



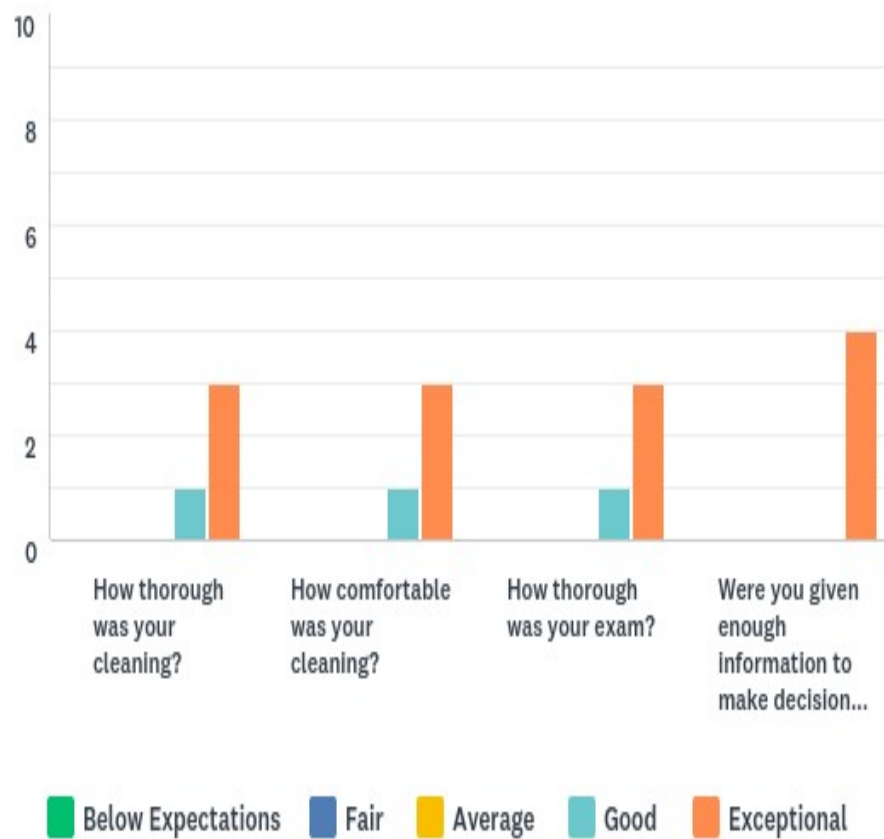
# PATIENT SURVEYS

Springville – January 2018

# What Do You Want Most From Us?

- ☐ Quality service.
- ☐ A great cleaning, an expert dentist, a delightful experience.
- ☐ Good teeth.
- ☐ My broken tooth repaired/replaced in a professional and pleasant manner.
- ☐ Kind staff and low wait times.

