




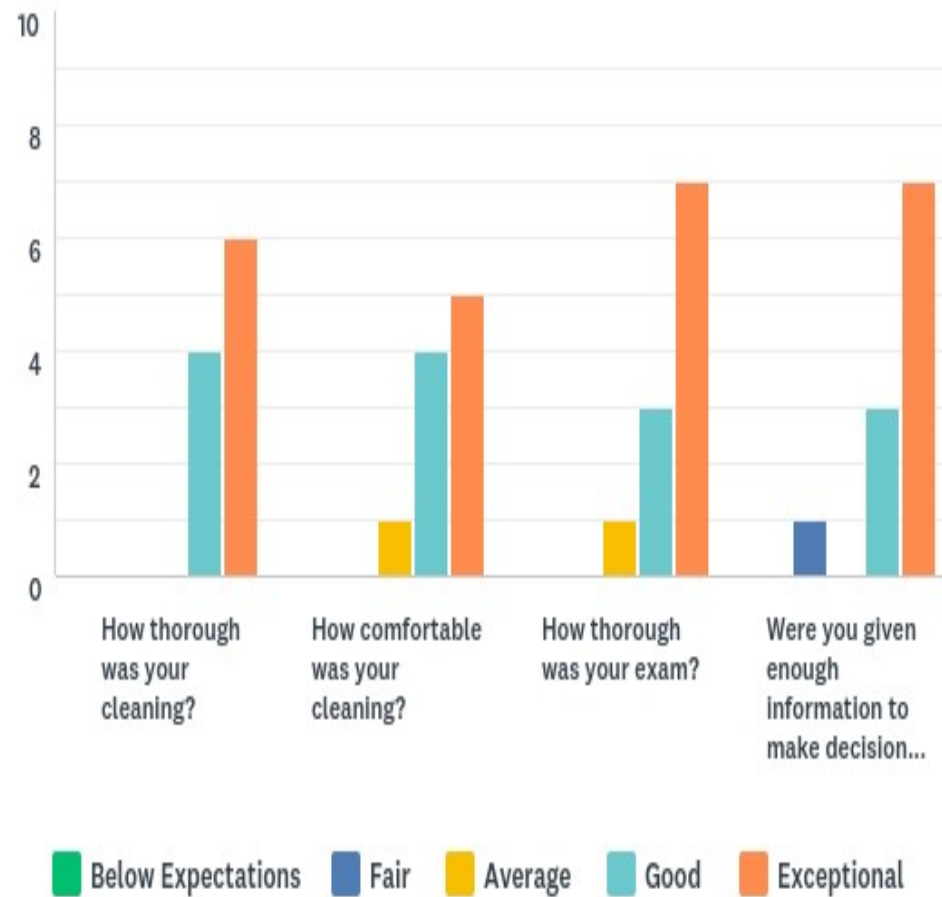
PATIENT SURVEYS

Springville – November 2018

What Do You Want Most From Us?

- 
- Clean, careful care and educated workers
 - Help with anxiety at the dentist
 - Good service and sympathize

