



PATIENT SURVEYS

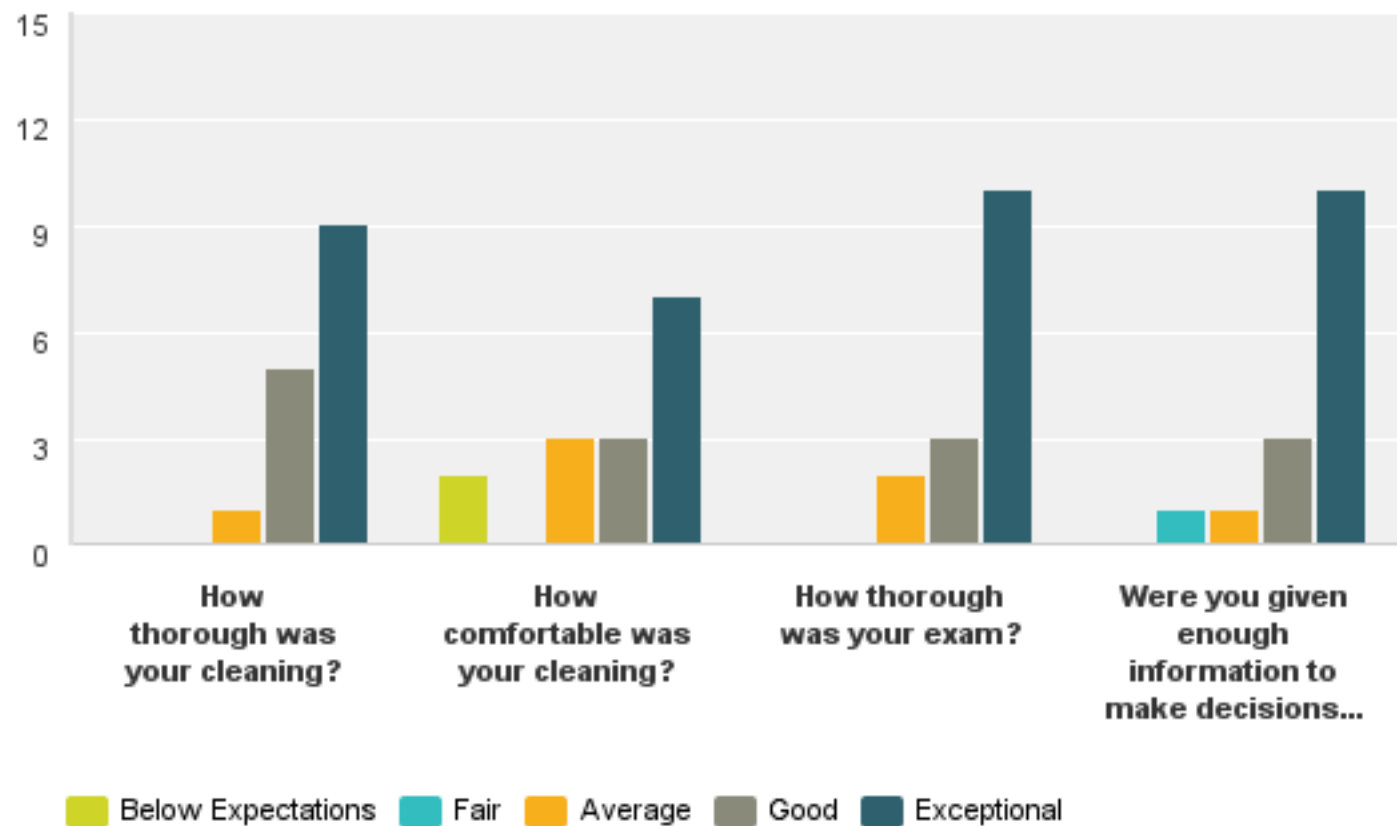
Springville – July 2013

What Do You Want Most From Us?

