




## PATIENT SURVEYS

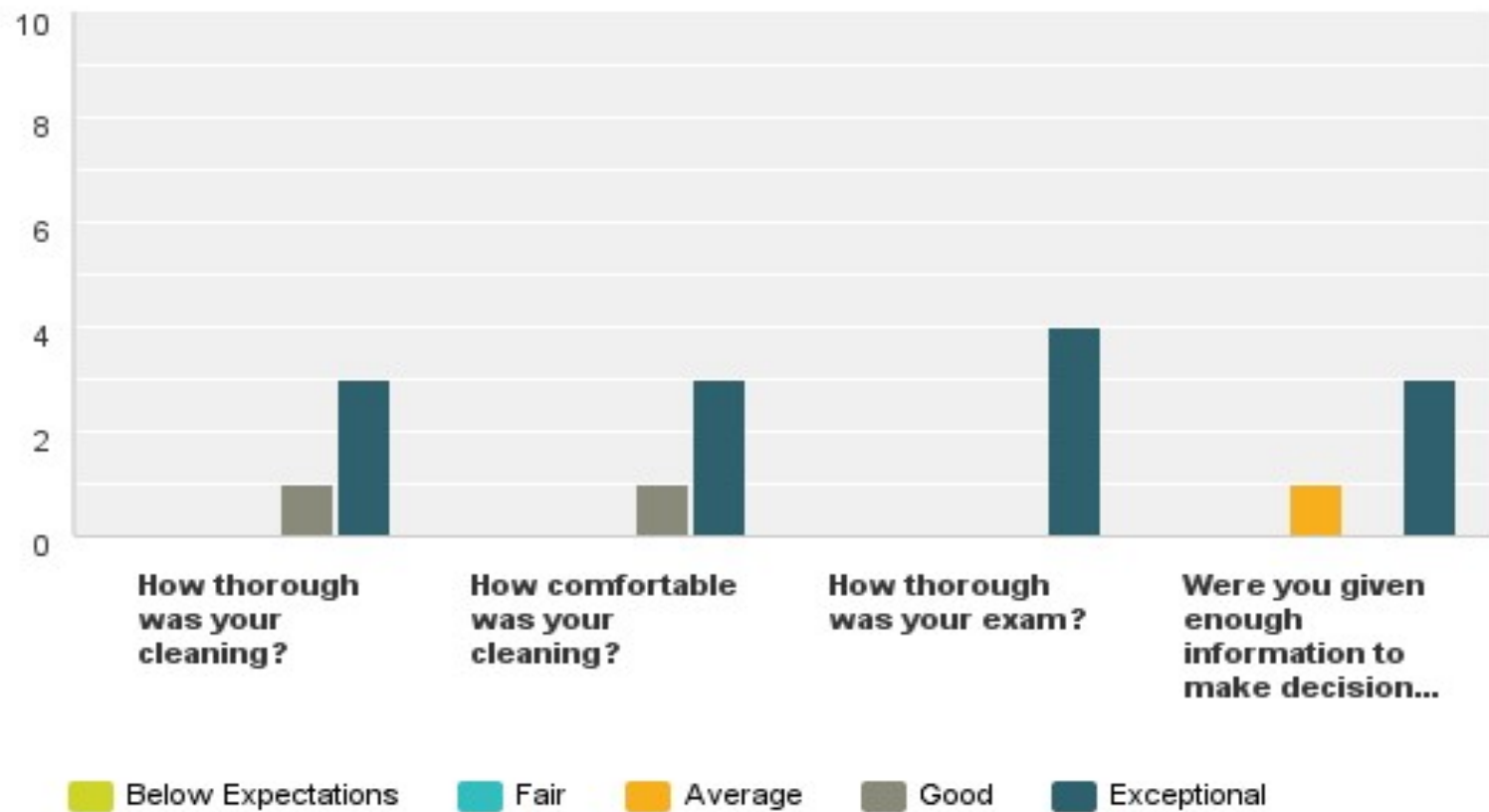
Springville – April 2017

# What Do You Want Most From Us?

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- ☐ To work with us
  - ☐ Expert dental care for my family.
  - ☐ Good dental work, reliable billing, timely visits.
  - ☐ Lower prices

