




## PATIENT SURVEYS

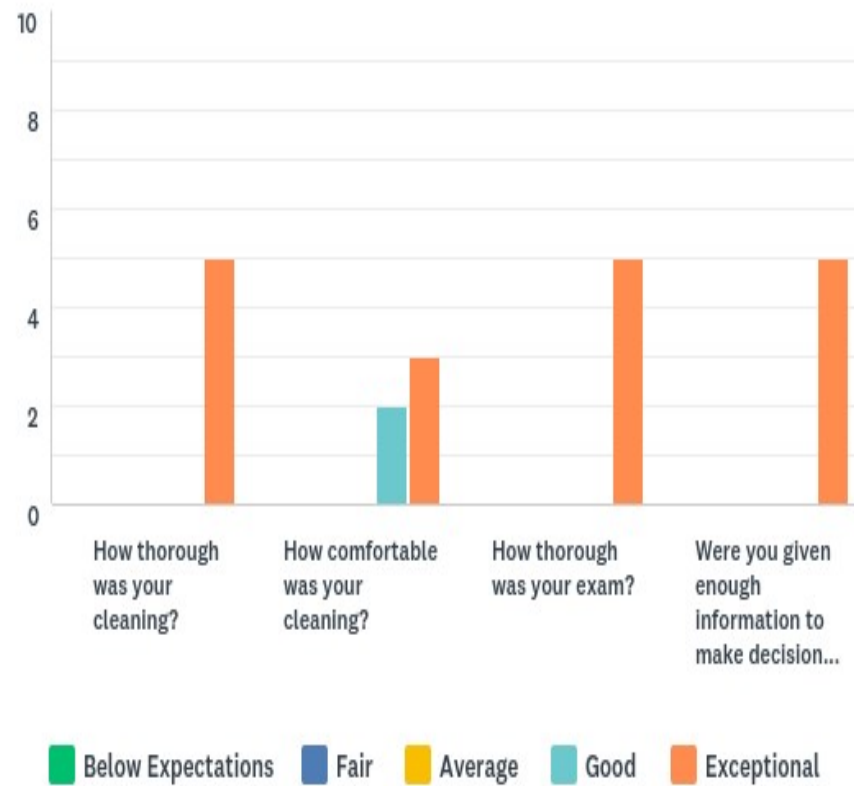
Springville – July 2017

# What Do You Want Most From Us?

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- ☐ Courtesy and friendliness which you all excel at!
  - ☐ Good dental care
  - ☐ Friendly, honest service
  - ☐ A good dentist, clean and relaxing atmosphere
  - ☐ A good dental experience ending in great smiles for my son and I.

## Q2 Cleaning Visits

Answered: 5 Skipped: 0



Cleaning Visits

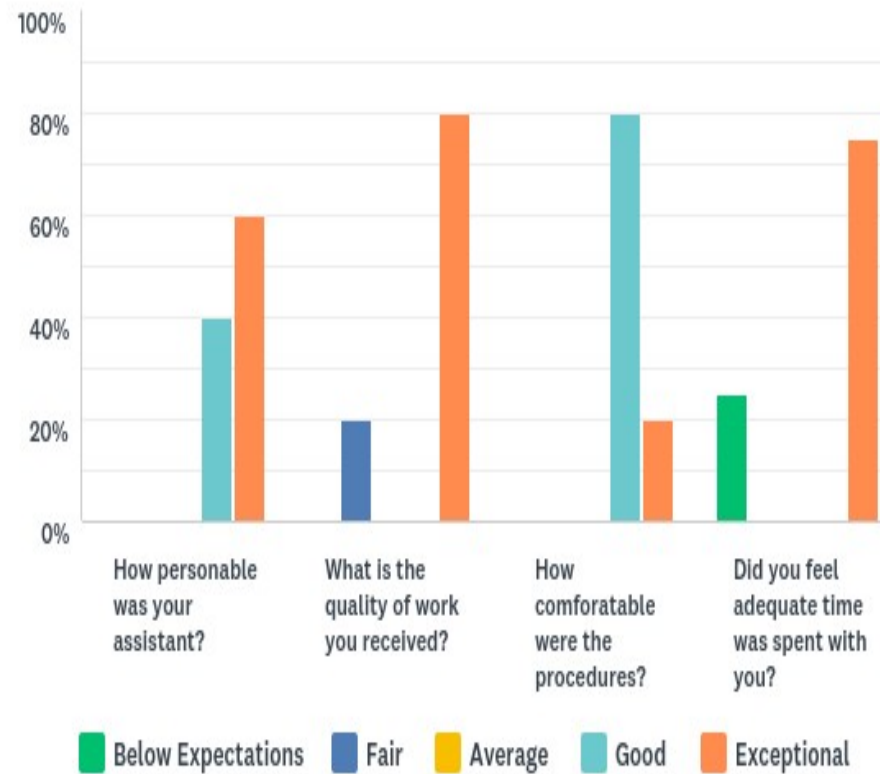
## Comments on Cleaning Visits:



- ☐ Very friendly staff. You guys know exactly how to make me feel comfortable at the dentist.