Q2 Cleaning Visits

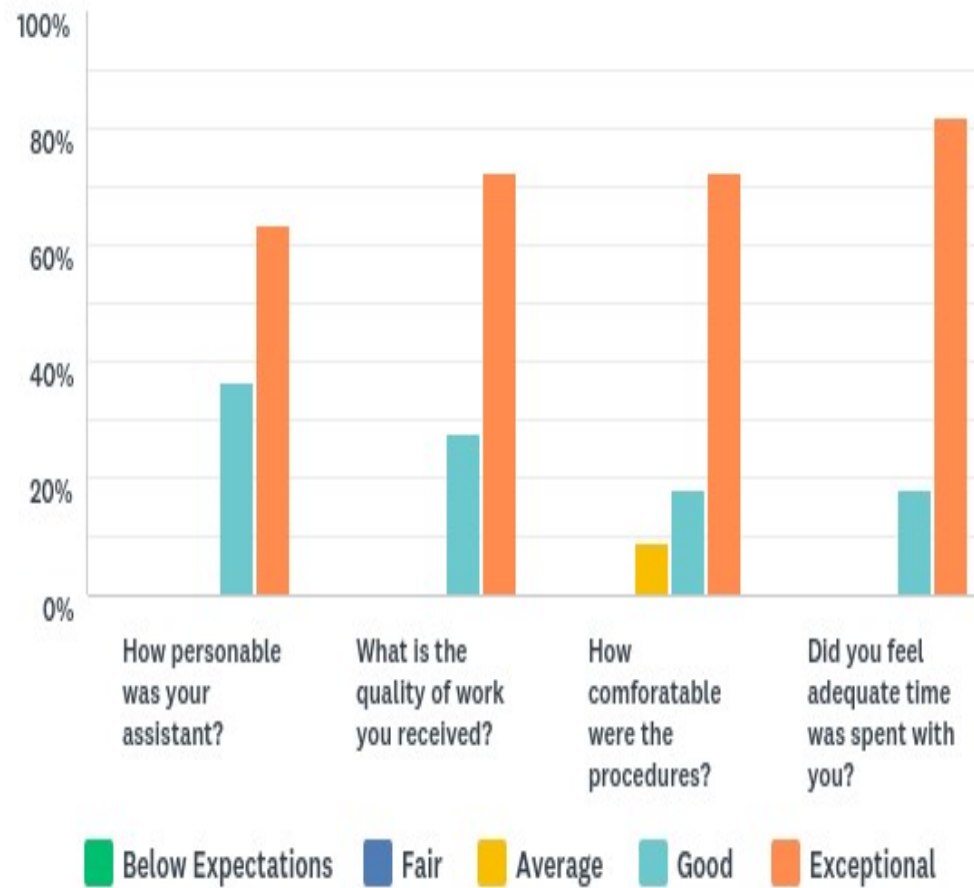


Cleaning Visits

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

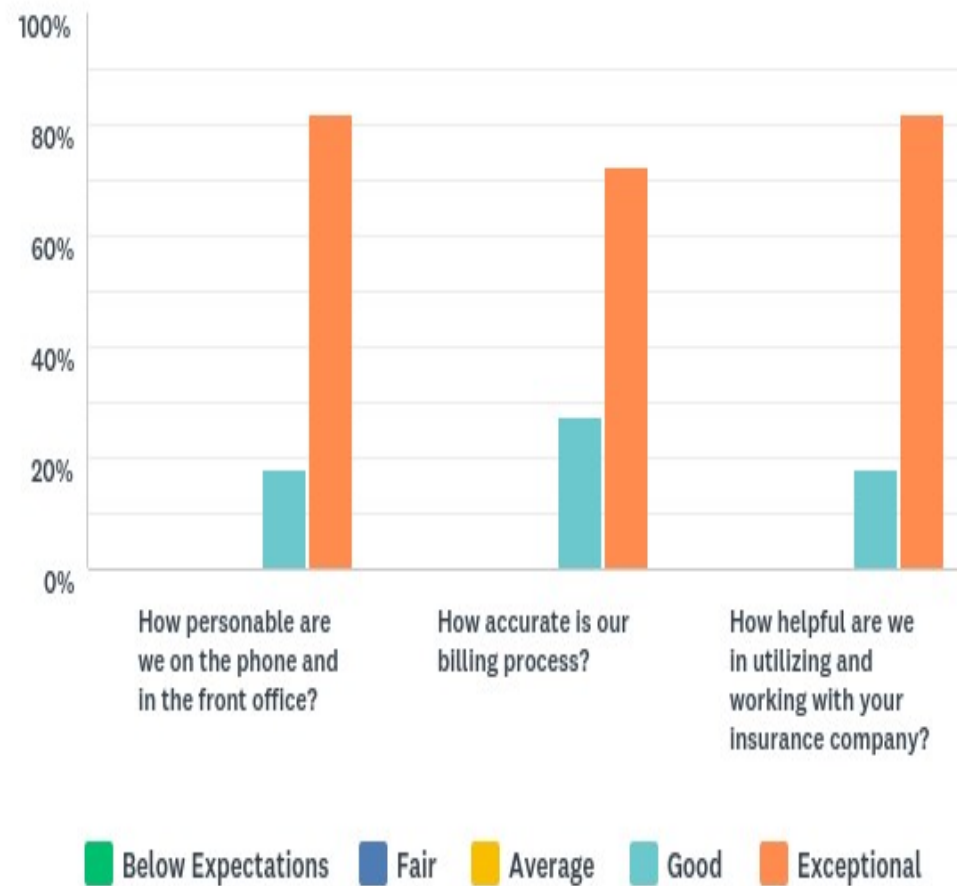


Dental Visits

Comments on Dental Visits:

