



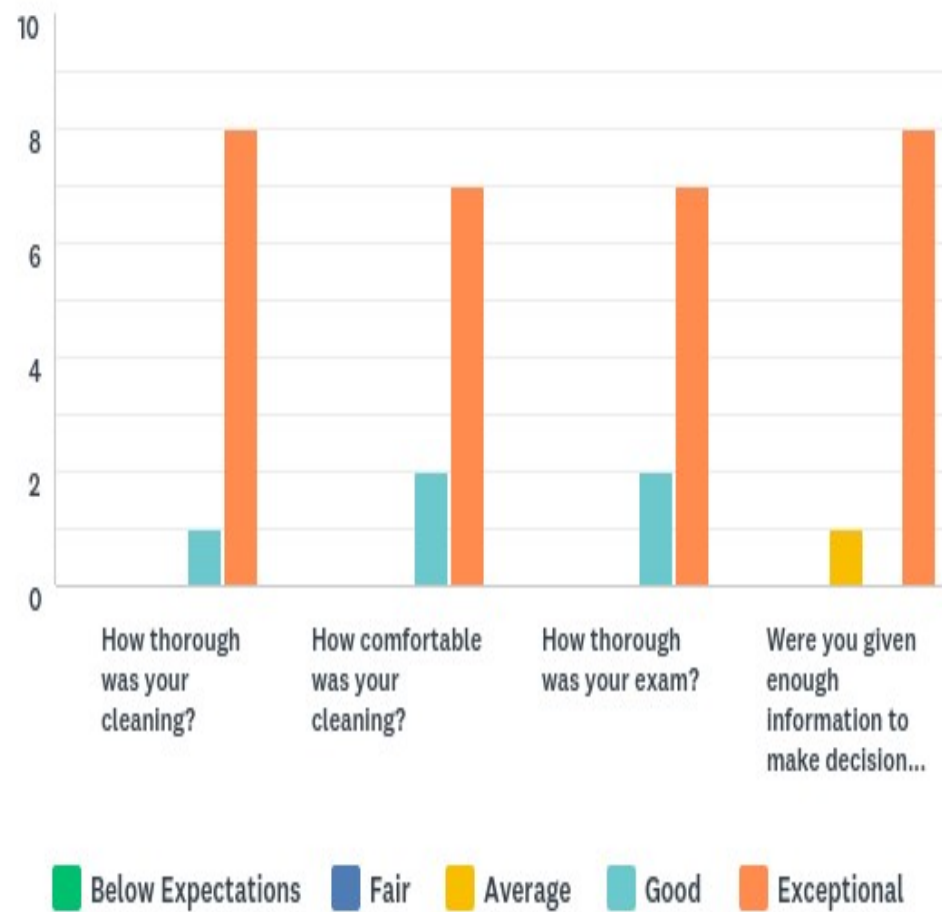
PATIENT SURVEYS

Springville – November 2017

What Do You Want Most From Us?

- Good quality service at a fair price.
- Quality care and clear communication about the billing and costs process.
- Help take care of my teeth when I have problems. I normally take care of my teeth but problems are starting to come up.
- Great, friendly, genuine service :)
- Kind people, quality dental work.
- Honest dental experience without a bunch of up selling.
- Quality care.

