




## PATIENT SURVEYS

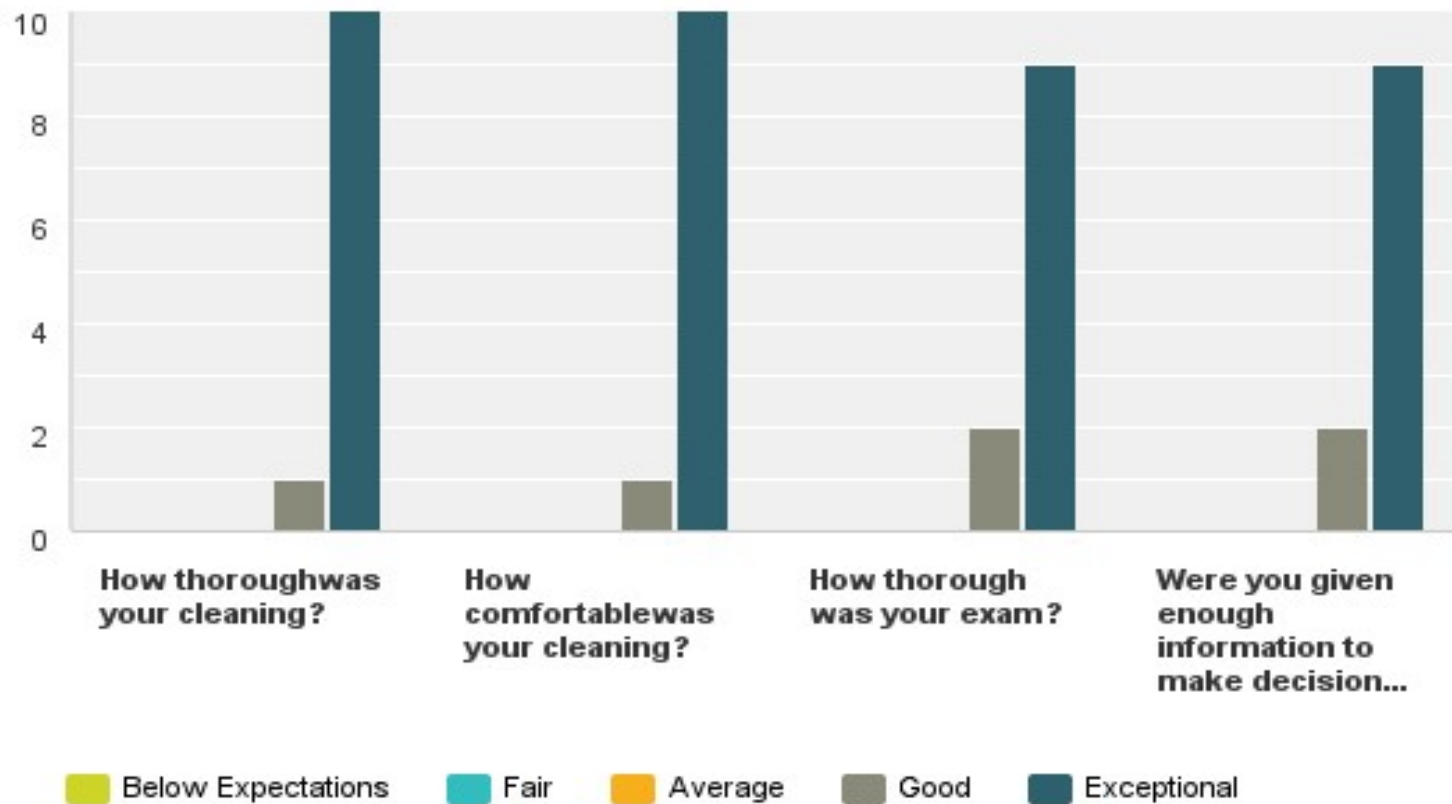
Springville – September 2016

# What Do You Want Most From Us?

- 
- ☐ Nothing I'm very pleased with the service and wonderful staff you have.
  - ☐ good dental care at a reasonable price
  - ☐ Good dental care
  - ☐ Clean and healthy teeth and a positive attitude.
  - ☐ Fast friendly service
  - ☐ My false teeth done correct
  - ☐ Knowledgeable trained staff and a welcoming atmosphere
  - ☐ Friendly smiles :)
  - ☐ To keep my tooth in good condition
  - ☐ A text to remind me of my appointment. Try Skipio.app.com
  - ☐ Healthy teeth:)