## Q2 Cleaning Visits



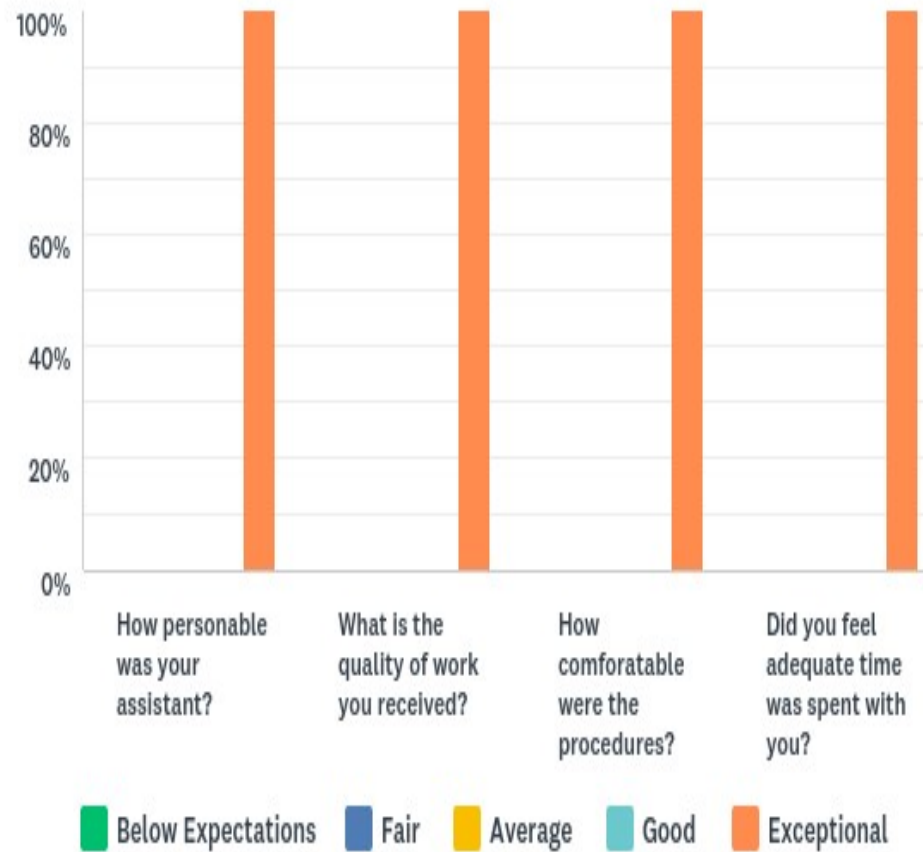
Cleaning Visits

# Comments on Cleaning Visits:

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- Have enjoyed every experience with your hygienists.
- I am coming in for a cleaning in April.
- My boys had a nice time.