Q2 Cleaning Visits

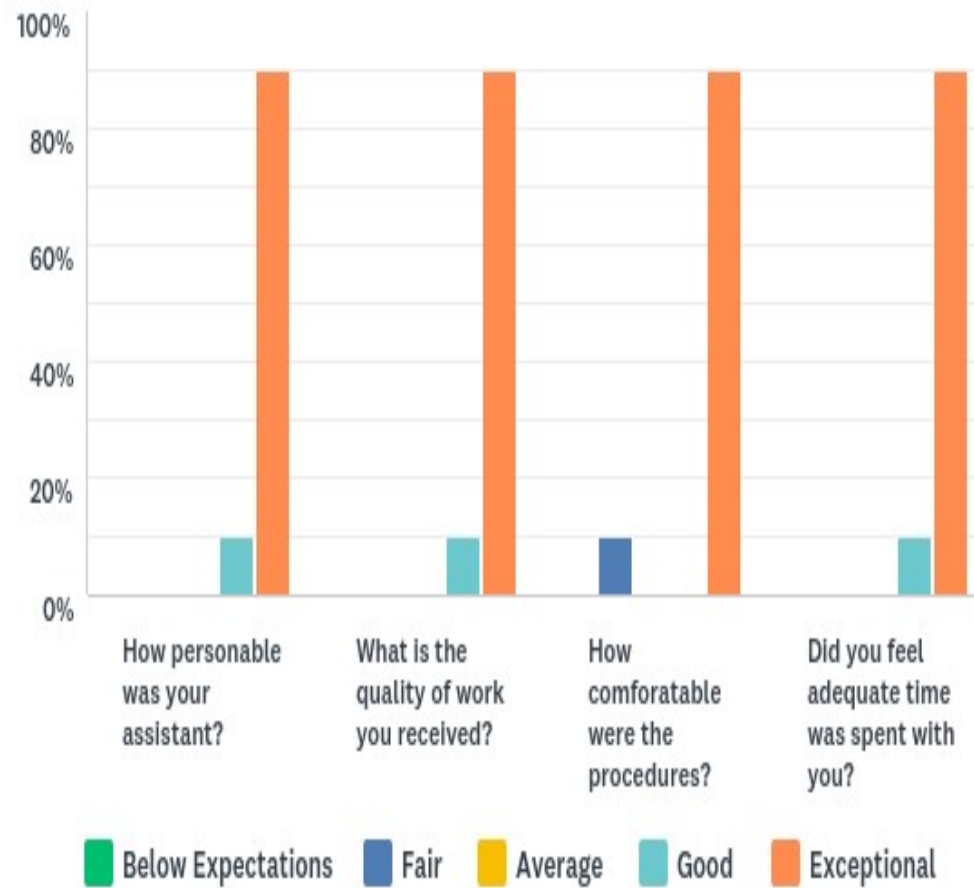


Cleaning Visits

Comments on Cleaning Visits:

- ❑ Cleaning exams have been great.
- ❑ I did not have my teeth cleaned.
- ❑ Wonderful staff.
- ❑ I love the person that cleaned my teeth.
- ❑ Love Mel!! Flinders is the best dentist ever!!

Q4 Dentist Visits



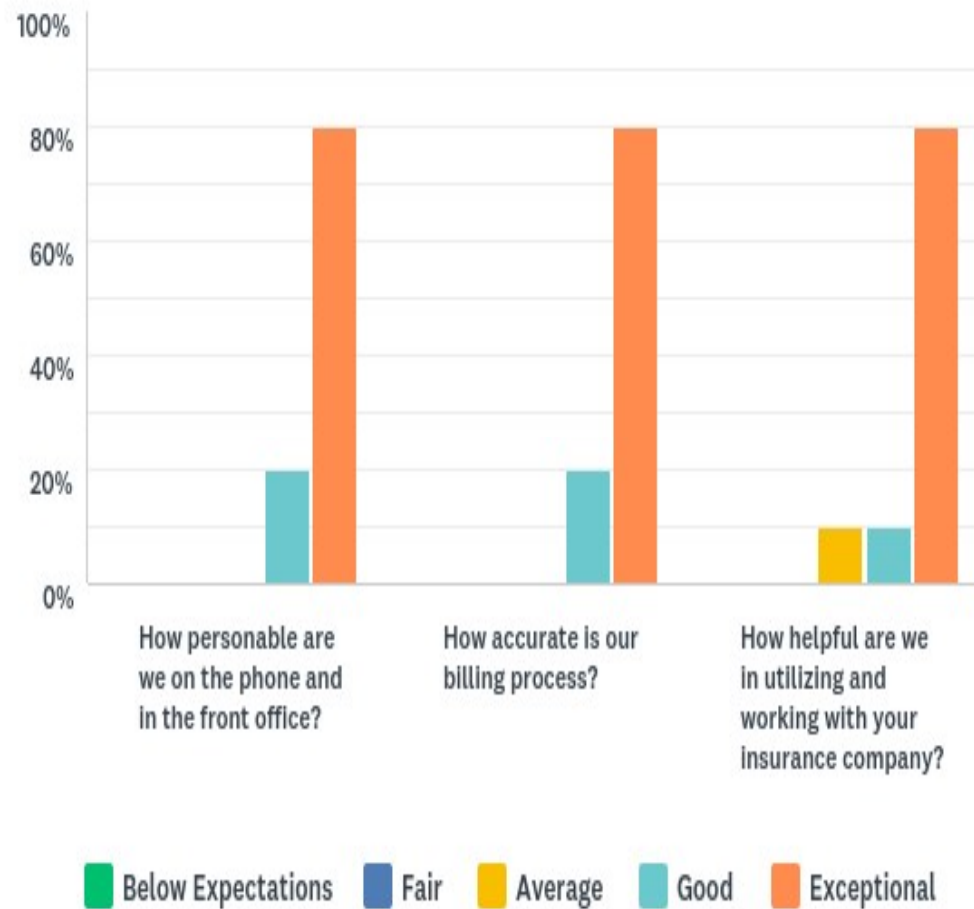
Dental Visits

Comments on Dental Visits:



- ❑ Wisdom tooth removal. No pain. Exceptional service.
- ❑ I recently ordered the alignment retainers and was informed of all of the information prior except that my teeth would be shaved down for them. This important piece of information and before and after pictures of other patients would have been very helpful in the decision process.
- ❑ No complaints with the service today.
- ❑ He was awesome and very personable :)

Q6 Billing & Front Office

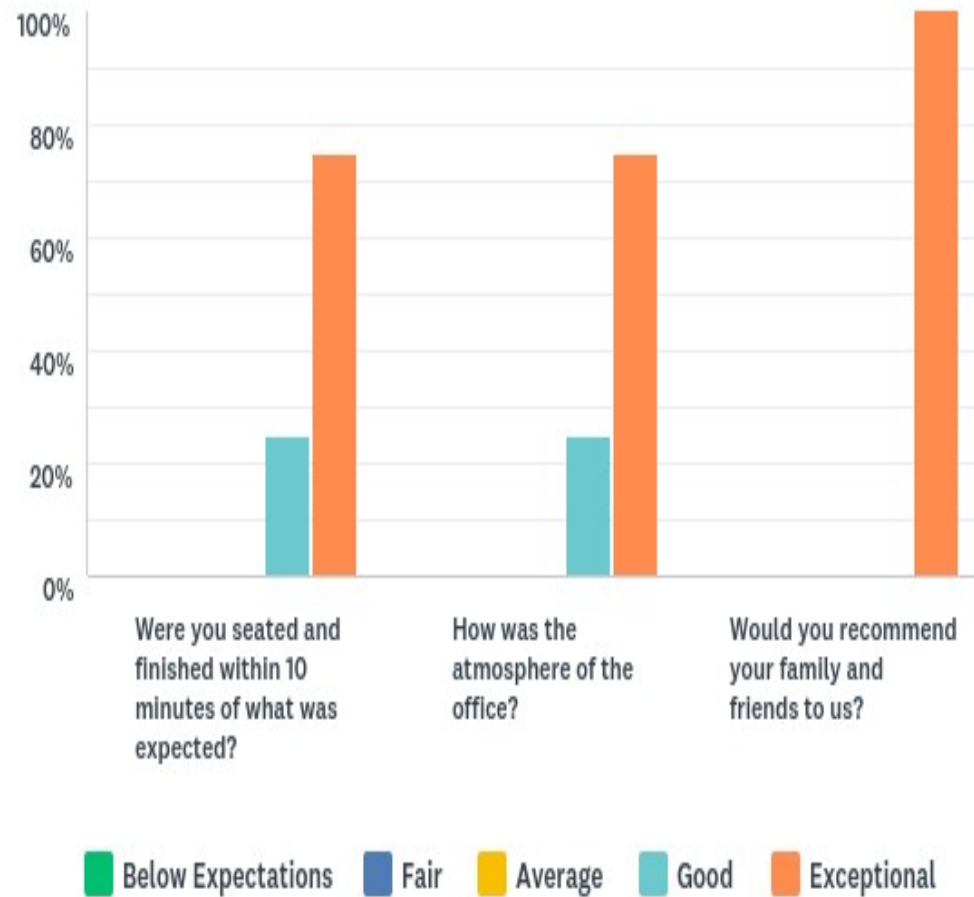


Billing & Front Office

Billing & Front Desk Comments:

- ❑ Never talked to anyone about how my insurance will cover my fillings. I received an email with benefits and an estimate. I was in so much pain that I needed help with my teeth.
- ❑ More unison with communicating with each other.

Q8 General Questions



General Questions

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



- ❑ I have been bringing my kids to you guys for years. This was only my 2nd time in the chair but I was beyond impressed with the staff.
- ❑ Overall as a team you do great.
- ❑ Doctor was awesome and much appreciated him coming out to meet us after helping all our children.
- ❑ We love Dr. Flinders because he acts relatable and takes the time to explain

How can we make your experience better?

- ❑ Previously communicated.
- ❑ Just be careful to not have broken chairs out in waiting area :)