



PATIENT SURVEYS

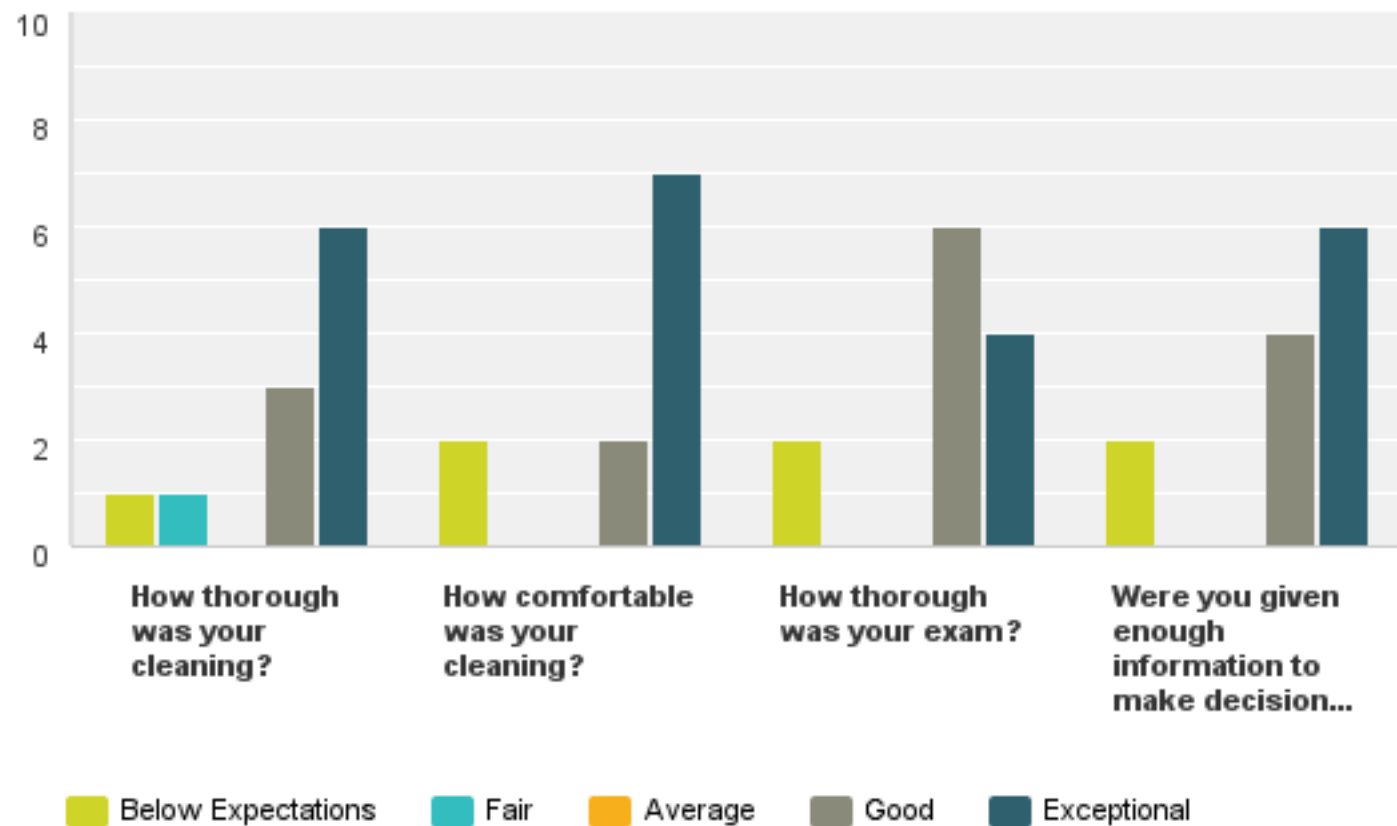
Springville – March 2016

What Do You Want Most From Us?

- ❑ quality dental care and patience with our kids!
- ❑ Nice, clean teeth!
- ❑ The great service like we got today...
- ❑ Dental help, and care
- ❑ Good quality work
- ❑ Dental Health care.
- ❑ Good dental care
- ❑ Quality work, comfort, reasonable price
- ❑ Regular dental care of my family
- ❑ Friendly informative doctor and staff. Willing to listen to my concerns and help me make informative decisions about my dental health.
- ❑ Payment plan
- ❑ respect
- ❑ Verify email addresses before using them.

