



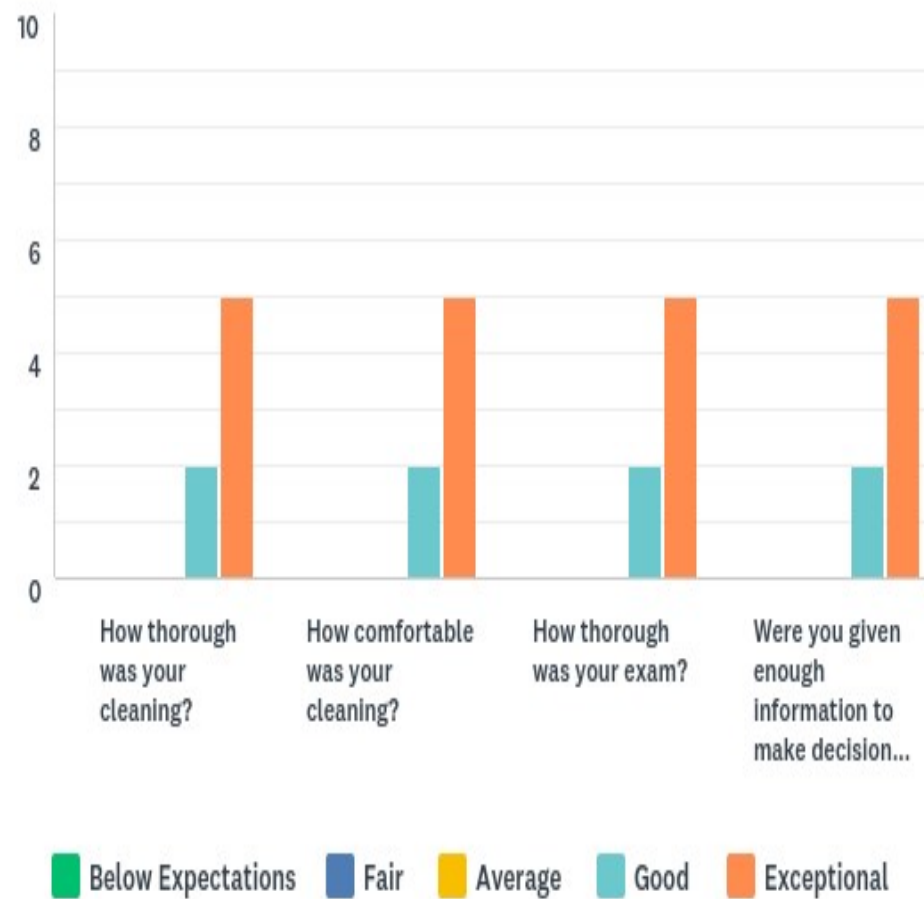
# PATIENT SURVEYS

Springville – February 2018

# What Do You Want Most From Us?

- Good service, professional expertise.
- Good dental care.
- To feel that I'm not being judged.
- Good dental care, safe and effective, counsel as to how to prevent cavities, keep good dental health, especially what to eat. And be friendly and nice.
- Quality dental care, Good experiences, affordable prices. Basically what you already offer.
- Professional care and good customer service.
- Quality dental healthcare.