- The best dentistry
- honesty, good prices, clean teethe. on time appointments.
- Great dental care
- Friendly and patient focused environment.
- Gentle, honest dental care
- Care/Integrity/Value/Excellence:)
- Friendly, efficient dental care.....The ability to obtain appointments without having to wait weeks for an open appointment.
- Friendly service
- Treatment that will last. Only necessary procedures.
- Fast and economical, as long as it's Dr. Flinders.
- Comfort and to feel like I am not just another patiente.
- Schedule adherence stay on track with appt for minmal waiting
- "Choices, when it comes to treatments.
- Professional dental care.
- Positive attitudes when I have to change appointment times.
- The ""Dr. Baird Family Dental Insurance Plan""."
- Quality service without the pain.

Q2 Cleaning Visits

Answered: 15 Skipped: 0



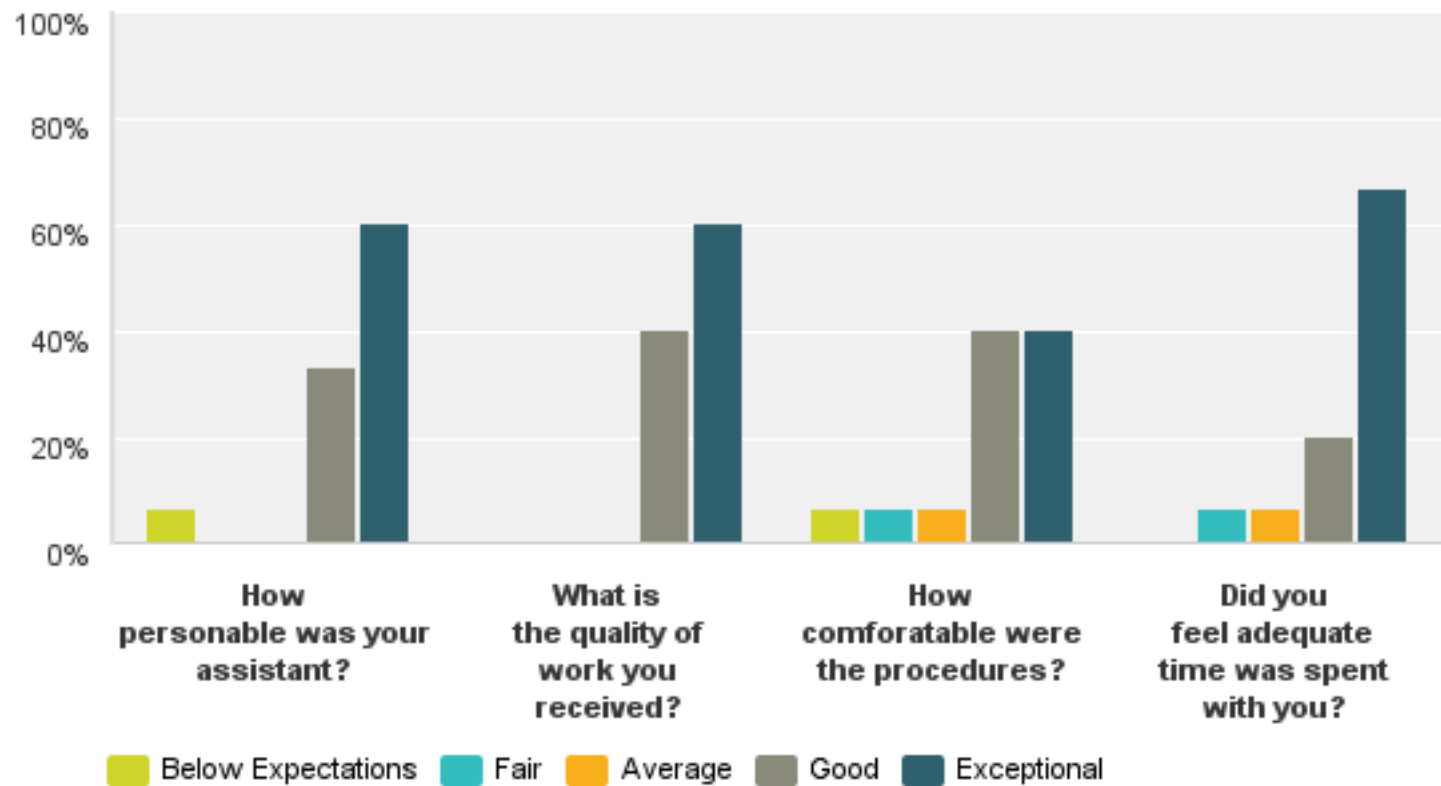
Cleaning Visits

Comments on Cleaning Visits:

- "I love knowing that I can get in and out within an hour.
- It's hard to find time to come in, but your scheduling allows me to be current. Thank you!"
- Very good experience
- Cleaning was great the hygienist was very attentive to my sensitive teeth and was careful and thorough. Easy to talk to very good experience.
- As up to date as your office is I was VERY surprised when I asked for warm water and was told the temperature cannot be controlled. I have several teeth that are sensitive to cold and prefer a luke warm temp.
- Your office is always so inviting and comfortable.
- The hygienist kept pinching my mouth or gums while she was cleaning my teeth. I have never experienced this before with any of the other hygienists in the office. I am assuming she was just having an off day. It is a good thing I have had VERY positive experiences at the office in the past, or I would not be back.
- I have bad gums, so it just hurts. I don't blame you!
- The hygienist was very friendly. Enjoyed it.
- Very good, and an enjoyable experience
- I was tipped so far back that I had a head ache when I left. She got the tv all set up for me and then put it up so high that I couldn't even see it.
- Great job!
- Very painful cleaning. Cleaning was more aggressive than past experience. Would prefer a different dental hygienist.

