



## PATIENT SURVEYS

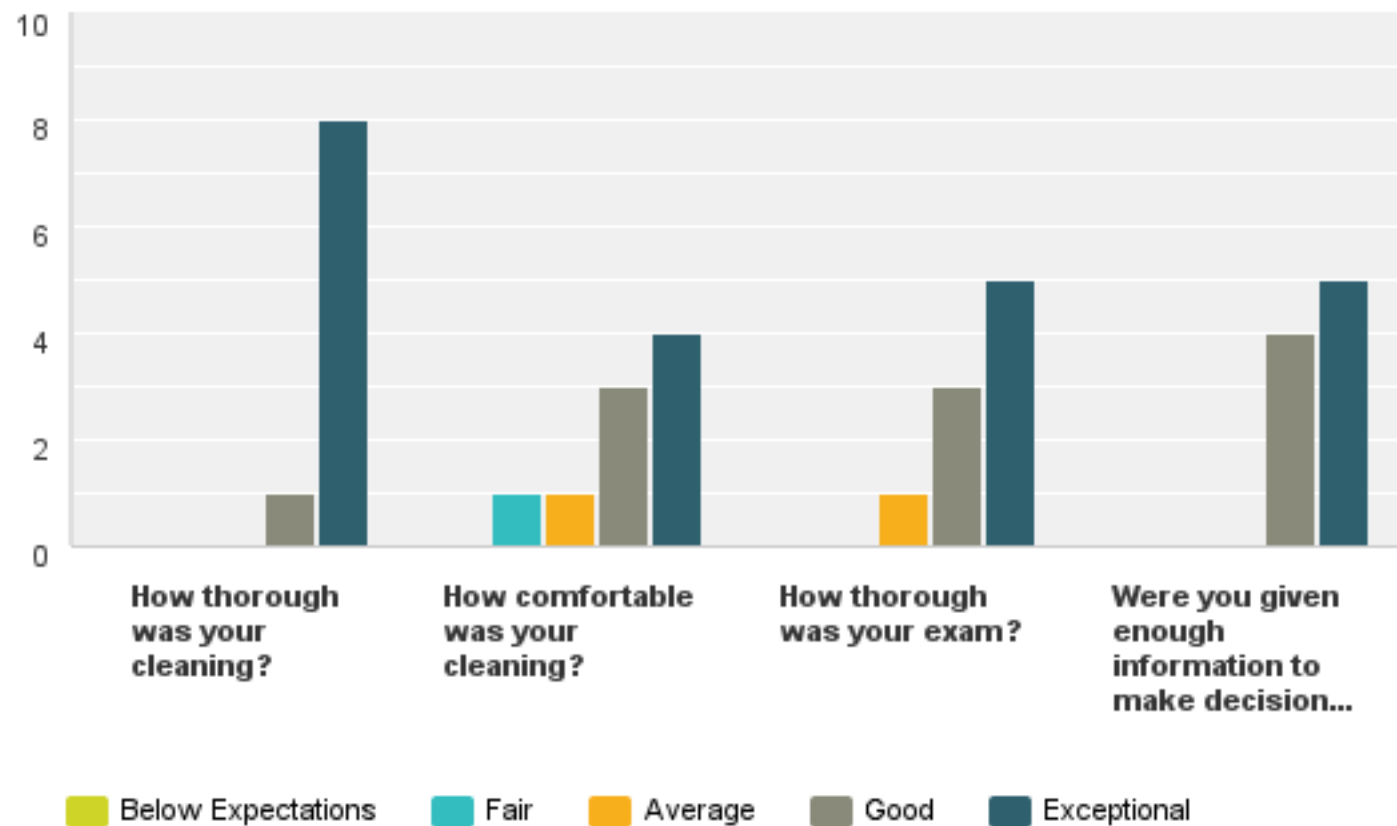
Springville – April 2014

# What Do You Want Most From Us?

- Friendliness and genuine interest in my well being.
- Great service, convenient appointment times, friendly skilled staff.
- gentle care
- Good dental work
- Efficient dental care without over-diagnosing insignificant or unnecessary additional dental problems.
- Good care in terms of cleaning and comfortability. Your office is structured and decorated nicely. It's then up to the hygienist.
- Quality dental treatment
- Child friendly, quality treatment, punctuality
- More Early mornings or late evenings appointments
- Good customer service. And a good cleaning.
- Good dental care