## Q2 Cleaning Visits

Answered: 4 Skipped: 0



Cleaning Visits

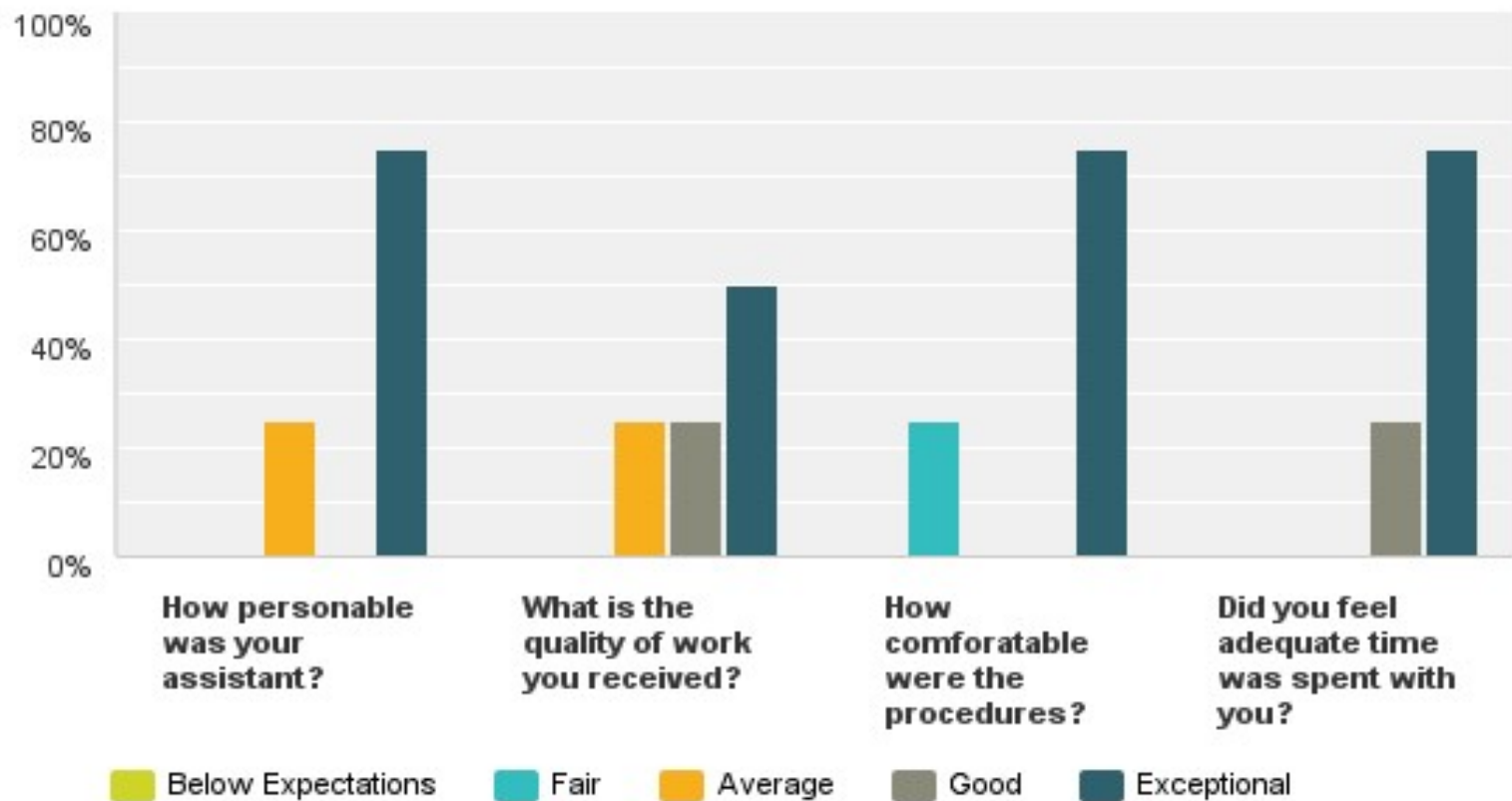
## Comments on Cleaning Visits:

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- ❑ So disappointing to hear that after brushing 3-7 times a day for the last 5 months that I have gum issues.
- ❑ Relaxing and impressive
- ❑ Very professional, teeth didn't even hurt the next day. Other places they hurt for days.