Q4 Dentist Visits

Answered: 15 Skipped: 0



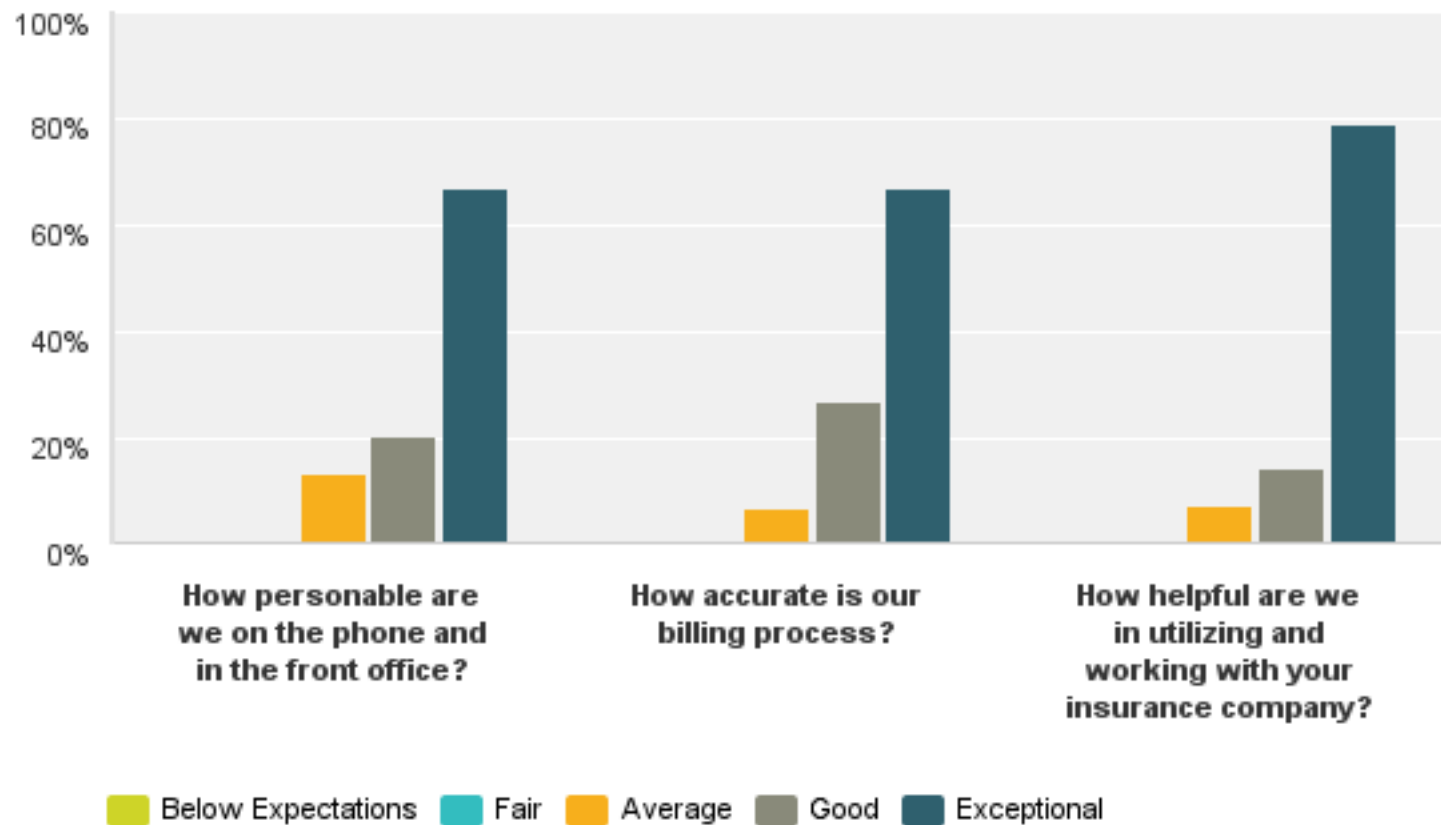
Dental Visits

Comments on Dental Visits:

- "Everyone is cheerful. My appt was on time. No pressure to schedule things needing to be done."
- very good assistant
- I am grateful for the opportunity to watch tv while getting my teeth cleaned but I'm not familiar with your tv provider. I asked the assistant to put it on KSL (a channel I thought would be easy for her to find). She looked on a chart in her cupboard and a few seconds later said she couldn't find it and handed me the remote. Needless to say I just left it on the channel it was already on. I almost just turned it off but didn't want to be rude.
- Great job!
- I still feel a little bit of plaque on a couple teeth.
- Fun and effective, as usual
- Has anyone told Dr. Flinder he looks like that kid in the movie, Meet the Robinsons?