## Q2 Cleaning Visits

Answered: 9 Skipped: 2



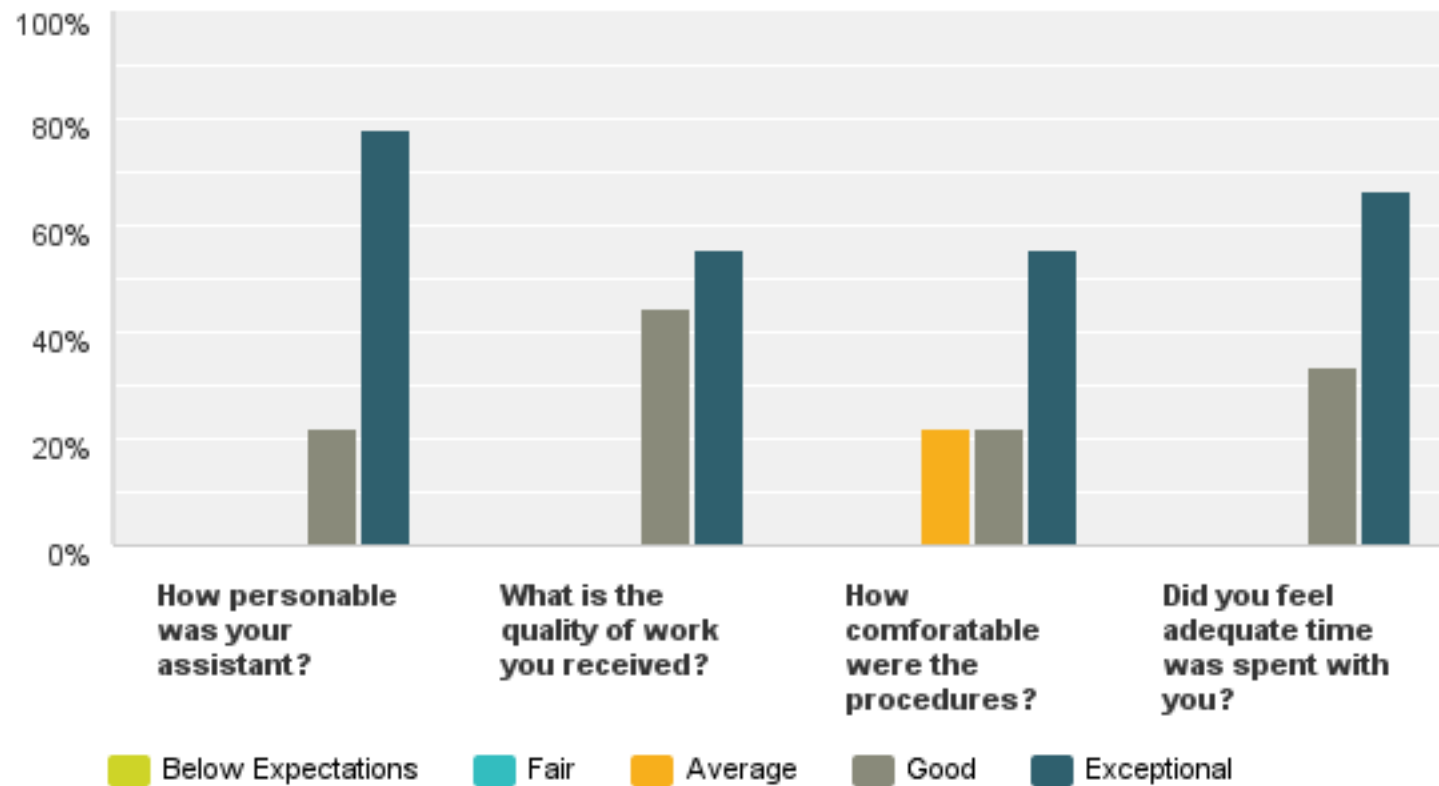
Cleaning Visits

# Comments on Cleaning Visits:

- She did a thorough and was super friendly, but she poked my gums several times and it hurt.
- Haven't had a cleaning visit yet
- Bradley enjoyed watching tv, and like the Dentist and helper
- It was great
- They are quick and my children enjoy them.
- Flossing was a bit rough- improvement in comfort can be made by hygienist anchoring her other fingers on my other teeth/jaw, etc, so that when the floss is forced between tight teeth the only thing stopping that much force won't be my raw gums.
- I was not given fluoride nor told of the option by anyone but the receptionist at a previous visit
- Super friendly staff that helped me feel relaxed
- A+ service
- It was great, I enjoy the great staff you have.