## Q4 Dentist Visits

Answered: 5 Skipped: 0



Dental Visits

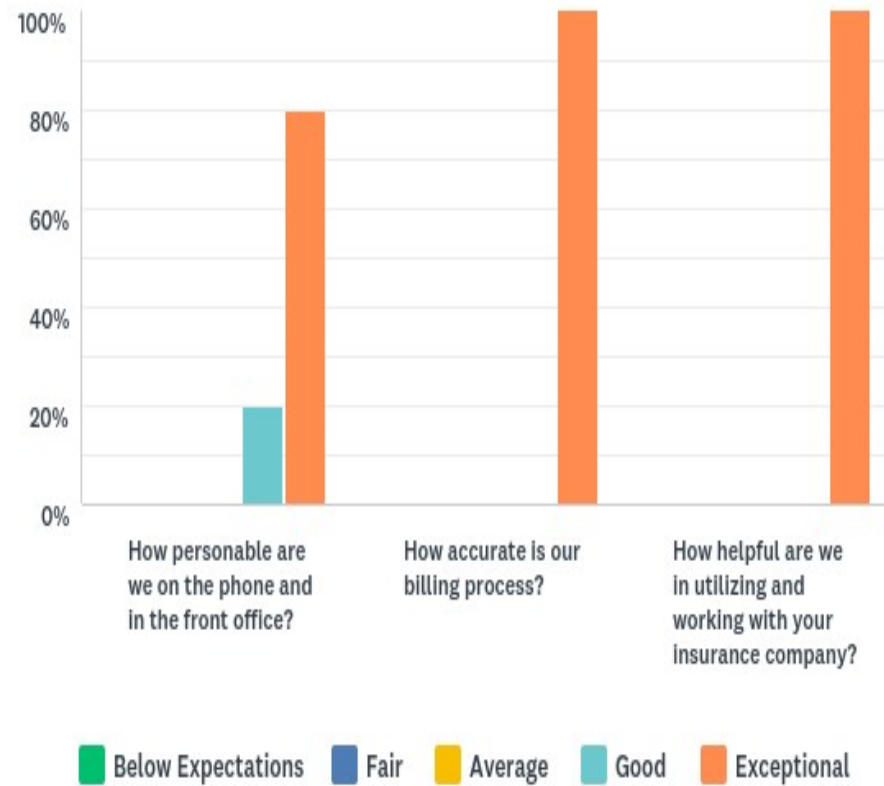
# Comments on Dental Visits:



- ❑ I am responding to this not based on my recent visit for a tooth extraction, but for the crown I received on that tooth prior from one of your other dentist--not Dr Flinders. I honestly believe I lost that tooth due to the poor job done on the crown for that tooth. It has caused me a great deal of problem and the loss of the tooth. Dr. Flinders, however, has been great and I appreciate his work and his ability to communicate and treat me as a result of the prior problems.
- ❑ The assistants we've had have been very awesome and the dentist handled it amazingly when my son jumped almost halfway off the chair, grabbed the tools because he wasn't numb when the drilling started

## Q6 Billing & Front Office

Answered: 5 Skipped: 0



Billing & Front Office

# Billing & Front Desk Comments:

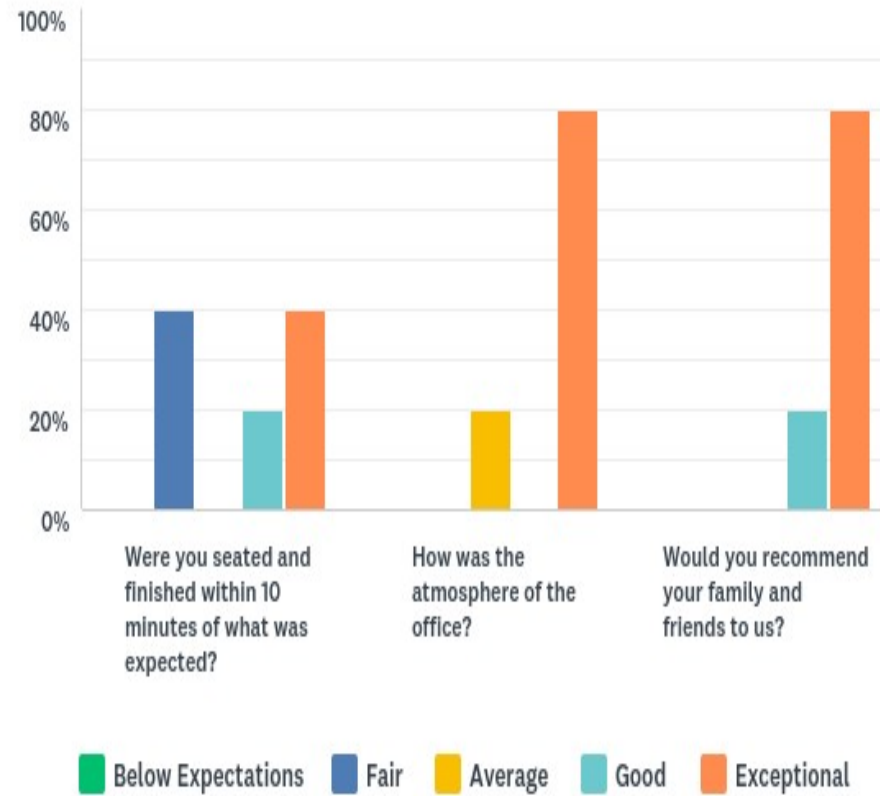
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- ❑ The scheduling needs some work. Three times in a row they didn't have my child in the computer for the day and time that they told me. It's as if they didn't enter it in when they scheduled it, or the info gets lost between different people. They still did get them in however, so that was nice, but one child had to wait two hours.
- ❑ Very kind ladies, always a smile and so helpful!



## Q8 General Questions

Answered: 5 Skipped: 0




General Questions

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

- ❑ The Dr who did my crown was too fast and didn't seem to be careful when doing the crown. Speed is not as important as quality work. Would ask not to see him again for my visits.
- ❑ The Dental assistants and the Dentist were great with my 4 little kids (7yrs to 1 yr) and made them all feel comfortable enough to get good thorough care.
- ❑ Both dentists we've seen have been so awesome, great at working out and carrying out treatment plans. Dr. Clark handled the situation with my son absolutely amazingly

# How can we make your experience better?

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- ❑ You guys already exceeded All my expectations!
  - ❑ It's freezing in the waiting room