Q6 Billing & Front Office

Answered: 15 Skipped: 0



Billing & Front Office

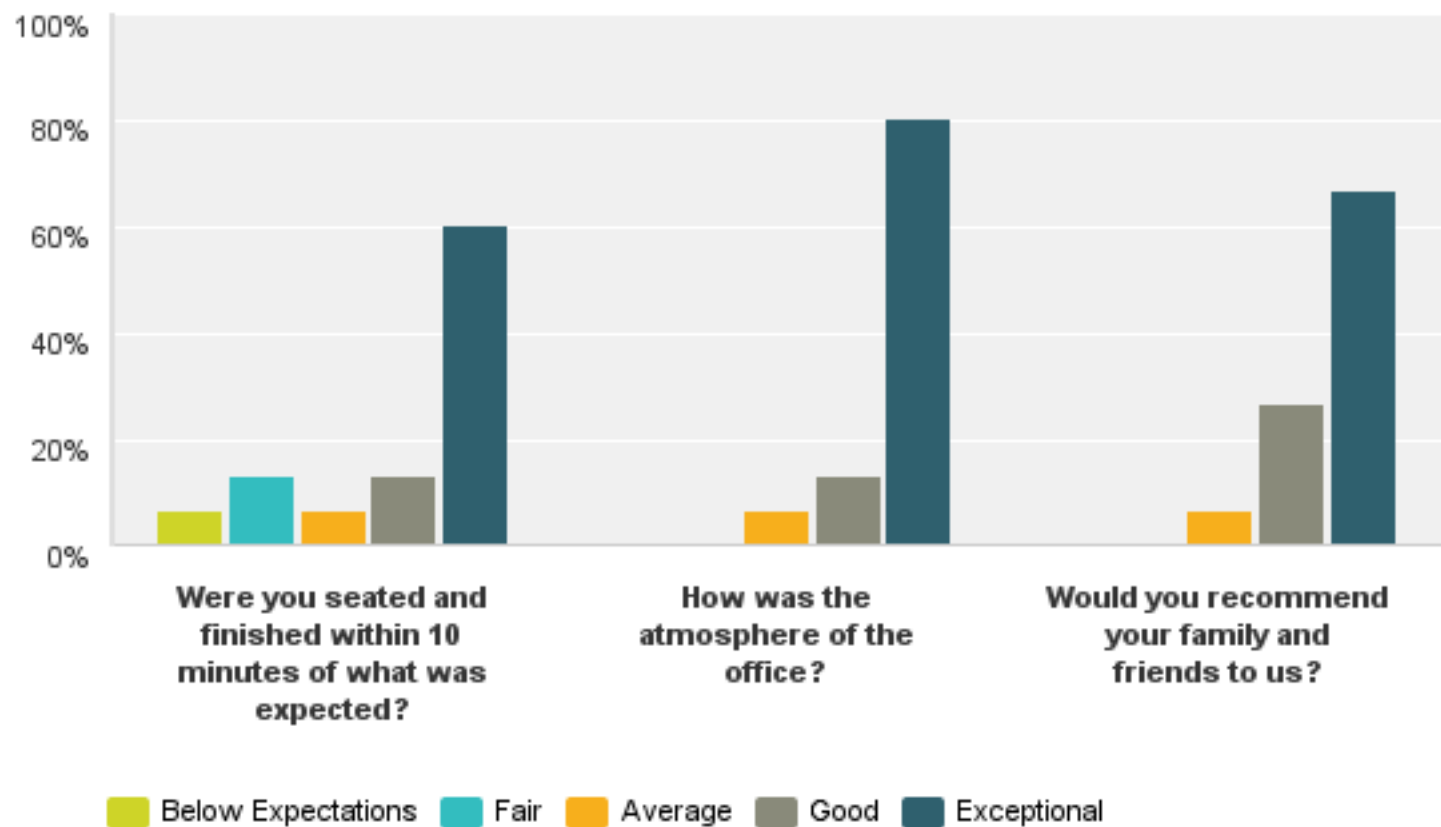
Billing & Front Desk Comments:



- ❑ "I don't think we've actually ever had a bill between our insurance and what we pay the day of."
- ❑ Staff was amazing, very friendly and helpful
- ❑ You need to do separate pricing for different procedures. i.e. bridge versus implant
- ❑ So far so good.

Q8 General Questions

Answered: 15 Skipped: 0



General Questions

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

- very good team friendly atmosphere.
- The assistant was very friendly and made myself and my son very comfortable
- Nope
- Great experience. I will be back! :)
- I really like Doctor Flinders

How can we make your experience better?

- See previous comment on billing
- The doctor was a little rude when mentioning I needed to get something done but I couldn't because of a money issue. Was just a little pushy.
- My appt was for 9 and went in at 9:25. I generally expect a short wait anyway.
- Get me in on time. I had to wait for quite a while to get in and then for quite a while for the dentist.
- Today it took a little longer than normal but usually we are in and out. Chose this facility because of the closeness to home and the effectiveness of your staff to get us in and out
- Hard to do, maybe impossible to do!
- Different hygienist.