## Q4 Dentist Visits

Answered: 4 Skipped: 0



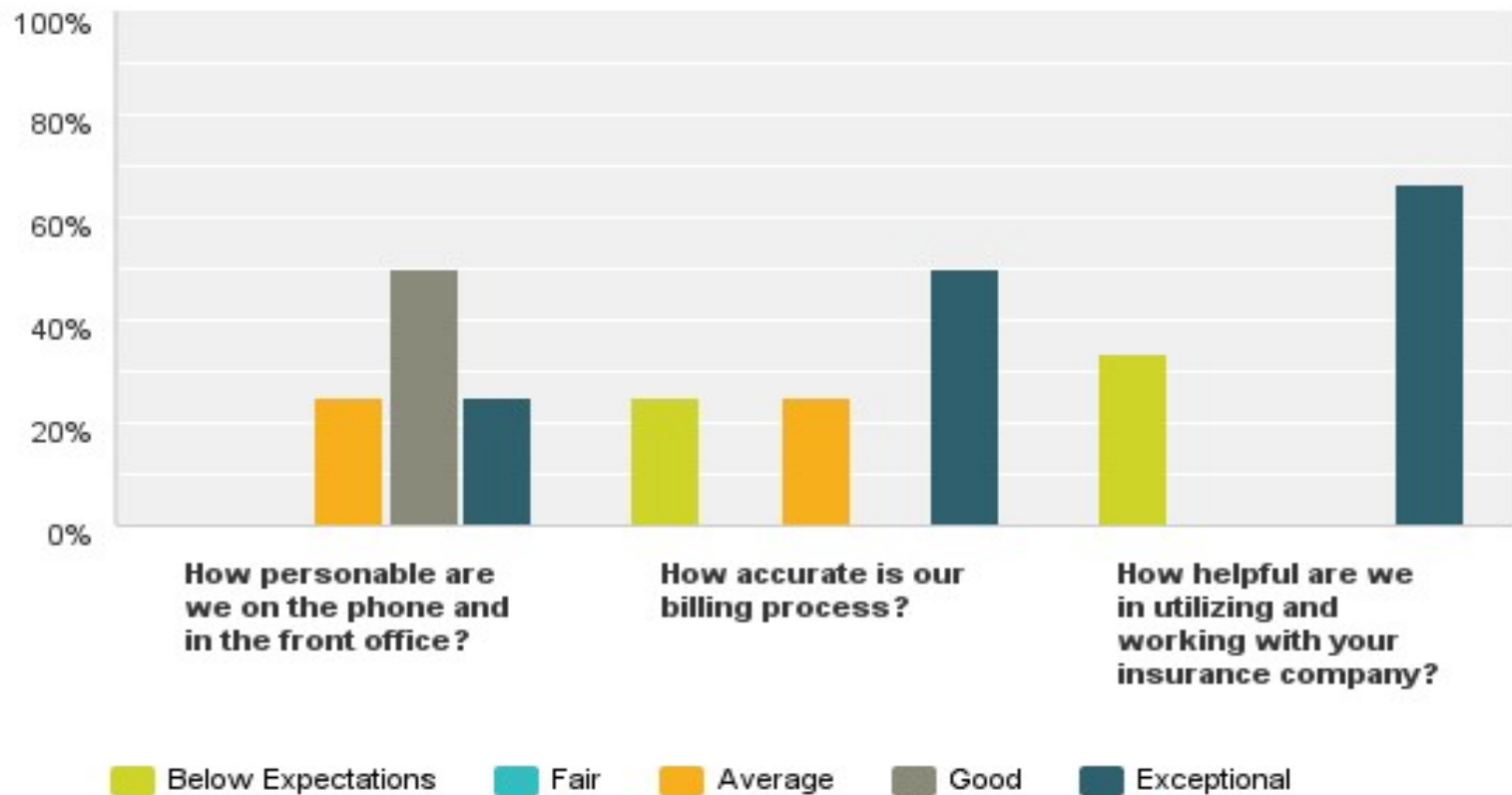
Dental Visits

# Comments on Dental Visits:



## Q6 Billing & Front Office

Answered: 4 Skipped: 0



Billing & Front Office

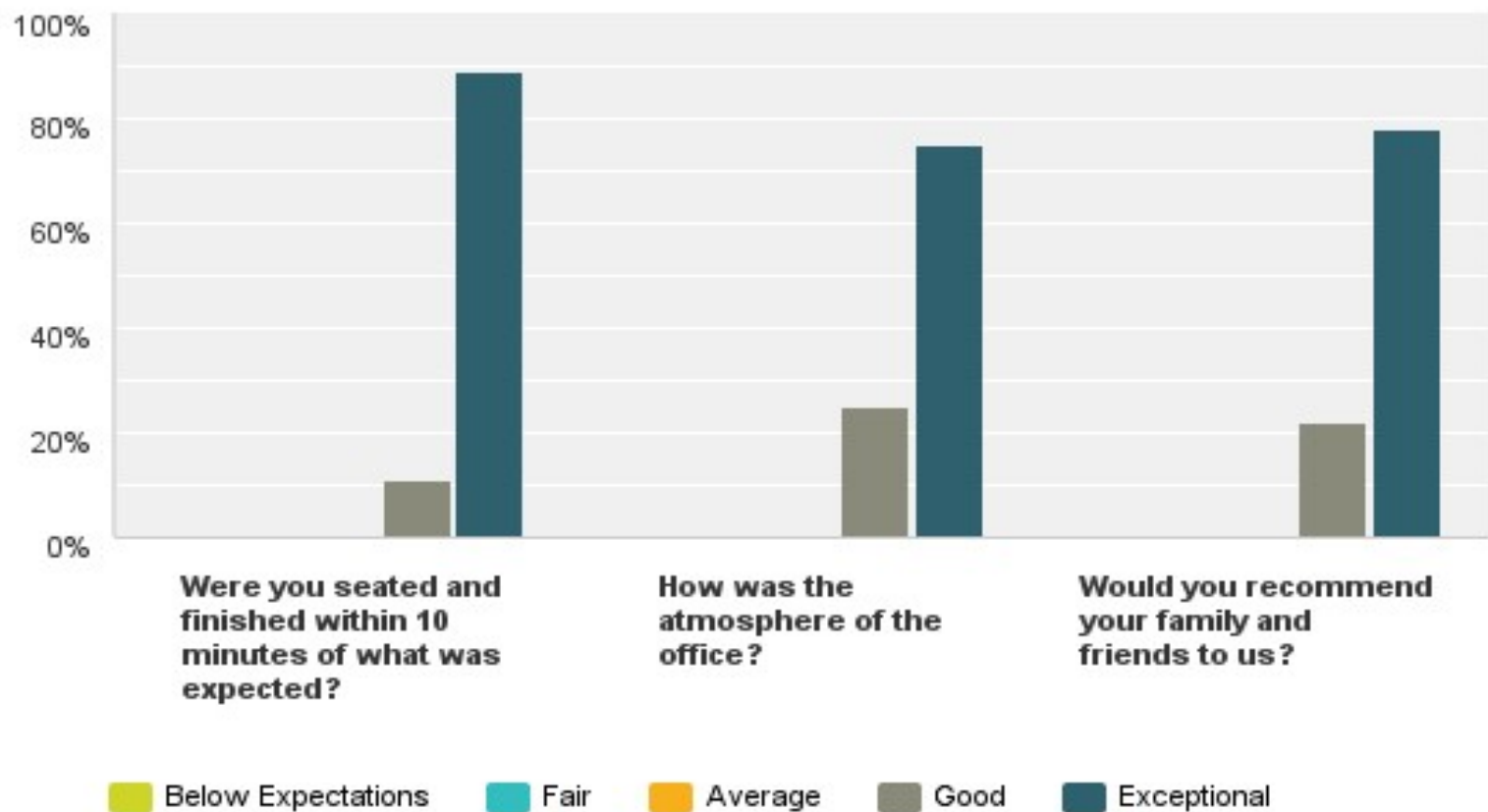
# Billing & Front Desk Comments:



- ☐ I was told I was lying about not paying for exam X-rays. I was then forced to pay for this extra cost that has never been part of my plan. When I called my insurance provider they told me that your office was billing the wrong code for X-rays at cleaning so I was being billed more because of their error. I really don't like being told that I don't know anything about my insurance. I still haven't been reimbursed by your office. I feel that your billing department needs to call the insurance in times like these, not the client. Your staff made me feel like I was over reacting, but they wouldn't help me. It was a disappointing experience at your office to be treated this way.
- ☐ Very considerate in letting me use the coupon for new customers. Prices are much higher than other places. You have no discount for no dental insurance.

## Q8 General Questions

Answered: 9 Skipped: 2



General Questions

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



- ☐ Melanie is amazing, and we love doctor Flinders!!
- ☐ Dr Flinders was awesome!
- ☐ Very professional, Didn't try to push you into anything or embarrass you.

How can we make your experience better?



- Make sure your front office staff and billing staff are kinder. Sitting and waiting for my appointment for 45 minutes wasn't too much fun. But, the billing process needs to be retrained to your staff.
- Discount for Seniors without dental insurance.