



PATIENT SURVEYS

Springville – September 2013

What Do You Want Most From Us?

- Good clean care which I got
- A good cleaning and prevention of cavities
- Friendly and helpful service. And you were.
- Caring, Integrity, Value, Excellence
- A good experience
- Honest and empathetic care
- Good service, fair prices, happy staff, all of which you seem to have.
- Honest opinion about the work that needs to be done.
- Quality service and care!

Q2 Cleaning Visits

Answered: 7 Skipped: 2



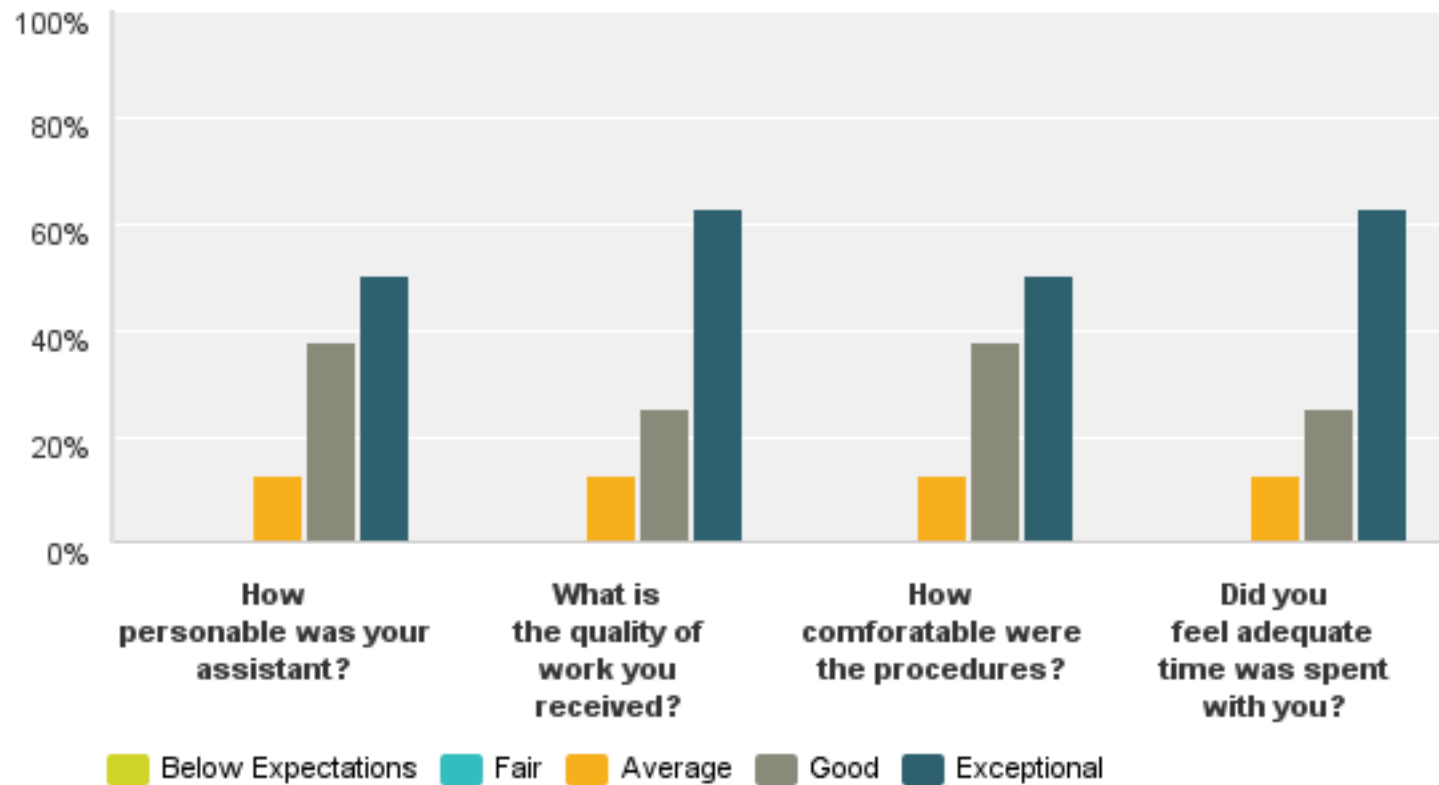
Cleaning Visits

Comments on Cleaning Visits:

- Melanie did a great job!! She is very good and very careful. I would recommend her to everyone
- Really enjoyed my hygienist/cleaning
- Not applicable.
- Even though I missed my appointment at 7am, the Hygienist worked me into her schedule after my procedure was completed.
- Great job. Loved the water pik cleaner.

