



## PATIENT SURVEYS

Springville –JUNE 2015

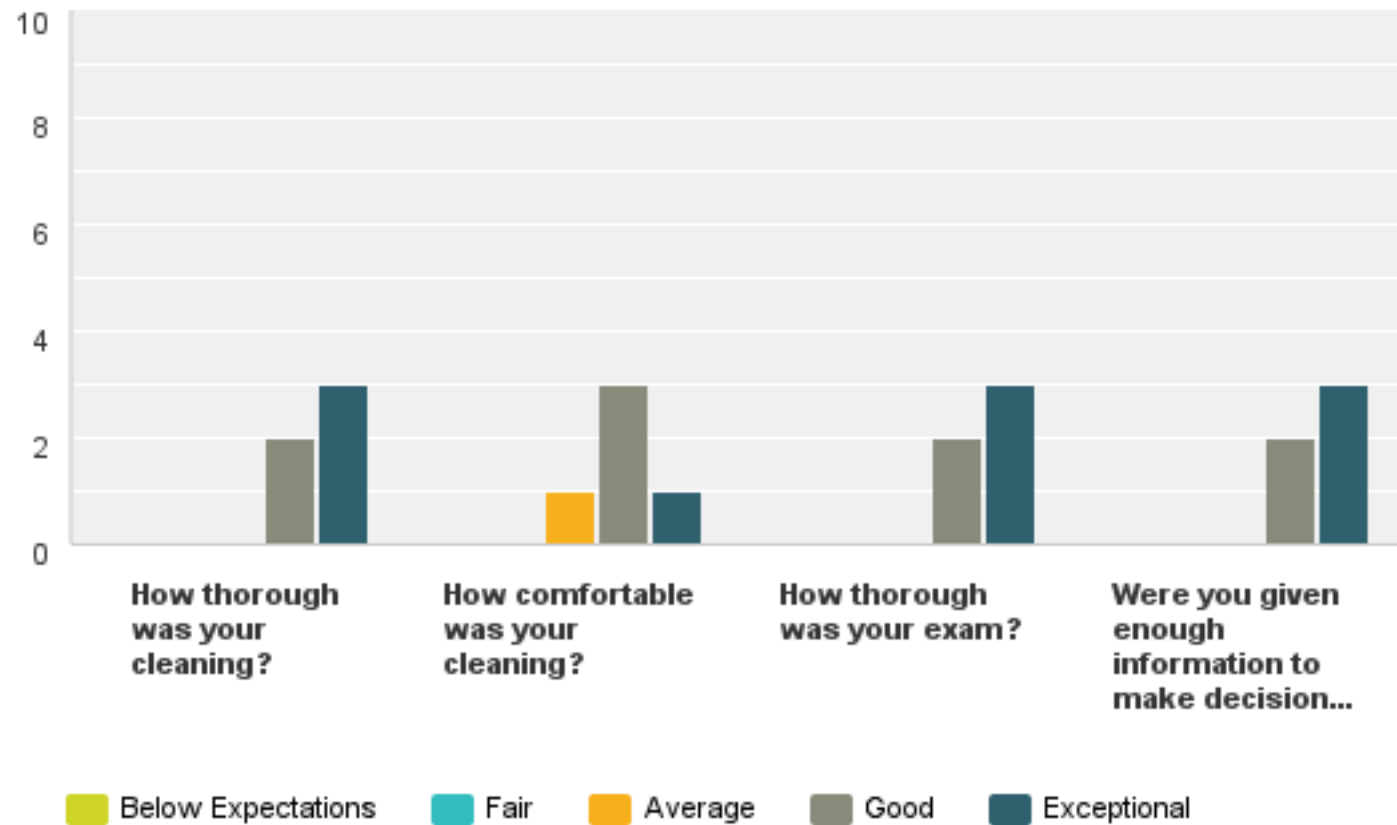
# What Do You Want Most From Us?



- ❑ The same good, friendly service.
- ❑ Quality care with patience and understanding
- ❑ Comfortable experience
- ❑ great dental work with a flexible schedule
- ❑ Open dialogue about state of teeth, and competent work.