## Q2 Cleaning Visits

Answered: 11 Skipped: 3



Cleaning Visits

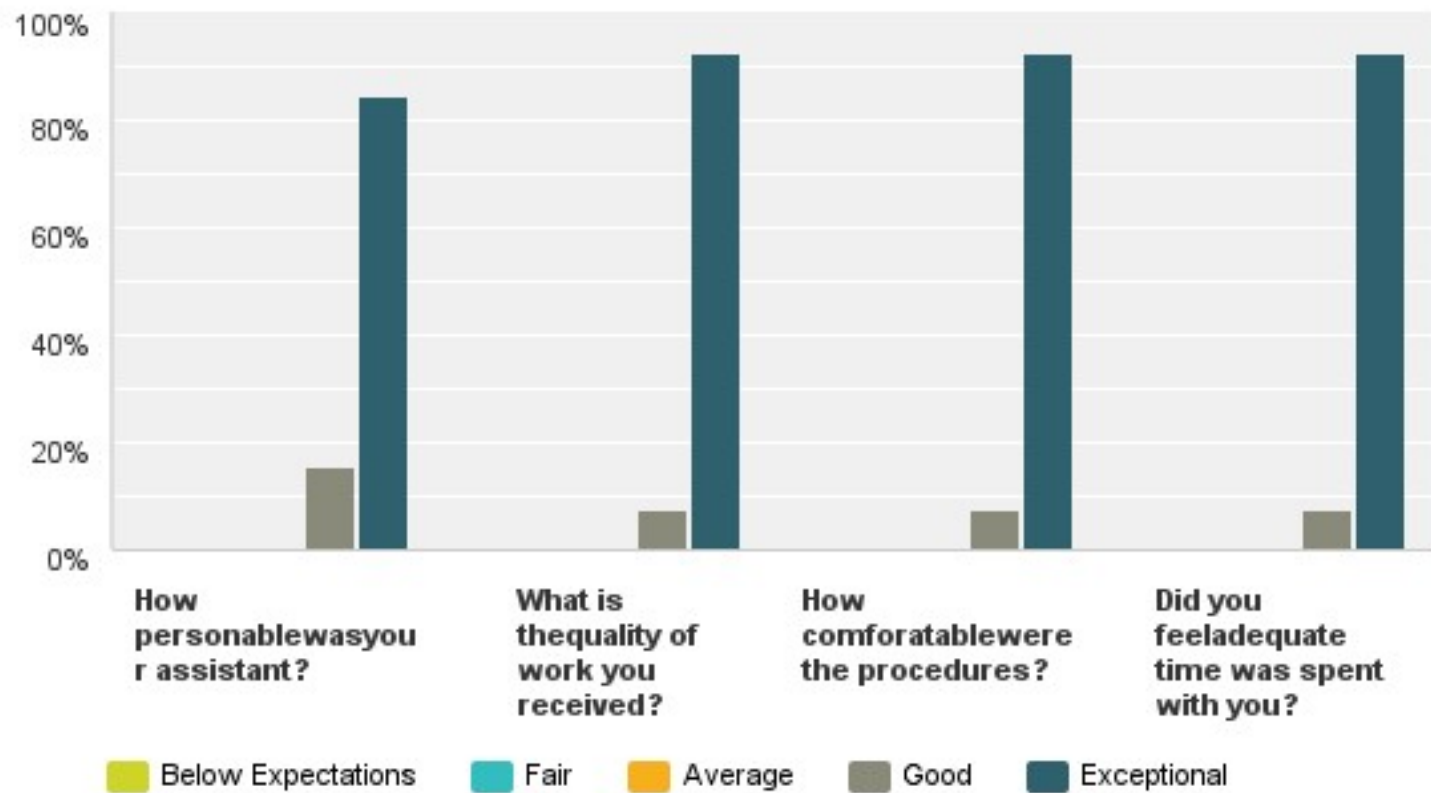
# Comments on Cleaning Visits:



- ❑ my oral hygienist was kind and thoughtful and clearly very competent.
- ❑ I loved the gal who did my cleaning. She was so friendly and made me feel like a dear friend she had been waiting six months to see.
- ❑ Awesome! Jess always makes you feel so comfortable and is so so kind!
- ❑ Y'all are amazing
- ❑ Great visit!