## Q4 Dentist Visits

Answered: 9 Skipped: 2



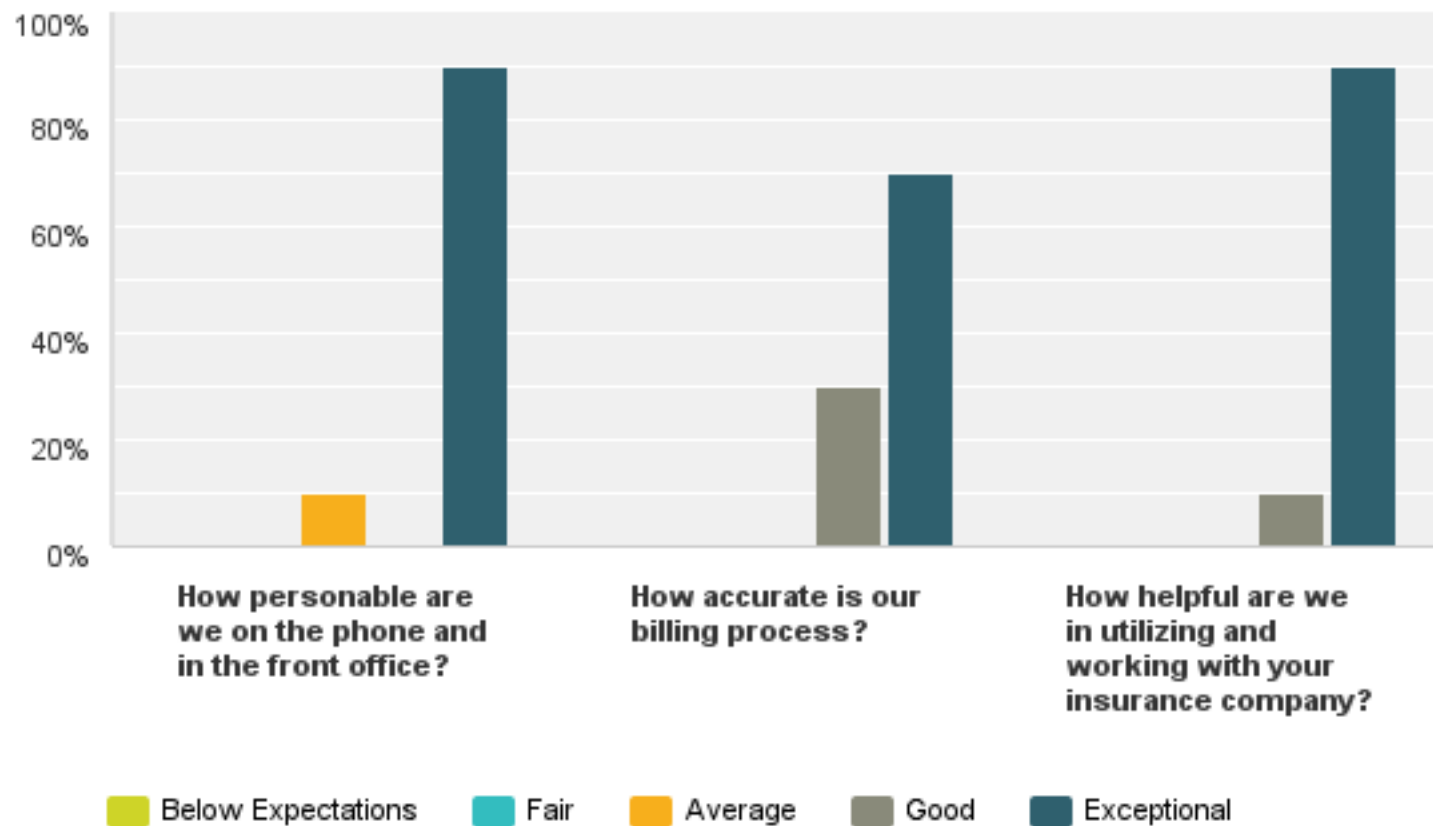
Dental Visits

# Comments on Dental Visits:

- I used to have a dentist who did a cancer check. This dentist did not. Some comments on what I should do to avoid gum recession would have been helpful.
- I had a root canal--something I wasn't looking forward to. It turned out to be a very pleasant experience. I never thought going to the dentist would be a pleasant experience
- It was great
- Nice work, and she was very personable, I felt very comfortable with her working on me. Just need more gentleness!
- The dentist never came in for an exam at my husbands cleaning, even though he's had lots of work the past few weeks it would have been nice
- Dr. Flinders is great.

## Q6 Billing & Front Office

Answered: 10 Skipped: 1



Billing & Front Office

# Billing & Front Desk Comments:



Practically perfect!

Very friendly. Answered all my questions in a professional manner.

Very nice

Very friendly and helpful

Always great work!