Q4 Dentist Visits

Answered: 8 Skipped: 1



Dental Visits

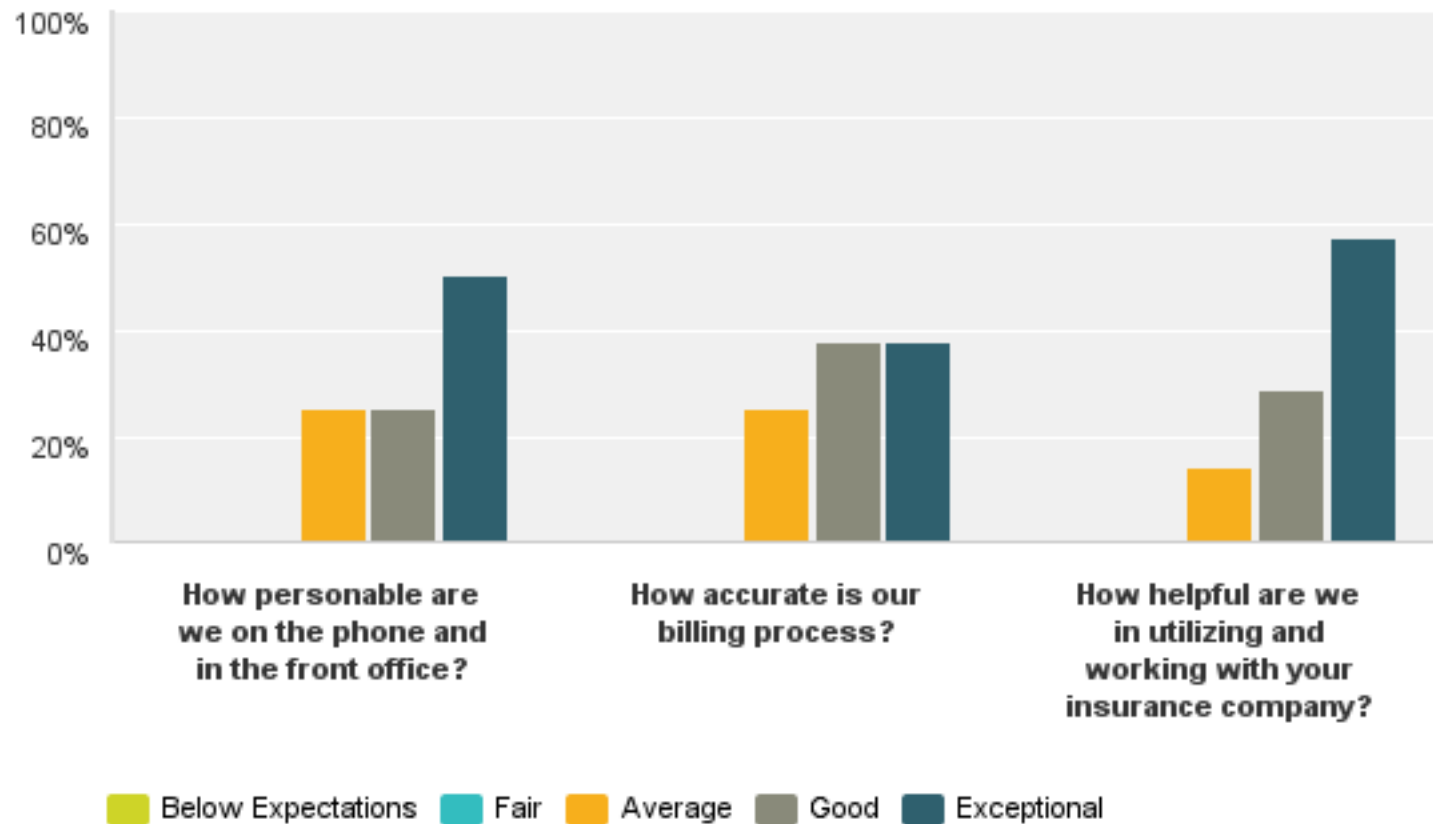
Comments on Dental Visits:



- Dr. Flinders was able to match the color of my tooth very well!! There was hardly any pain with the novicaine injection and there was no pain at all afterwards. I didn't even need to take Tylenol.
- Staff and dentist very personable and treated me very well.