## Q2 Cleaning Visits



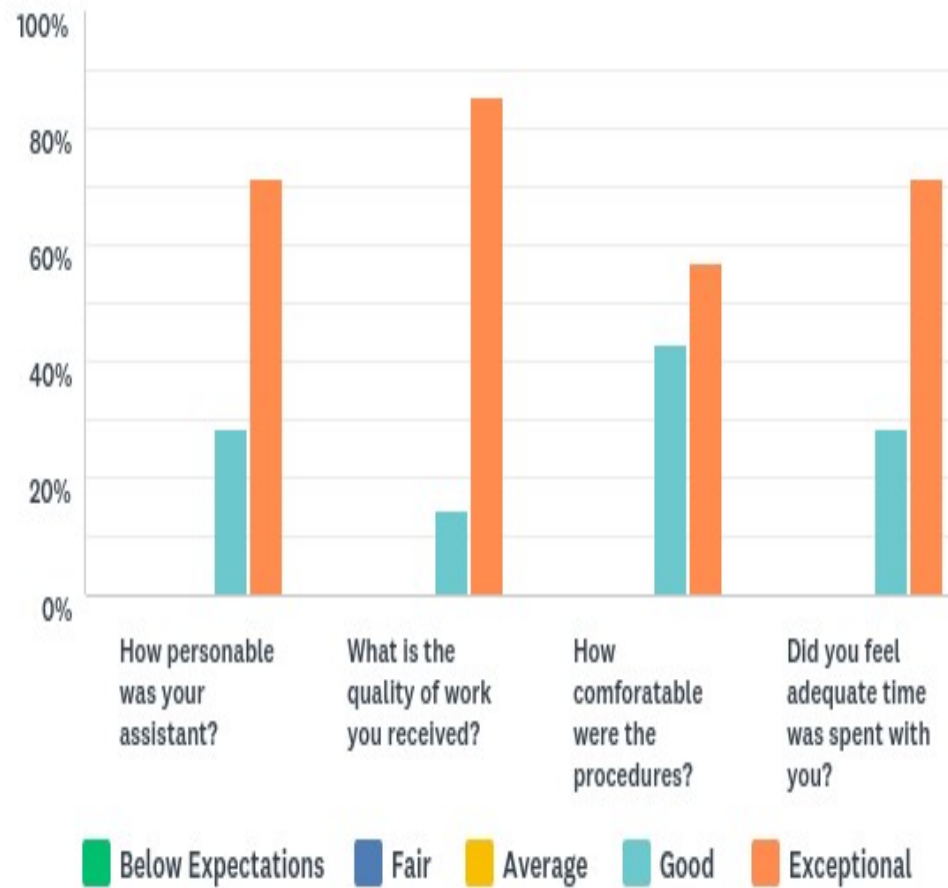
Cleaning Visits

# Comments on Cleaning Visits:



- ❑ Awesome work.
- ❑ I loved my hygienist and Dr Flinders.
- ❑ Nothing comes to mind.
- ❑ Everything was easy and not stressful for me.  
In the past going to the dentist was difficult because of anxiety, but everyone treated me kindly and patiently and Madre sure I was comfortable in every way.
- ❑ Prompt and thorough. 1/25/2018 11:59 AM 6  
You guys take the time to listen in a profesional and polite manner

## Q4 Dentist Visits



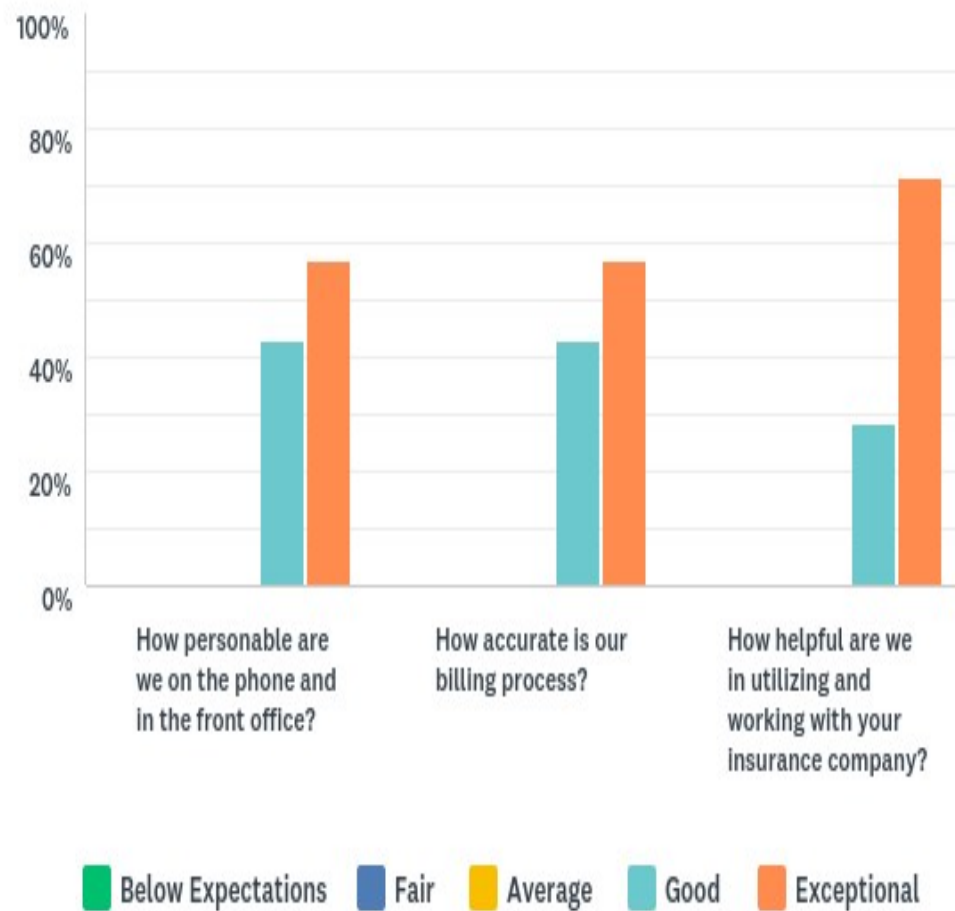
Dental Visits

# Comments on Dental Visits:

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- ❑ I have never had a negative experience there.
- ❑ No pain and super fast.
- ❑ They are so friendly and great with kids!:) )
- ❑ While I didn't get dental work done at this office, the one in Payson also is an excellent place to go for work.
- ❑ No complaints. I am never left questioning the quality of care I receive

