




PATIENT SURVEYS

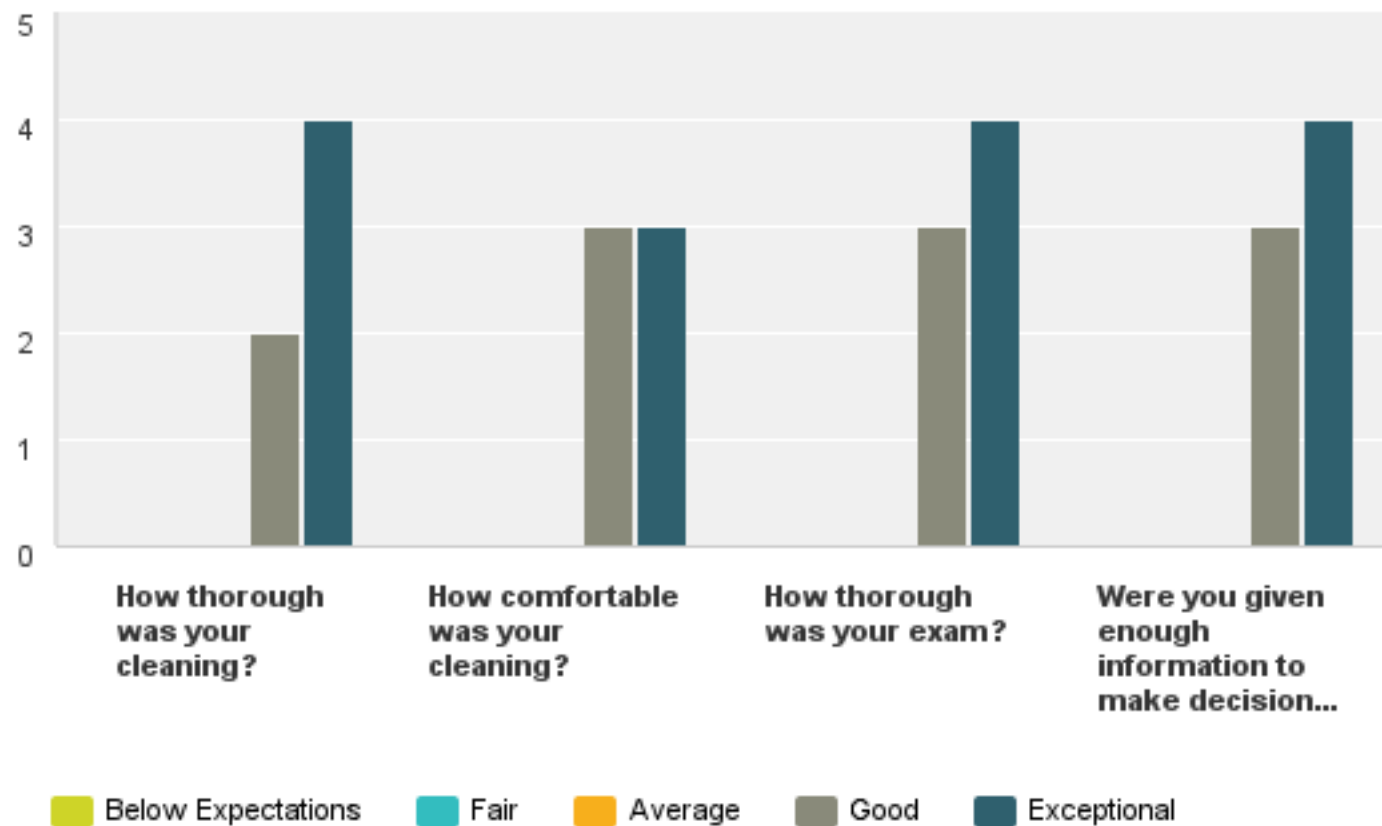
Springville – September 2014

What Do You Want Most From Us?