Q2 Cleaning Visits

Answered: 12 Skipped: 1



Cleaning Visits

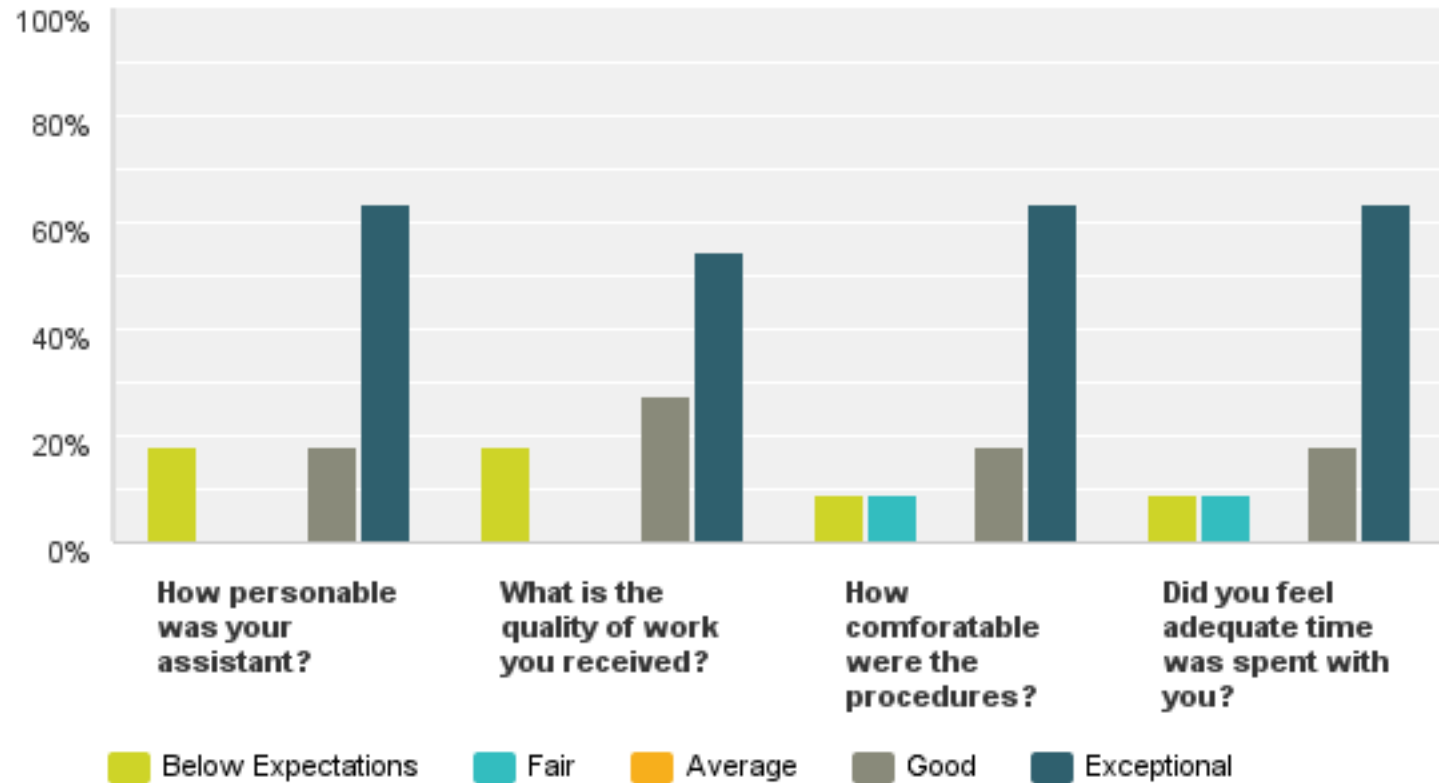
Comments on Cleaning Visits:



- ❑ The visit was for my kids but they thought you did a great job.
- ❑ "Great modern office. Great Staff! This office is run like a business and service should be.
- ❑ Thanks"
- ❑ Enjoyed the water system over the old style scrape, and scrape.
- ❑ I have always been pleased with my cleaning visits!
- ❑ No cleaning on visit just a tooth extraction that went well
- ❑ Never visited you.