## Q4 Dentist Visits

Answered: 13 Skipped: 1



Dental Visits

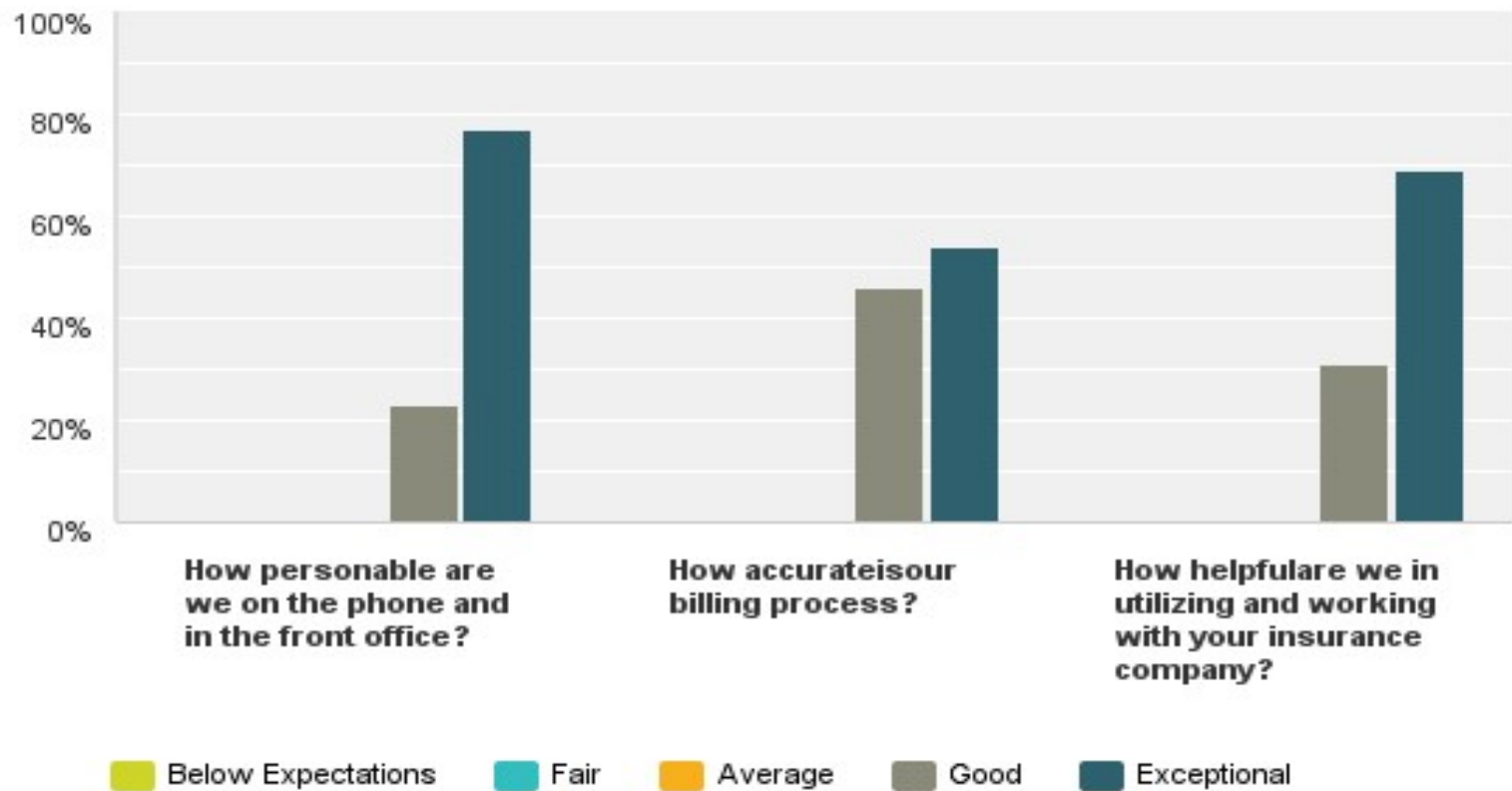
# Comments on Dental Visits:



- ❑ Dr Flinders and all of the assistants who have helped me are always trying to make sure I am comfortable and they give excellent care. They even found a way to fit me in for more work on my crown, after the cleaning.
- ❑ As a busy mom, I appreciate how efficient he was. He was kind and quick.
- ❑ Very friendly and efficient
- ❑ I love Mel, she is polite and professional
- ❑ Great visit!

