




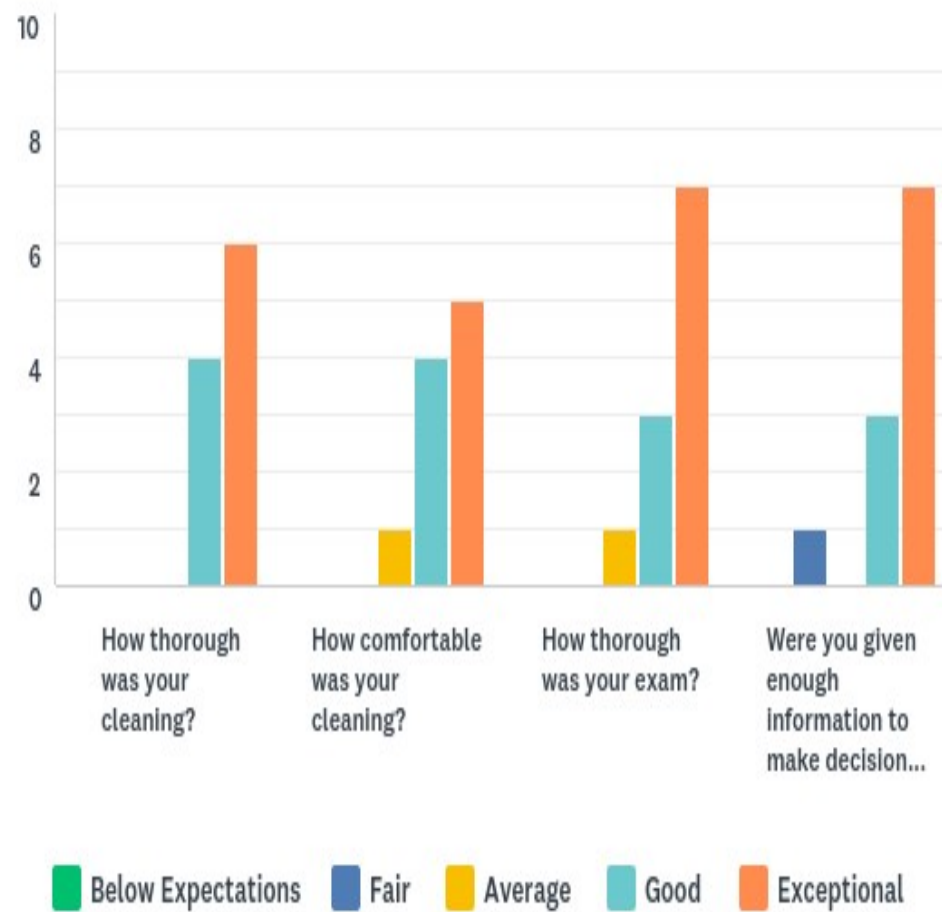
PATIENT SURVEYS

Springville – October 2018

What Do You Want Most From Us?

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- ☐ Clean healthy teeth.
 - ☐ Quick and painless dental care
 - ☐ great dental care
 - ☐ The Best Dentistry there is.
 - ☐ Good dental care
 - ☐ Healthy teeth
 - ☐ Competency at competitive prices. Professionalism and billing my insurance
 - ☐ Clean, careful care and educated workers
 - ☐ Help with anxiety at the dentist
 - ☐ Good service and simpatise
 - ☐ More TV!!! Jk you guys are great