Q4 Dentist Visits

Answered: 11 Skipped: 2



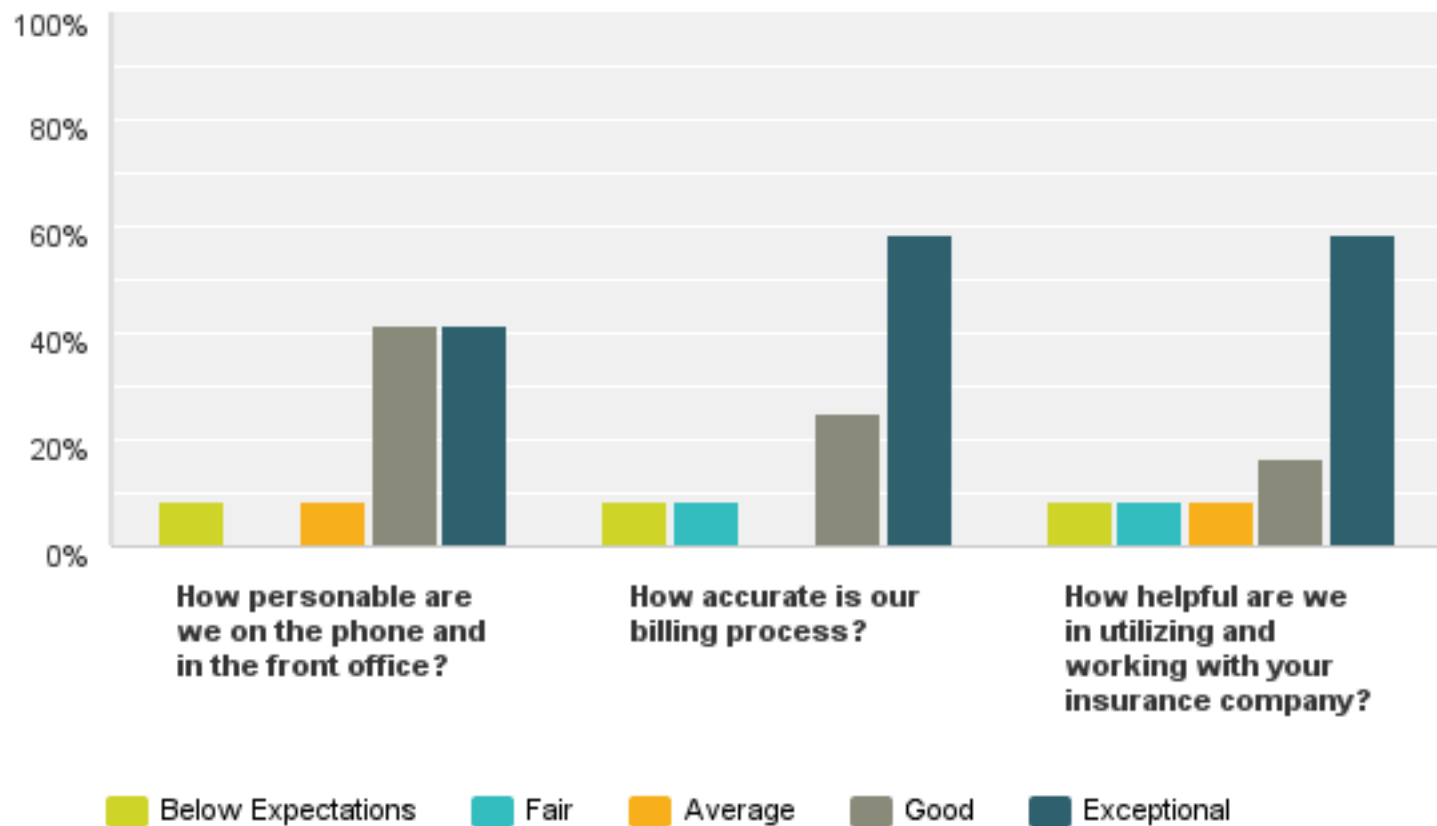
Dental Visits

Comments on Dental Visits:

- ❑ Dentist is a instant friend. Great experience.
- ❑ Felt the dental hygienist really cared about the quality of her dental care.
- ❑ Dr. Flinders is always very personable and explains everything so I am well informed about my dental health. He is willing to talk about the different options as far as my care, then lets me make the decision on how I want him to proceed.
- ❑ Great at explaining the procedure and how to take care of it at home
- ❑ I expect you to verify email addresses, before surveying them.