## Q4 Dentist Visits



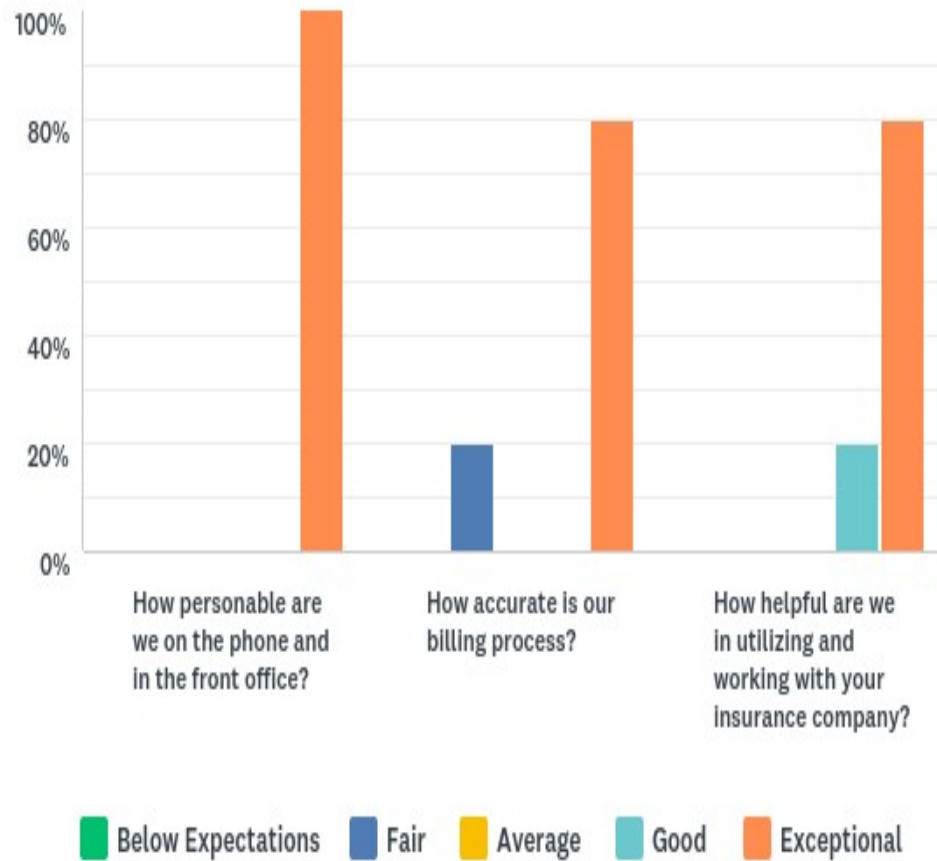
Dental Visits

# Comments on Dental Visits:

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- ❑ Probably the nicest dentists I've ever had.
- ❑ I enjoy Dr. Flinders and Always refer him, for friends family and social media when someone ask for a good dentist.
- ❑ My kids were glad their teeth are now so clean. The staff was fabulous at interacting with them.

## Q6 Billing & Front Office



Billing & Front Office

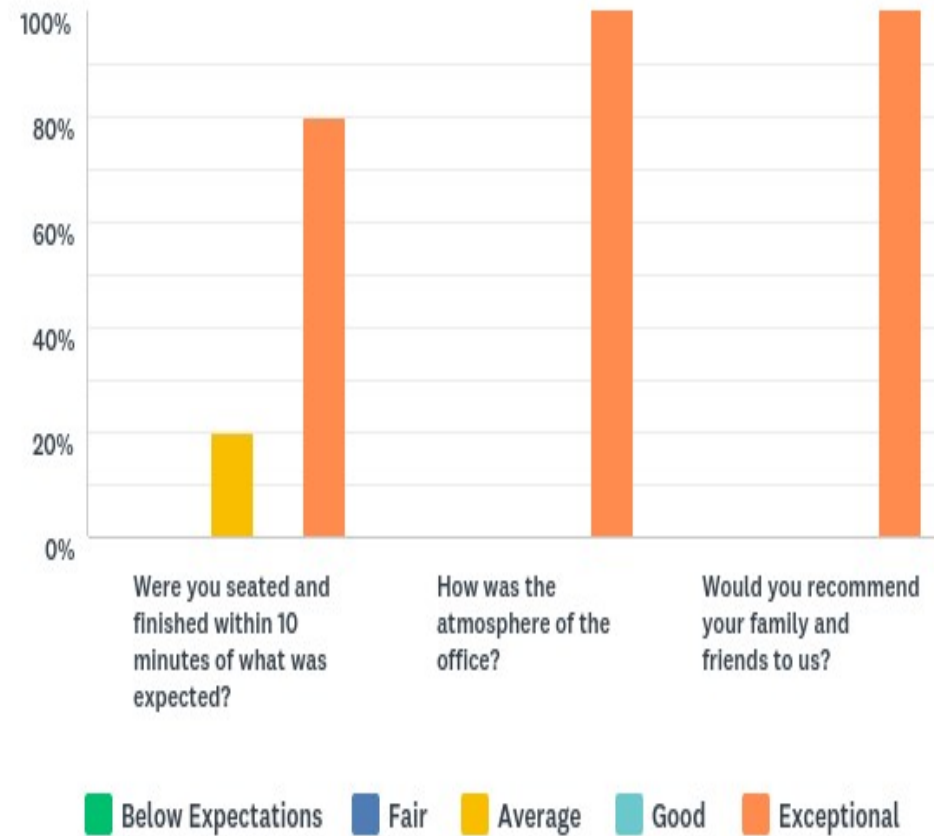
# Billing & Front Desk Comments:

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- ❑ No issues at all. Super friendly.
- ❑ Sometimes I get a bill for a huge amount of money, like \$500 and then when I come in, the front desk person says I have a credit for \$11. It's very confusing. I do not like overpaying and then having a credit. I wish they would just bill my insurance and then let me pay what's left instead of "guessing" how much I'll owe. I do not like overpaying and then having a



## Q8 General Questions



General Questions

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



- Great work!

# How can we make your experience better?

- ❑ You do a marvelous job. Will stay with you as long as I'm in driving distance.
- ❑ I always enjoy my visits to your office, even when you are digging in my mouth!