- 
- ☐ competent and skilled dental care
 - ☐ I can't think of anything
 - ☐ Dental care and advice.
 - ☐ great service and quality work
 - ☐ Don't need to change a thing!
 - ☐ Comfortable and painless dental work:)
 - ☐ Clean teeth
 - ☐ Quality and affordable dental care

Q2 Cleaning Visits

Answered: 7 Skipped: 1



Cleaning Visits

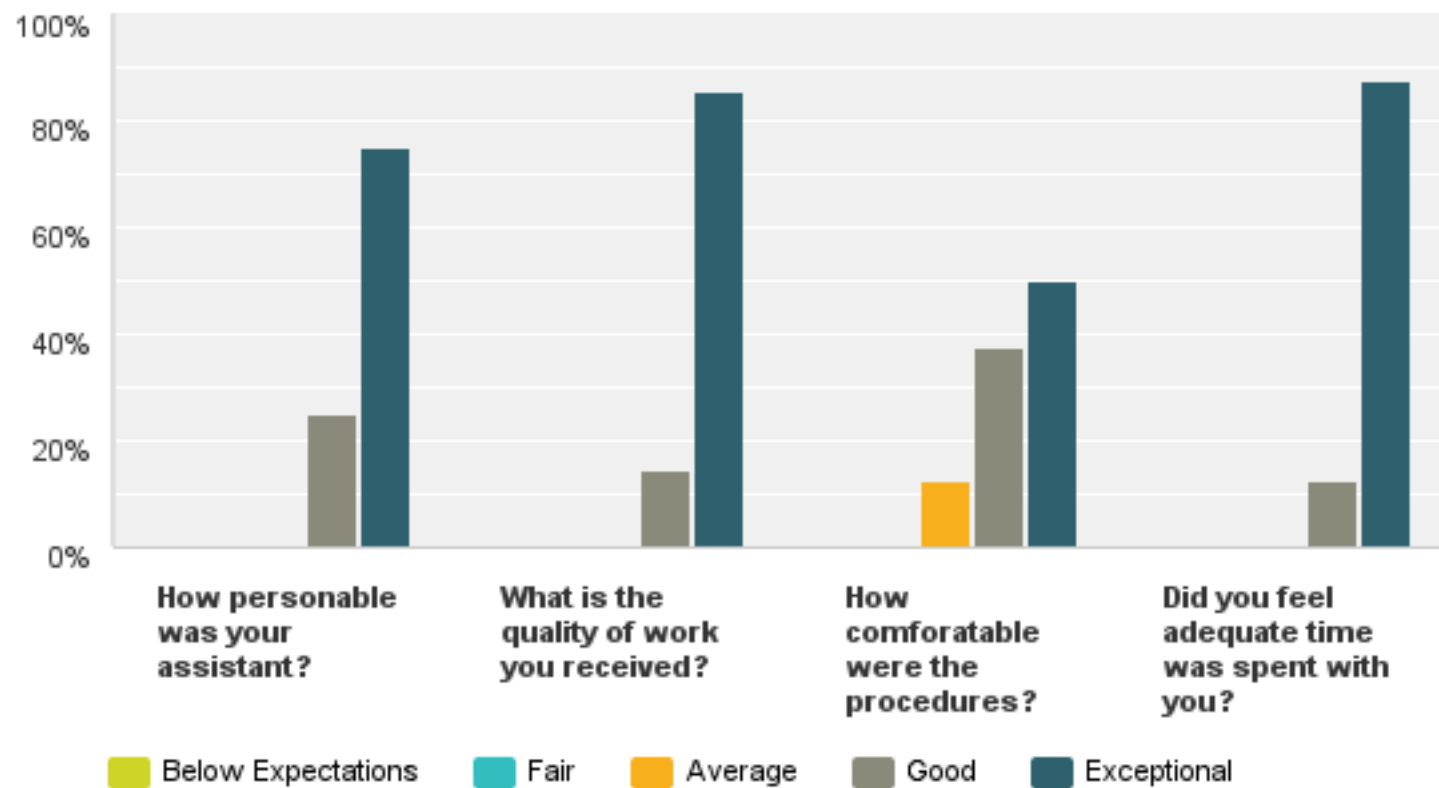
Comments on Cleaning Visits:



- my teeth were not cleaned today. They will be on the 29th
- This is the best dentist's office I've ever been to
- I didn't get a cleaning because I need a deep cleaning and really can't afford it. I would have liked a regular cleaning since my insurance covers that.

Q4 Dentist Visits

Answered: 8 Skipped: 0



Dental Visits

Comments on Dental Visits:



everyone did a great job. Loved the report I received with my proposed treatment plan. Bite wing xrays are just a challenge for me, but she did an amazing job at it.