Q6 Billing & Front Office

Answered: 12 Skipped: 1



Billing & Front Office

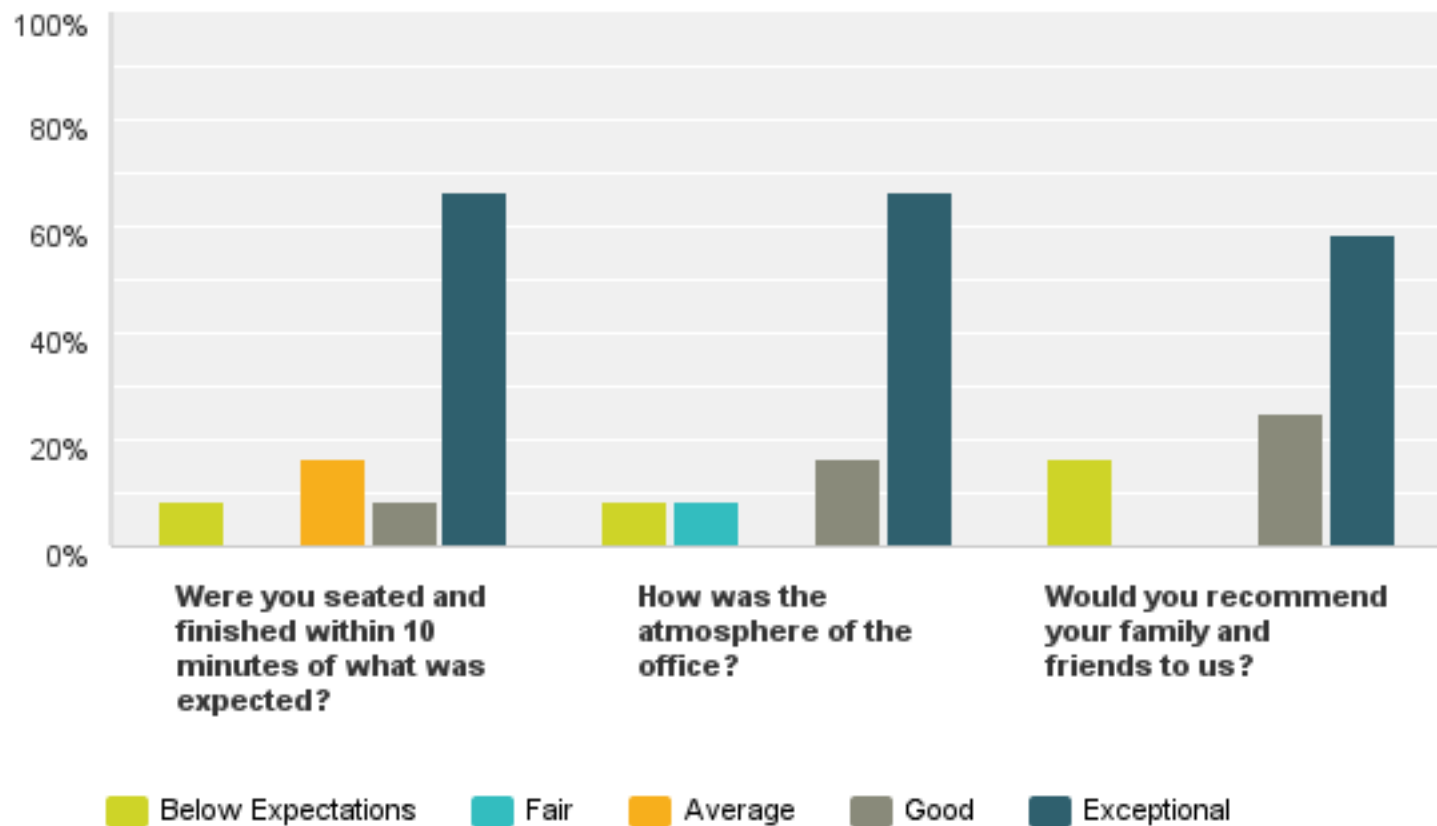
Billing & Front Desk Comments:



- ❑ The best experience I've had at a doctor or dentist. Thanks for the great service.
- ❑ Most of this topic is in process, but I don't foresee any problems.
- ❑ Everyone calls me by name and is very nice. I have never had any problems as far as billing is concerned.
- ❑ Sending surveys to unverified email addresses is rude and unprofessional.

Q8 General Questions

Answered: 12 Skipped: 1



General Questions

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

- This is a professional team... and they work like a team... I could feel the service together attitude.
- Very efficient and caring staff. I will be recommending your clinic to my friends.
- I am very pleased with my hygienist! She is so good about remembering me and knows my treatment plan. She is exceptional! Dr. Flinders has always been so good with both my husband and I. We started coming to cascade after our former dentist retired. We didn't think it would be possible to find a dentist that would be as good as he was. Dr. Flinders fit the bill he is the best!
- Everyone treated me well and explained everything thoroughly

How can we make your experience better?

- I don't think you can... It was perfect.
- Texting reminders with a return text for us to confirm appointments.
- This new practice of having the assistants automatically schedule my next 6 month appointment is extremely annoying, I don't like it. I prefer to schedule my family's appointments closer to the date, or have them ask me if I want to schedule it. Please stop just scheduling it and making me tell them to unschedule it.
- The wait time was a little long
- Verify email addresses before surveying them.