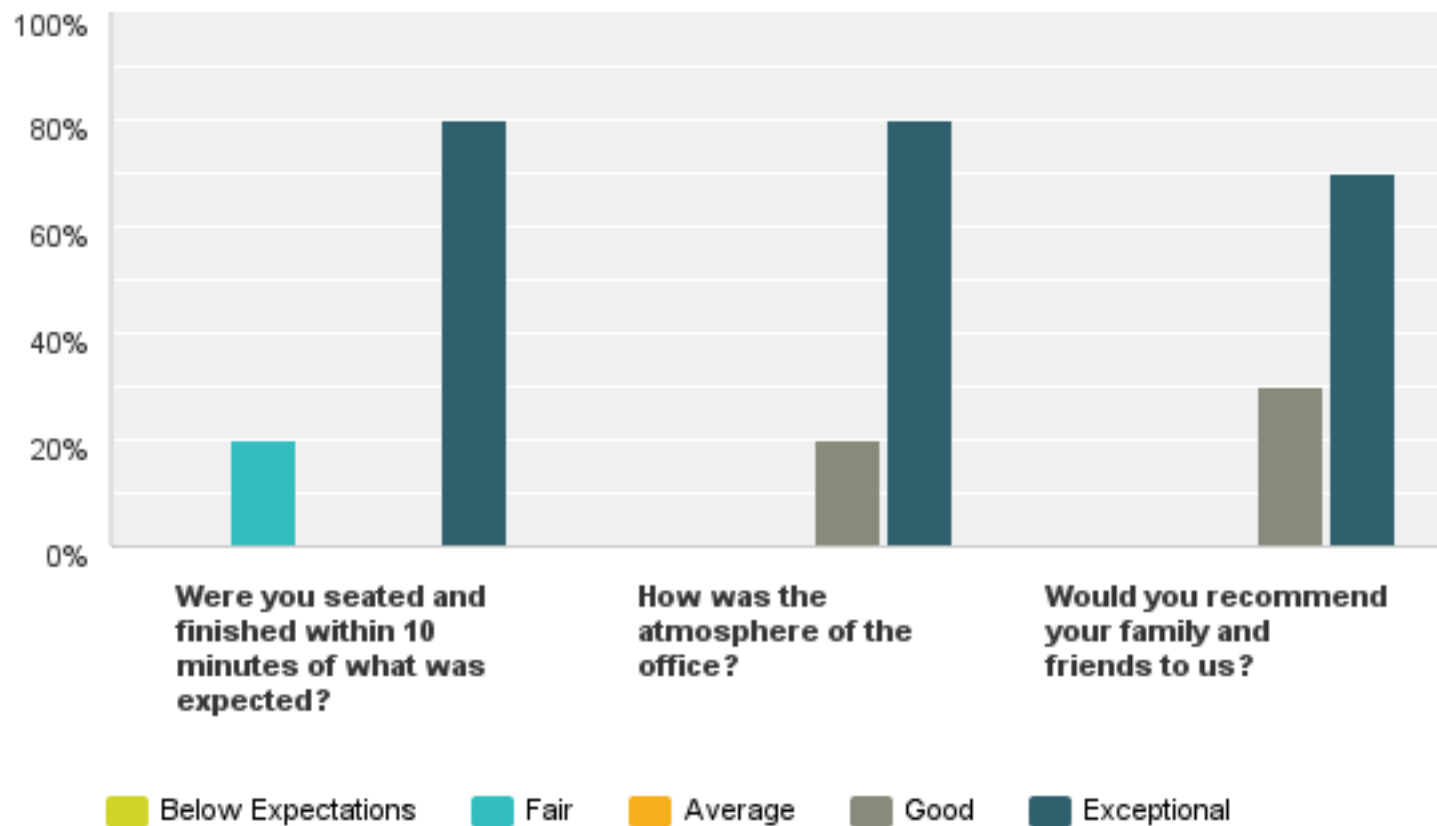
Not all the receptionists listen to us, or are as friendly

A+ service



## Q8 General Questions

Answered: 10 Skipped: 1



General Questions

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

- Dentist should take a minute to try to get to know the patient. Ask about kids, job or where from...etc.
- Dr. Blair and the girl working with him were an amazing team. I couldn't have been more pleased with things.
- I had stains on my teeth and during my cleaning the hygienist polished them clean, above my expectations for sure! Thank you!
- So amazing with Lily my 4 year old. Everyone really seemed like they loved their job! Short wait!
- They all took the time to inform me every step of the way.

## How can we make your experience better?

- ☐ It was already very good!
- ☐ I have no idea. I loved the waterfall., the tv was great, the service was exceptional. I almost felt like I was on vacation.
- ☐ Faster wait time.
- ☐ Less \$
- ☐ Noticed the wall by the water feature was dirty and the bathroom was a little messy. Nbd