## Q2 Cleaning Visits

Answered: 5 Skipped: 0



Cleaning Visits

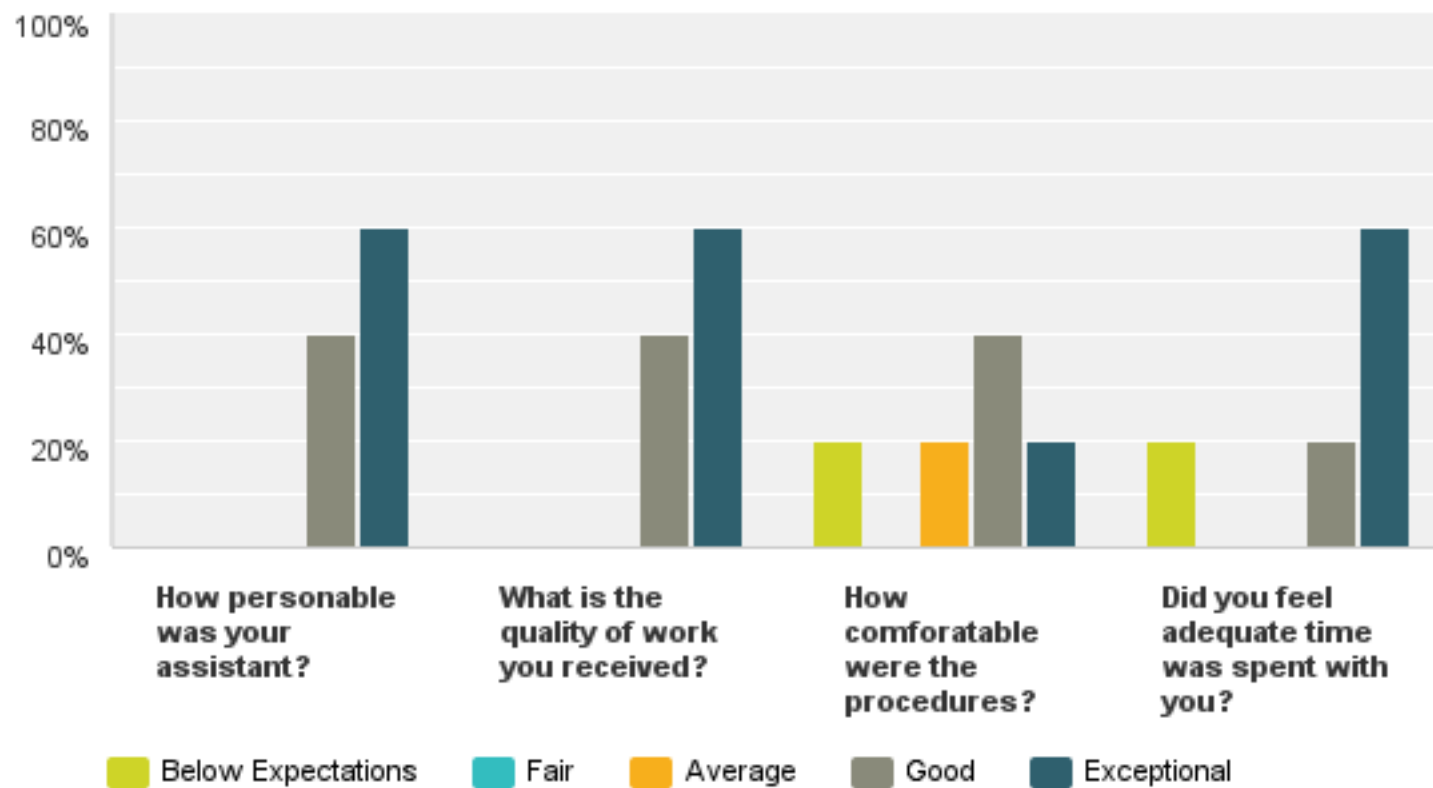
## Comments on Cleaning Visits:



- They were great!
- You do great work!