Q6 Billing & Front Office

Answered: 8 Skipped: 1



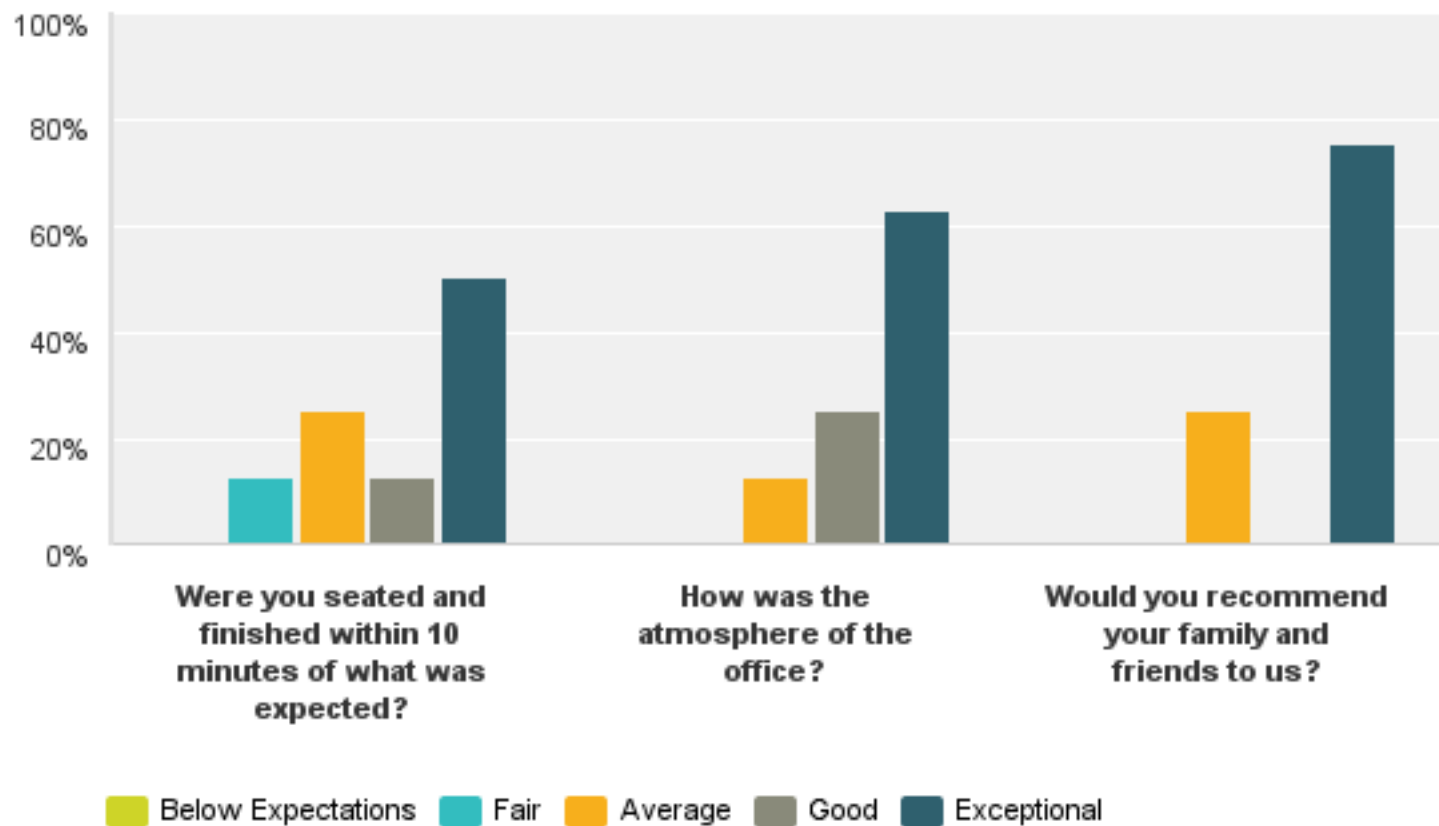
Billing & Front Office

Billing & Front Desk Comments:

- ❑ Thank you for offering the payment/membership plans to help ppl who need it.
- ❑ Willing to work with me when there was a snafu in the insurance. Appreciated that.
- ❑ Called the office a few times and left a message that I was running about 10 minutes late. Never got a call back and she cancelled my appointment and charged me \$80 for both my kids supposedly missed appointments. Poor customer service. Also said they would work out a payment arrangement and they didn't work out anything really. Not very professional. However I do really like the dental services provided and the hygienist are friendly!

Q8 General Questions

Answered: 8 Skipped: 1




General Questions

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

- Love my doctor
- I have already recommended the office; to my daughter-in-law. She saw Dr. Baird in Payson. She will be having some work done there.
- Really like Dr. Flinders. Great dentist, and good "bedside" manner.

How can we make your experience better?

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- ❑ I don't think you can, unless you offer chocolate!!
 - ❑ So far you are doing very well. Keep up the good work.