



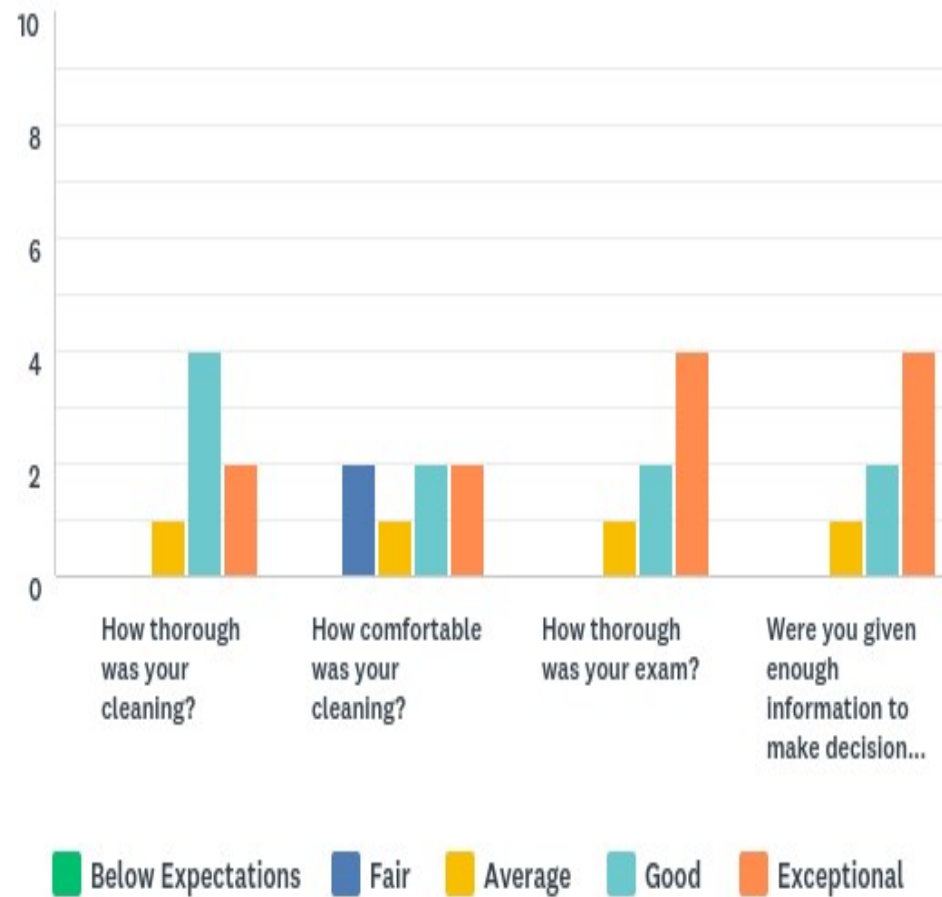
PATIENT SURVEYS

Springville – June 2018

What Do You Want Most From Us?

- ❑ The best dental care possible, in a pleasant and timely manner.
- ❑ Efficiency and professionalism
- ❑ Competency, Honest & comparable prices
- ❑ Honesty and friendliness
- ❑ Understanding about finances and ability to pay.
- ❑ Good, professional, fair, and punctual dentistry.
- ❑ Precise dental work.