## Q6 Billing & Front Office



Billing & Front Office

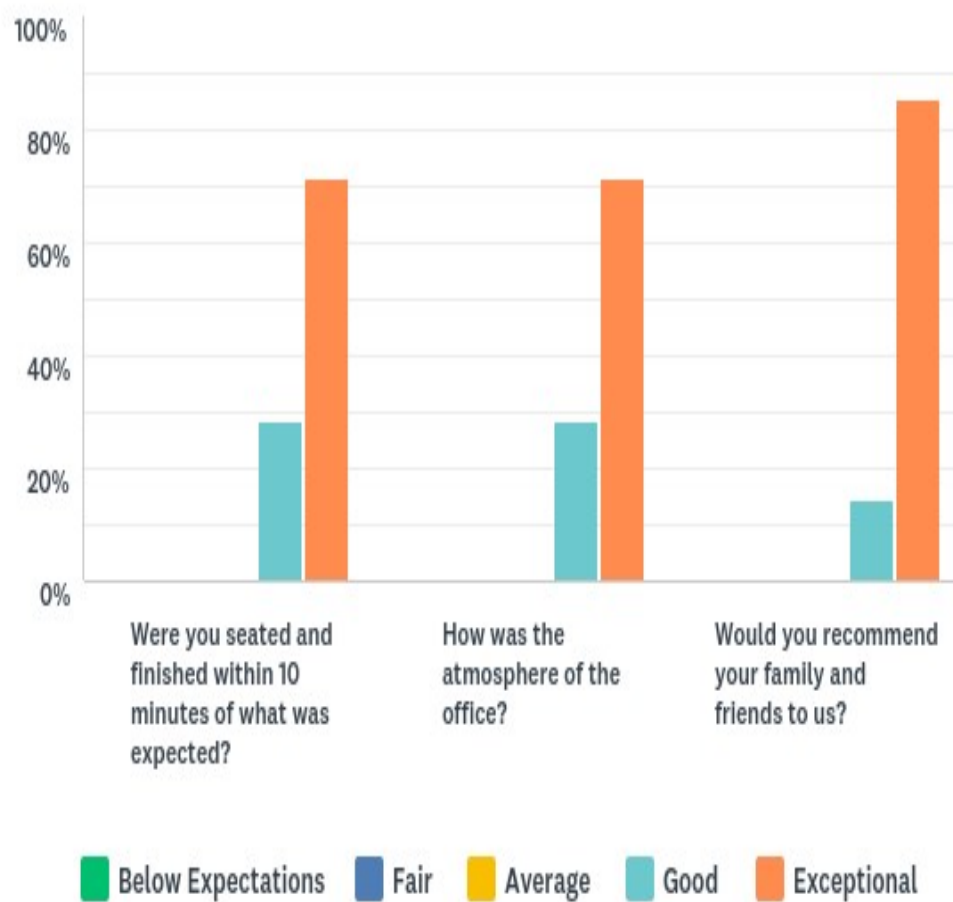
# Billing & Front Desk Comments:



- ❑ Very friendly billing and front office staff. Very clear billing and estimates.
- ❑ When I arrived I had no idea the paperwork hadn't been finished for my dental insurance. The receptionist was extremely patient waiting for me to get the necessary information and get things finished with set up. She also explained answers to questions I had about the new patient paperwork.
- ❑ Promptly greeted and processed.
- ❑ You take the time to make sure my dental bills are accurate.



## Q8 General Questions



General Questions

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



- ❑ I love how personable Dr Flinders is. He always makes me feel comfortable and is very knowledgeable.
- ❑ Treated better than family, genuinely concerned, feel safe.
- ❑ I wish I could remember her name, but the hygienist who cleaned my teeth was exceptional. She was knowledgeable and did everything in her power to make sure I was comfortable and happy. I only remember that she usually works in the Payson office, but was covering for someone in Springville the day of my appointment.
- ❑ Everything met my expectations.

# How can we make your experience better?



- ❑ No idea.
- ❑ Honestly, my visit was everything I could've hoped for and didn't really lack in any way. The only problem is you guys are so good it's difficult to get an appointment at a convenient time since all your appointments are full!