Q2 Cleaning Visits

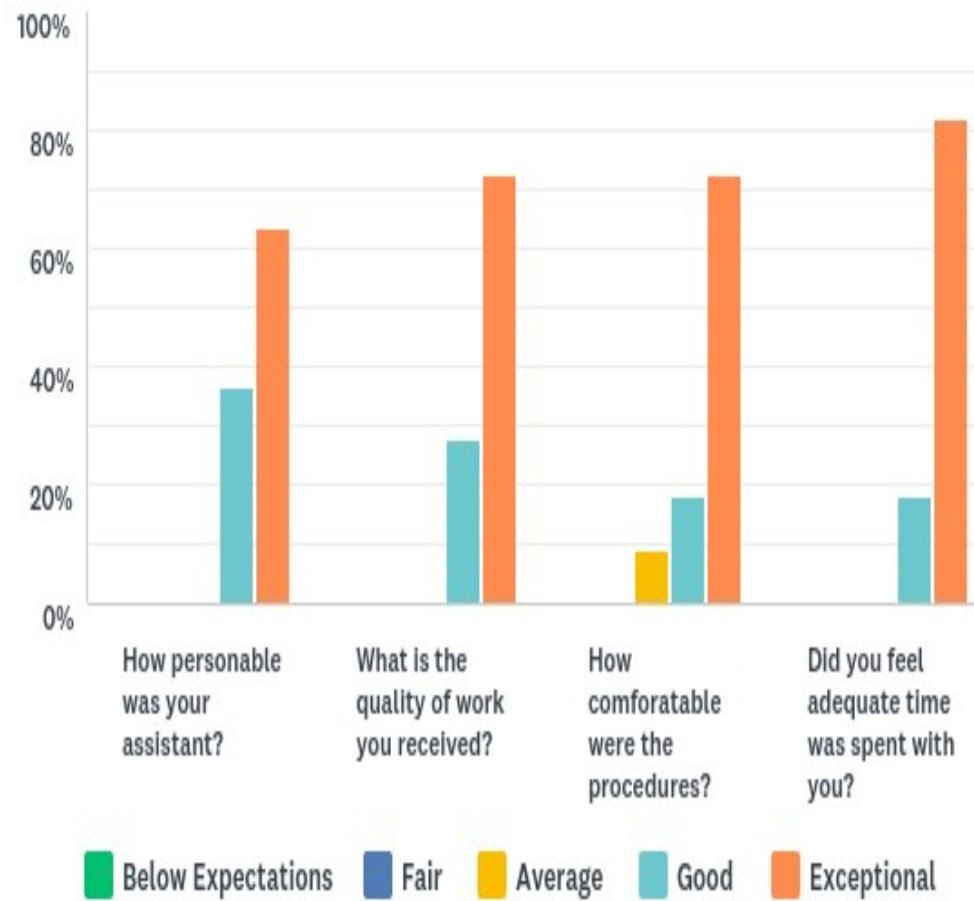


Cleaning Visits

Comments on Cleaning Visits:

- The young lady who worked on me was awesome.
- my hygienist is amazing- she is careful, competent, and skilled. I also enjoy just chatting with her.
- I have a medical need and an emotional need for the Nitrous Oxide. I am so done with being made to feel guilty about it or for any staff member to act like I am a Nitrous Oxide Addict. :(That is completely unnecessary and is between the Doctor and I. The Dental Assistant is there to get my teeth clean, polished up, check for any signs of disease, loose teeth, cavities etc. They are also there to educate regarding my teeth and any dental plan.
- I was very happy about it. Super careful and kind
- My last cleaning was the first time I enjoyed a dental visit
- No comments
- Really enjoyed my visit even though I don't like the dentist much

Q4 Dentist Visits



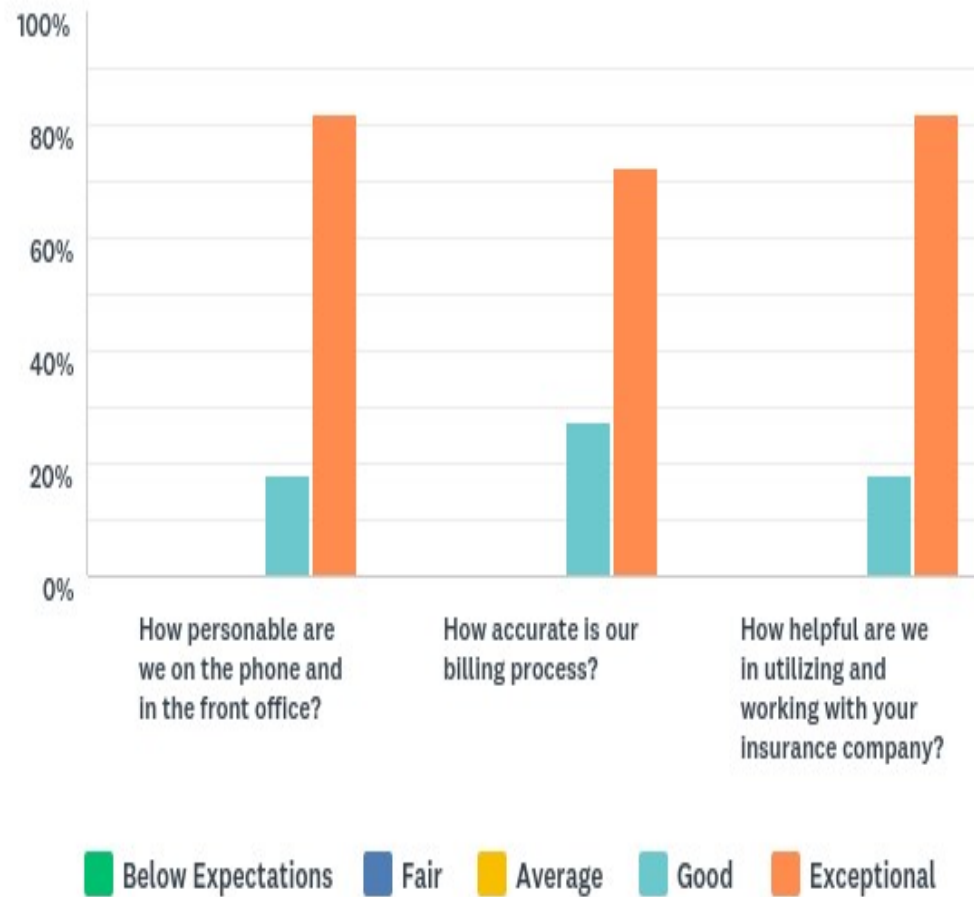
Dental Visits

Comments on Dental Visits:



- ☐ I love Dr. Flinders!!!!
- ☐ Dr Flinders is delightful and always does an excellent job with my teeth and always cares about my comfort.
- ☐ I really feel like I need a deep cleaning before the year is through. I was losing teeth and then began the deep cleanings. They helped me a lot.
- ☐ You took great care of my daughter.
- ☐ I like the way they treat me
- ☐ It was great

Q6 Billing & Front Office



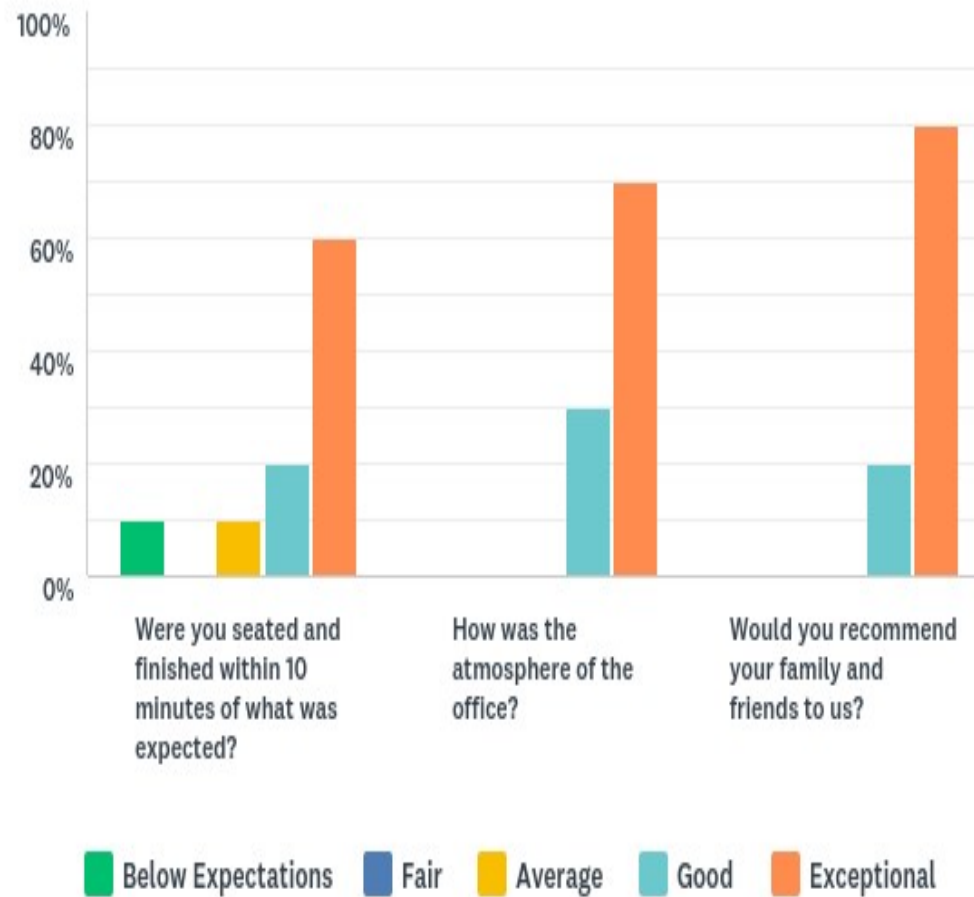
Billing & Front Office

Billing & Front Desk Comments:



- Great!
- top notch- love how they always work with me and my insurance to get the best coverage and least out-of-pocket expense for me. I also appreciate how kindly they always treat me.
- The front Office has had a remarkable improvement.
- Really good

Q8 General Questions



General Questions

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



- ☐ We love Dr Flinders!!!
- ☐ No comments they are really professional

How can we make your experience better?

- Almost every appt I have had has started at least 20 minutes late. That is my only complaint. Otherwise I love going there:)
- I would like to be given the nitrous oxide that I need for physical and emotional issues and not made to feel guilty or sleezy because of it. I would like deep cleanings at least once/year. I have askfor several very small cosmetic changes for years, but the requests seem to fall on deaf ears. If the tasks are unable to be done, then I'd like hte Doc to let me know why. If an issue is caused by one of the dentists, I expect that to be fixed by the dentist and not be charged for it. Dr. Baird has been excellent with listening to me. My husband doesn't feel like he is taken seriously or given the treatment that he has been accustom to.
- I don't think you can. All of our visits have been as good as they could be!!!
- You guys are really good thanks a lot