## Q6 Billing & Front Office

Answered: 13 Skipped: 1



Billing & Front Office

# Billing & Front Desk Comments:

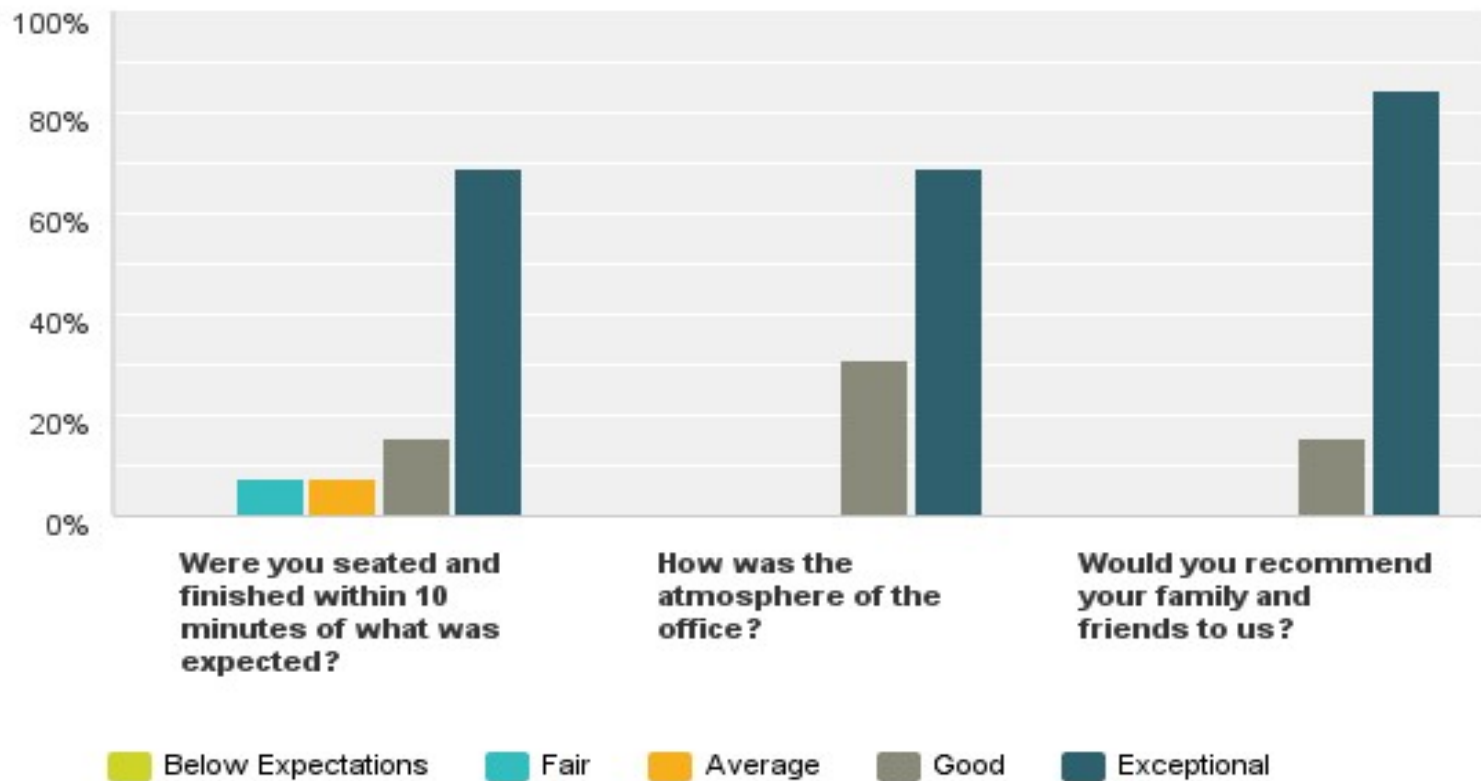


- ❑ I appreciate that I can always get questions answered and that they are careful with my portion of insurance as well as not going over what my insurance will allow. I am not positive, but I suspect Dr Flinders even refunded a bill to minimize my out-of-pocket expense.
- ❑ Above and beyond. I'm always impressed with the front office staff they always have my best interest in mind.
- ❑ I've never had to pay anything up front but they were very kind about it and explained everything.



## Q8 General Questions

Answered: 13 Skipped: 1



General Questions

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

- I've made comments as I went along. I do like the new digital "x-ray" better. Thanks for caring about my cold-sensitive teeth. And I do recommend you to everyone I have a dental conversation with!
- I have to say I am very impressed with your customer service! I'm due with a baby any day now and the staff and doctor were able to fill my daughters cavities the same day she had her teeth cleaned so I wouldn't have to reschedule. Thank you so much, Cascade!
- My lady was super awesome!!!
- Ms. Kuntz- sp? She was so kind to me and genuinely listened to me. She didn't hurry up and get to the work, but really treated me like a friend! Get that woman a Raise!

How can we make your experience better?



- I don't think it's possible to improve on the care you give me. It's pretty wonderful. From friendly thoughtful concern to warm blankets when I am cold. You are truly amazing.
- hand out cookies on the way out.