exam was free.
- Awesome service, love the results from the cleaning!

### Dentist Visits



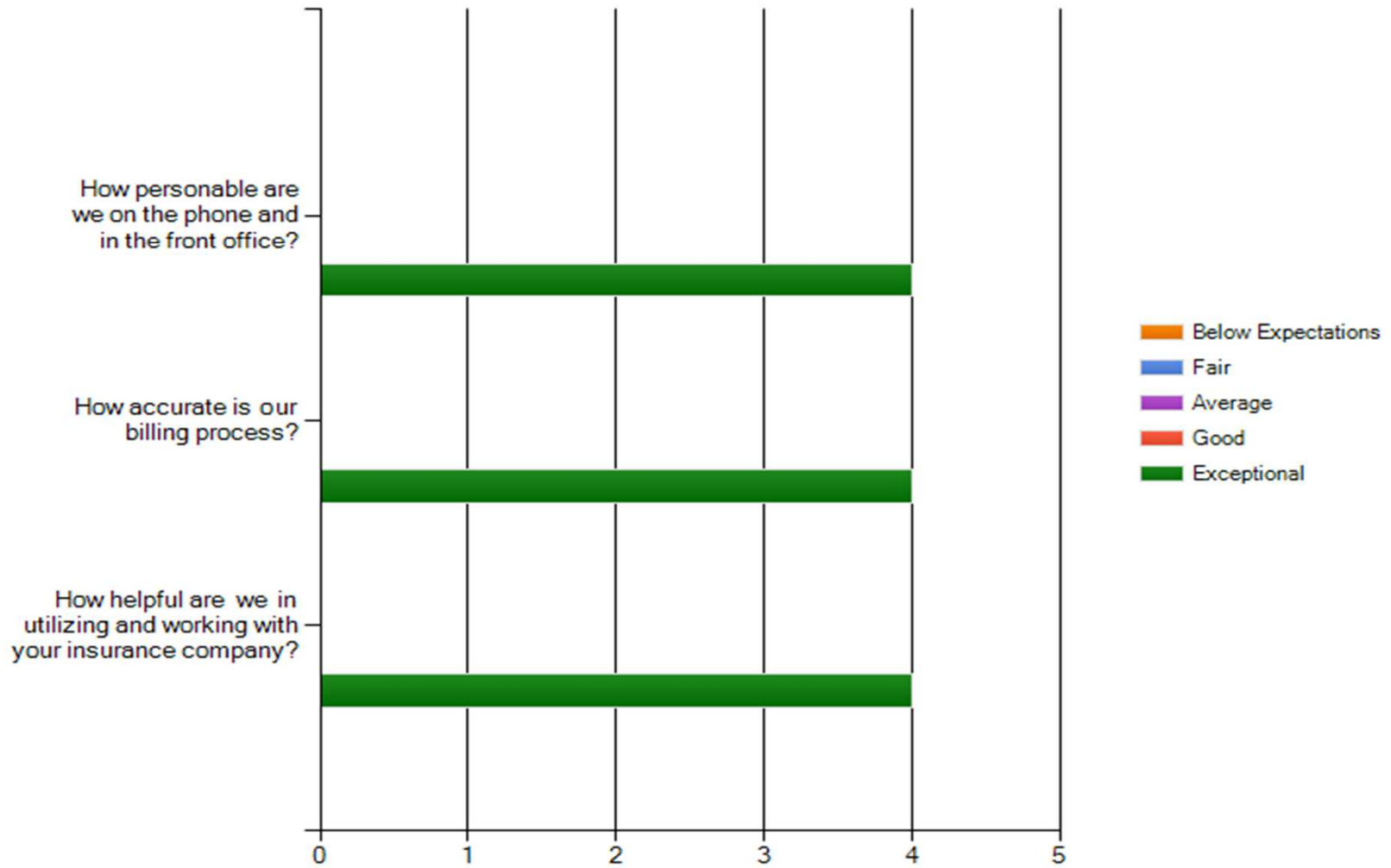
Dental Visits

# Comments on Dental Visits:



- Great
- Christine was great although there was one visit where I had another girl work on my teeth and it wasn't pleasant at all so I decided to stick with Christine.