Q2 Cleaning Visits

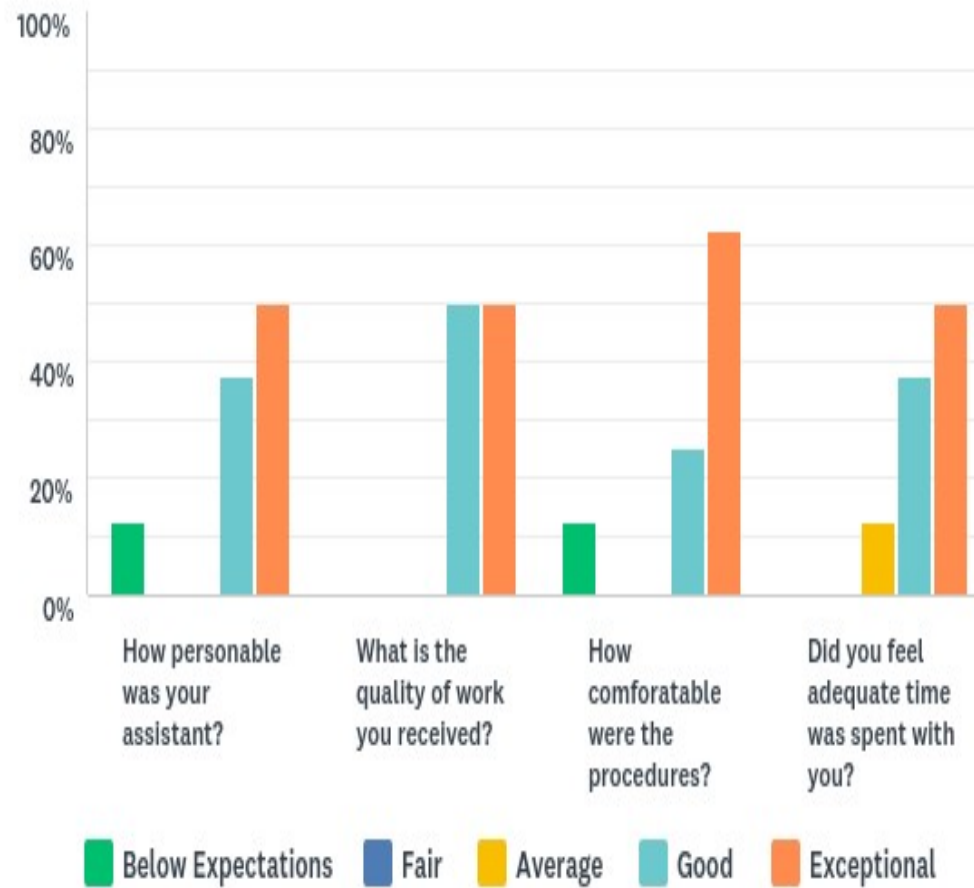


Cleaning Visits

Comments on Cleaning Visits:

- Think The technician was a little new to the job. I needed to have the suction more as I was drowning in my own saliva. It hurt when she was cleaning my teeth. She was thorough and my teeth were cleaned well. Just would appreciate someone instructing her to not have patients uncomfortable. Thank you.
- I don't like the suction tube hanging from my mouth for the entire cleaning time. It is irritating and I didn't feel I needed to remove the water as often as the worker wanted me to.
- I am fearful of the dentist and since getting fibromyalgia, I need more of the nitrous and I am getting less of it. You advertise that you keep you patients comfortable. That is not the case with me. I ma i severe pain the day of cleaning and the day afterwards. The patient pays for the nitrous, why don't you do what you say and make the customer comfortable.
- The hygienists are always very nice and friendly. I love the massage chairs and the TV.
- Good iob for the most part.

Q4 Dentist Visits



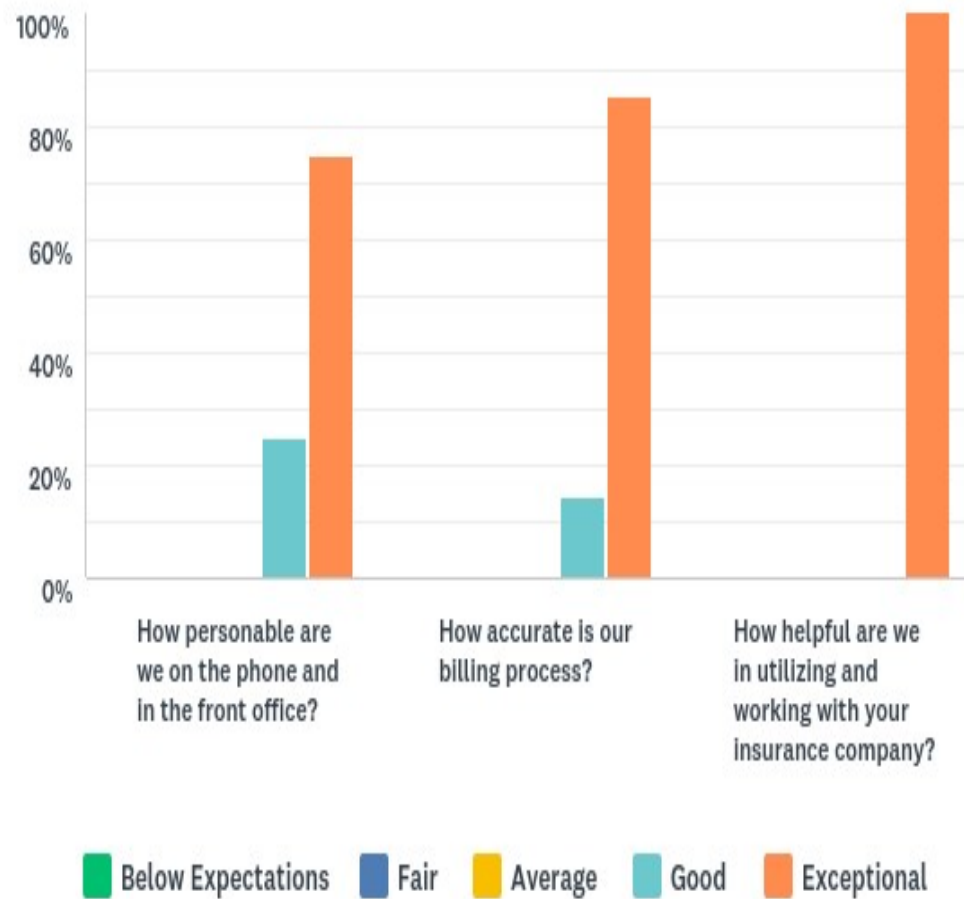
Dental Visits

Comments on Dental Visits:



- Dr Flinders always is skilled, gentle and professional.
- The cleaning process seemed to take a bit longer than normal, at least for me.
- The dentist (Dr. Flinders, I think) is wonderful. Very friendly and explains things well.
- Pretty quick and not too involved.
- Assistant was talking constantly. I couldn't hear anything she was saying. I believe she was a new very shy girl. In more time she'll be great

Q6 Billing & Front Office



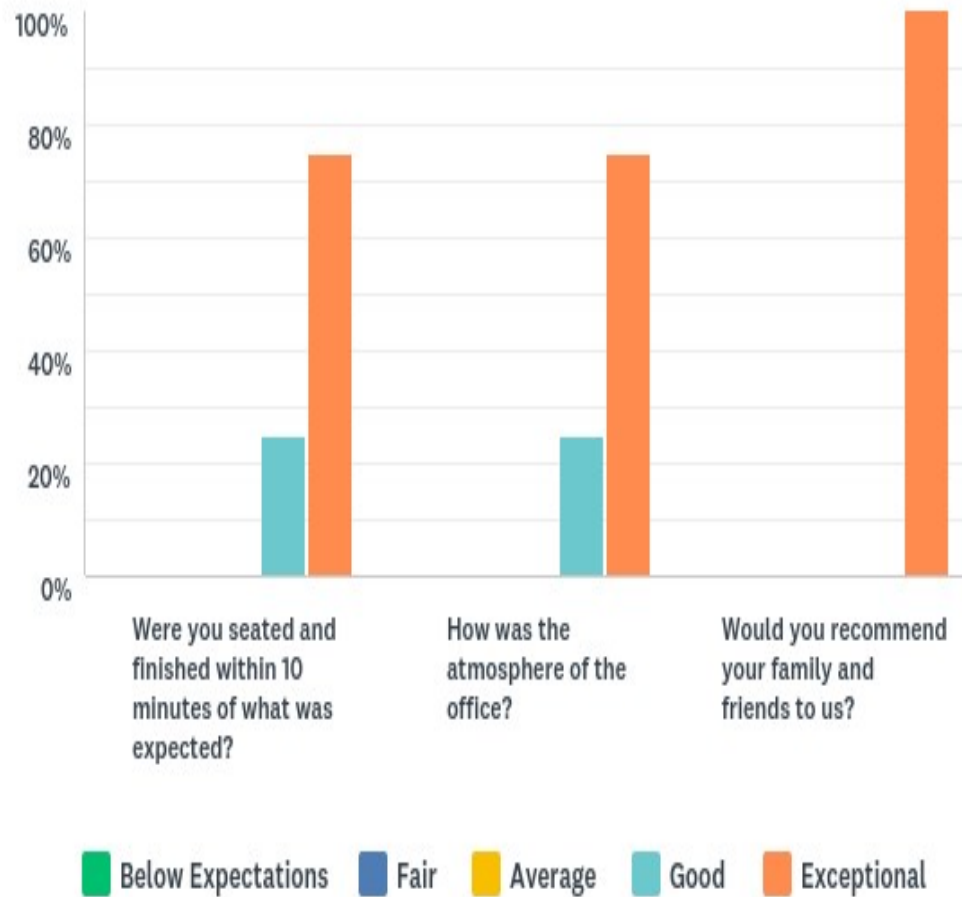
Billing & Front Office

Billing & Front Desk Comments:



- Everyone is very nice. Great service.
- First time visit, so I don't know the answer to the last two questions regarding billing and working with my insurance.
- They are great.
- They took plenty of time to explain options.
- Awesome front desk

Q8 General Questions



General Questions

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



- My dental assistant was super personable and sweet.
- Everyone was nice and helped me as expected.

How can we make your experience better?

- Just make sure all the dental hygienists who are cleaning teeth suction the patients mouths often so they don't drown in their saliva. Scraping can be painful if they pinch your gums also. Remind them to be careful.
- Keep me calm and comfortable and don't break or chip my teeth. Make sure any crowns are put in security. Try to get appointments available sooner.
- You were all exceptional!
- Be more punctual. If you're going to charge me a fee if I miss you should pay me that same fee if you're 15 minutes late.
- Dentist could be a bit more personable and give more info on condition of my teeth