## Q4 Dentist Visits

Answered: 5 Skipped: 0



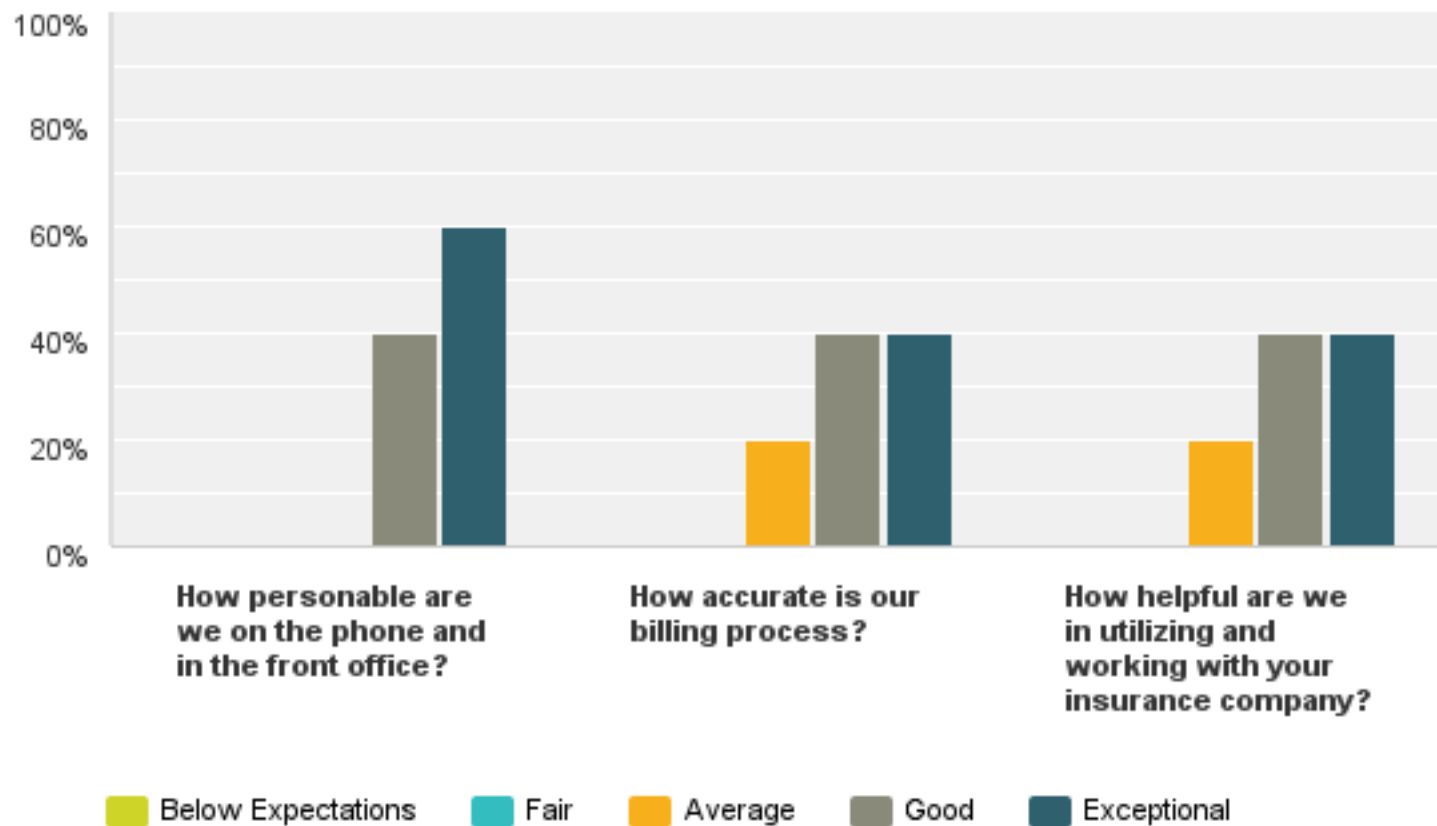
Dental Visits

# Comments on Dental Visits:

- ❑ They can only be as comfortable as dentist visits can be.
- ❑ I don't have good responses to the Novocain shots so I asked for the dentist to go slow and not use a shot. He went fast, got irritated with me when I flinched, and was rude to me about not getting the shot. I also had to be to work and I ended up waiting for 40 minutes which put me in a time crunch. My appt was at 8:10 so I didn't think the office would be behind so early in the day. They told me I was a half an hour early when I only arrived 10 minutes early and I asked them when it was scheduled to not allow for the 15 minute shot wait time, as I was not going to have a numbing shot. I do not want to see that doctor again.
- ❑ Everything was great!
- ❑ Dr. Flinders is great!