## Billing & Front Office



Billing & Front Office

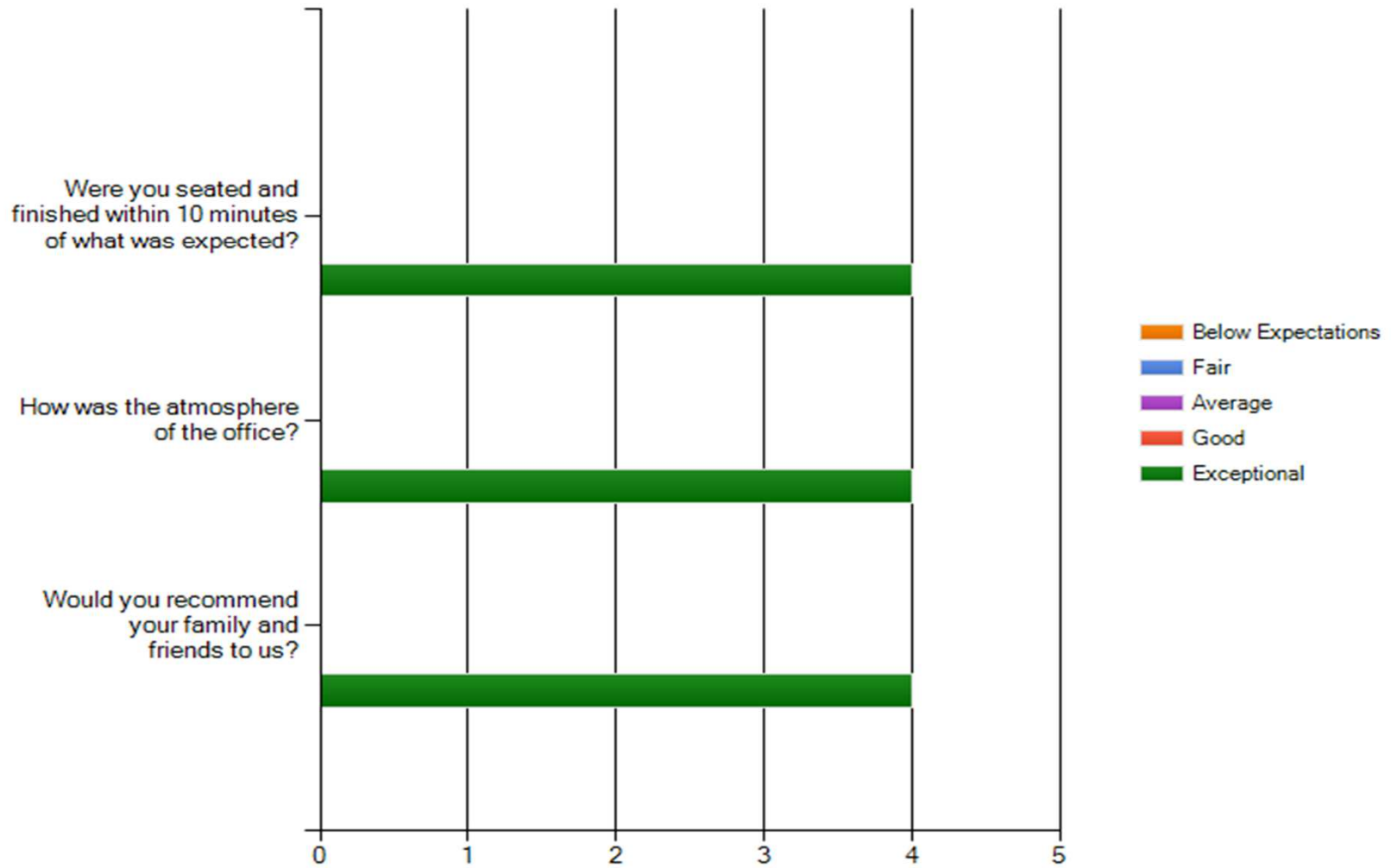
# Billing & Front Desk Comments:



- Never had a problem
- Great and always friendly. I like both the reminder emails as well as calls.



### General Questions



General Questions

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

- ☐ I love how things are on time.
- ☐ No comments everything was great!

# How can we make your experience better?



- Sometimes during the cleanings it feels rushed at times but overall it's great service.