- Went to see the dentist to have my denture fixed, it was rubbing my gums. I was told the visit would be about a half hour, I clocked out for my lunch break early. My appointment was for 9:30 a.m. it was about 10:00a.m. before I was seen, and only by assistant not by dentist. My denture was sanded down they had no time to build my denture back up so I'm left with more room in the dentures, I have not been for a visit, my dentures never fit right I just quit going in because it wasn't helping but this time I was in more pain and I'm frustrated that I was seen by an assistant and not adequate time set aside.

Q6 Billing & Front Office



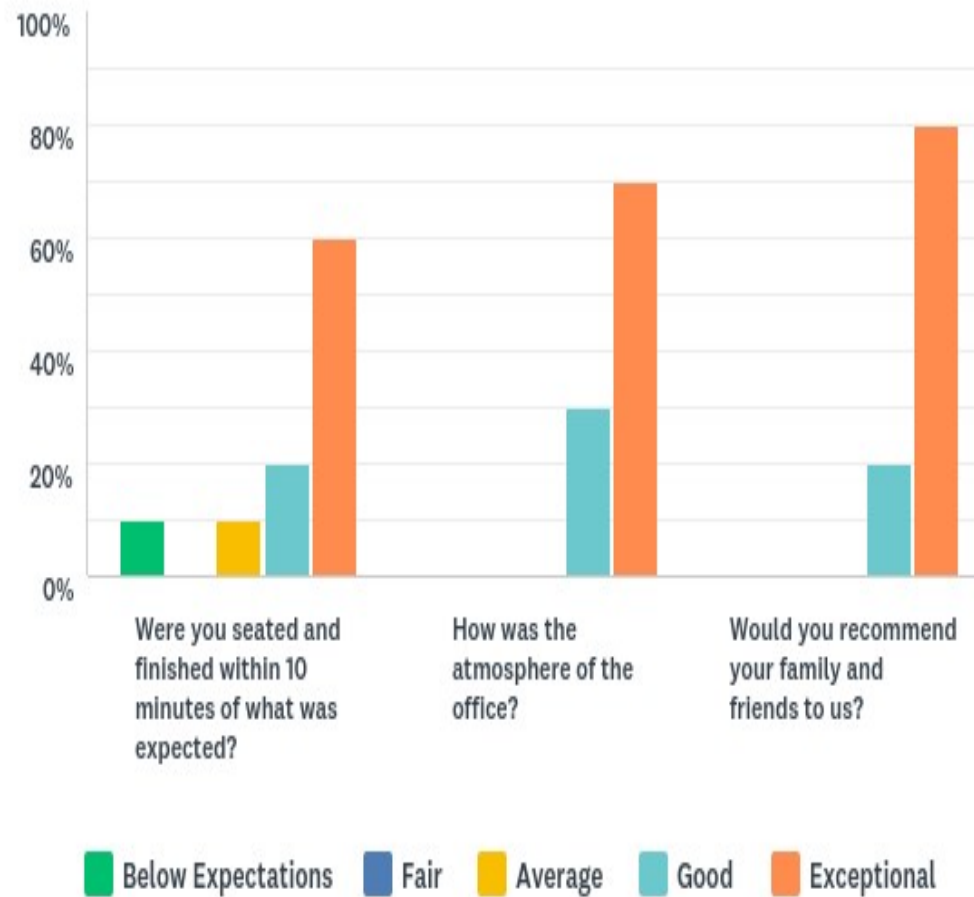
Billing & Front Office

Billing & Front Desk Comments:



- The front office let me just sit there and not tell me anything and I was past 25 minutes for my visit time.
Unprofessional
- You were still waiting on my insurance info so there wasn't any talk about billing

Q8 General Questions



General Questions

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



How can we make your experience better?



- By not letting someone sit there for almost half hour with nothing said or done, By making sure there would have been enough time, My wife made my appointment and was told it would take about 30 minutes which it wasn't.