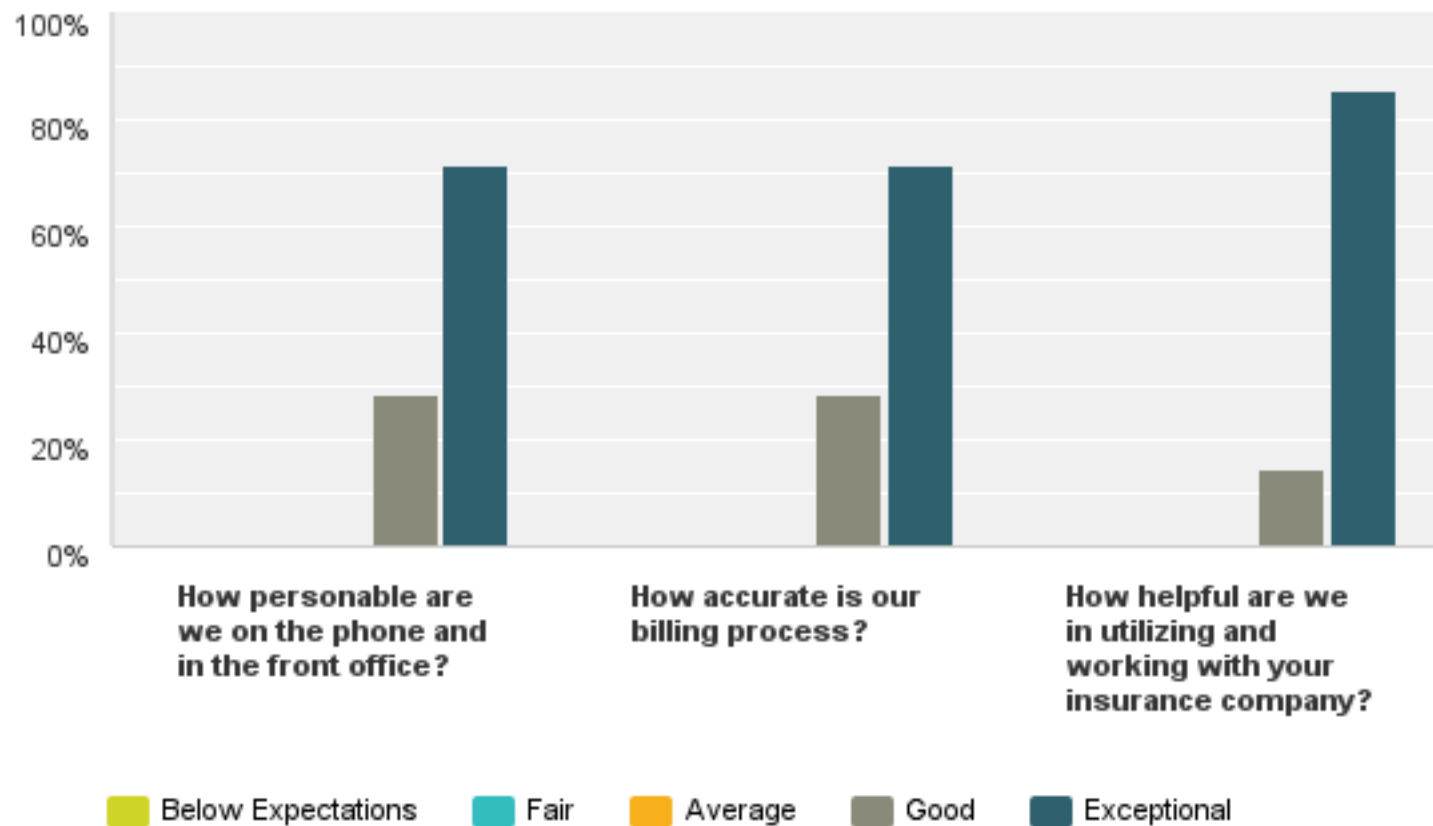
The shot was pretty painful and took a long time. The procedure went very quick and smooth. The dentist and assistant were very professional and nice.

I've never been to a better dental office. I'm very comfortable coming & having work done. =)

Dr. Flinders does everything possible to make things comfortable! I SO appreciate that:)

Q6 Billing & Front Office

Answered: 7 Skipped: 1



Billing & Front Office

Billing & Front Desk Comments:



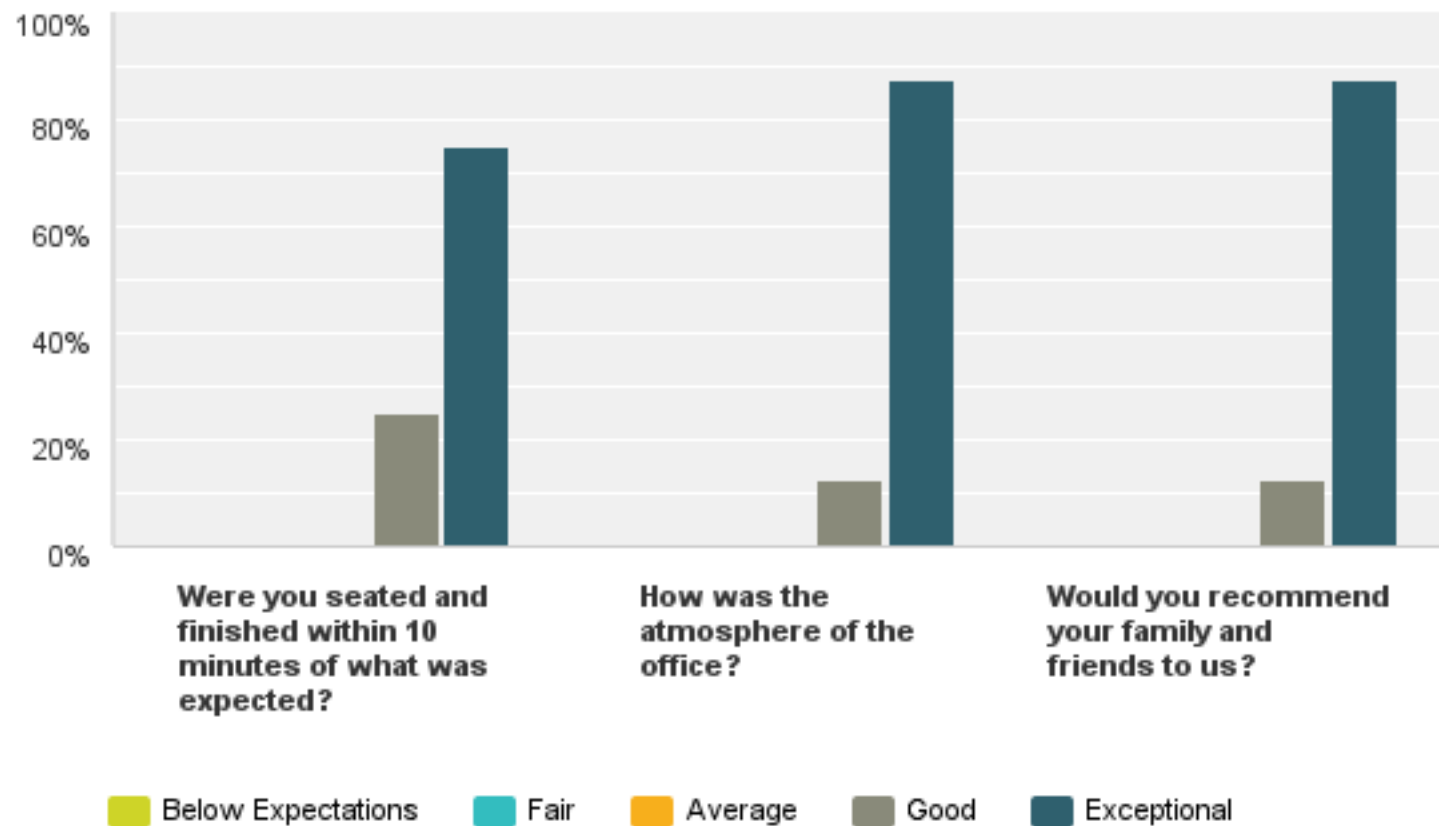
everyone was amazing. I received a prompt phone call after I sent in an online request for an appointment and they were able to schedule me quickly. The women at the front desk were wonderful. One of them was even able to figure out which state our Delta Dental was administered through when I had no idea. They did a great job of explaining fees and setting up my next appointment as soon as possible for both a filling and cleaning. Happy for me over good news (saving a tooth). Just terrific women.

Unexpected co-pay but I guess that's my insurance company not telling me.

Top notch!

Q8 General Questions

Answered: 8 Skipped: 0



General Questions

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

- Dr Flinders was so kind, and seemed to really understand how I felt about the prospect of having a tooth pulled (one with a root canal and a crown). He summarized it well- that I would feel like an amputee. He's right. I'm glad he will try to save that tooth and save the nerve on another tooth. He's my hero. I'm so grateful. Everyone I met in your office today was wonderful and so competent. It was a wonderful experience.
- The doctor was very professional and quick. The assistants were very nice.
- Awesome staff!
- Very personable!

How can we make your experience better?



- ❑ I don't think you can. It was already the best I've had of the many years of dental visits and procedures. Thank you so very much.
- ❑ Maybe let the doctor do the injections.
- ❑ Don't change a thing. I think ya'll are great!!