## Q6 Billing & Front Office

Answered: 5 Skipped: 0



Billing & Front Office

# Billing & Front Desk Comments:

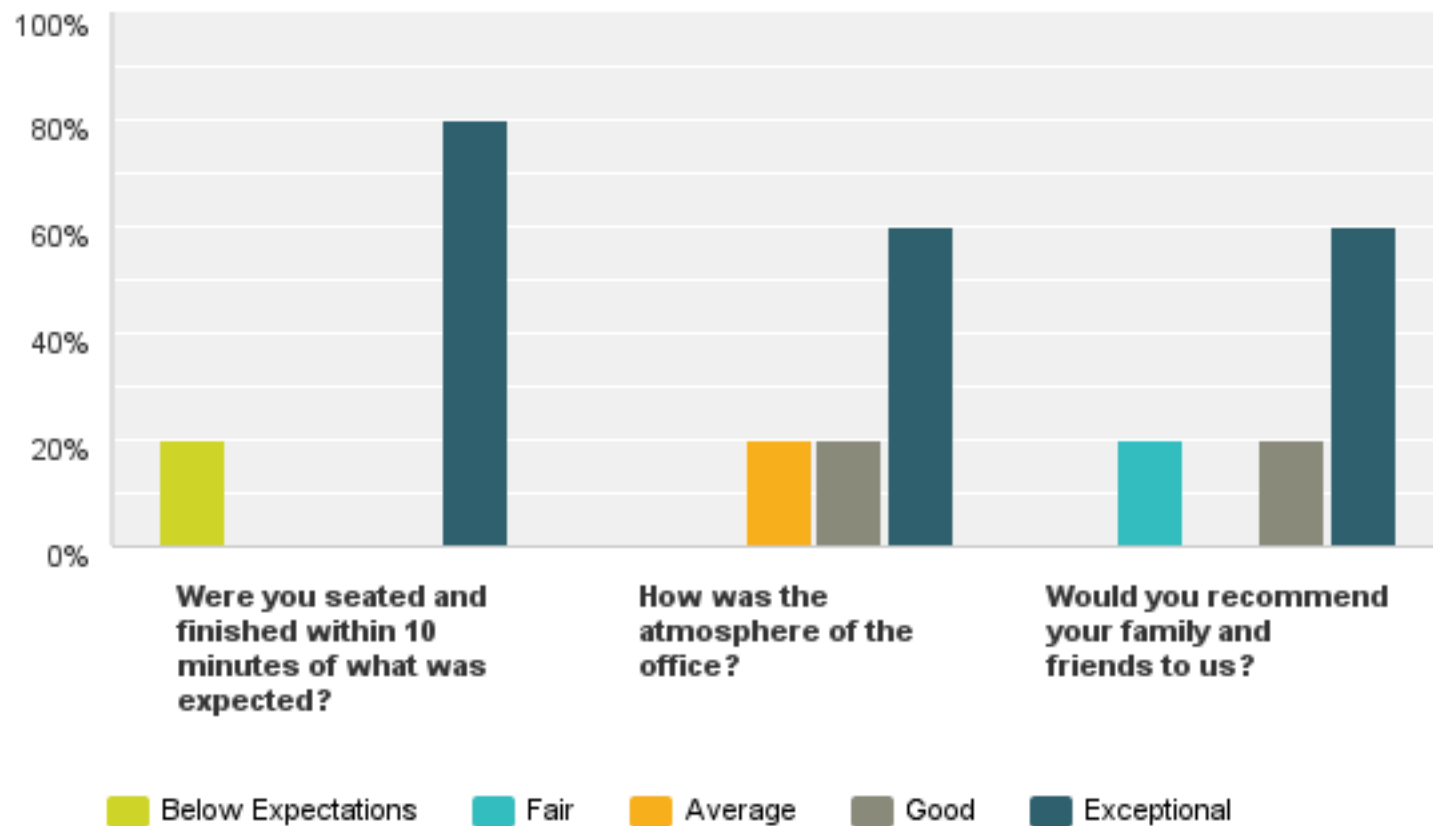


- ❑ Your Front desk staff are so personable and nice! I never hesitate to call in with questions or concerns.
- ❑ My insurance company says that my cleanings should be completely free, including the co-payment. Yet every time I go in I'm charged a co-payment. I always pay it, but I'm confused about what I should be paying.



## Q8 General Questions

Answered: 5 Skipped: 0



General Questions

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



- ❑ Keep up the good work!
- ❑ The receptionists were so sweet to keep an eye on my son while he played in the tree house during my appointment. They let him come back and check on me, but then return to the tree house when he wanted to play again. They were sweet and accommodating!

## How can we make your experience better?



- ❑ Dentists need to take time to listen to their patients and not rush. Not everyone is all about drugs or pain killing medications. This is my first negative experience at your office, but it was negative enough I considered not returning.