




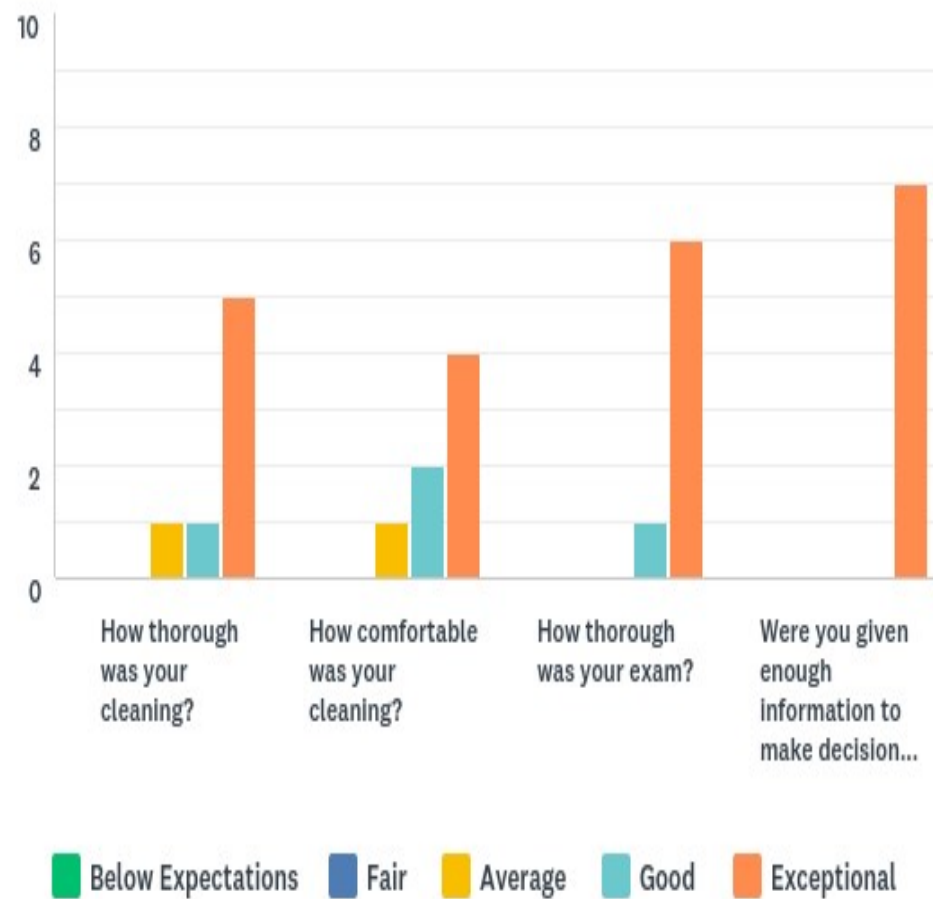
## PATIENT SURVEYS

Springville – February 2019

# What Do You Want Most From Us?

- 
- ☐ Clean / health teeth and a happy / professional staff
  - ☐ Affordable cleanings, friendly staff, knowledgeable dentist.
  - ☐ Good service for my dental needs
  - ☐ Excellent service.

## Q2 Cleaning Visits



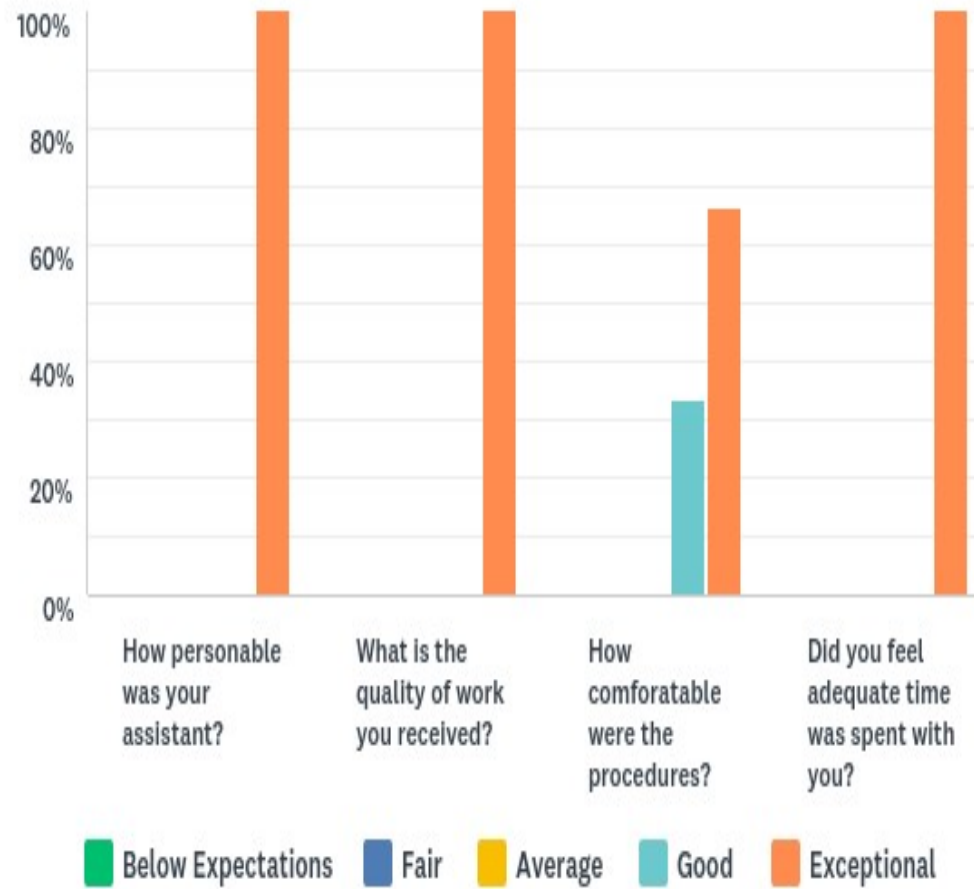
Cleaning Visits

## Comments on Cleaning Visits:



- Karen was excellent!
- EXCELLENT staff!
- Thanks for fitting me in
- The cleaning seemed to take a longer time

## Q4 Dentist Visits



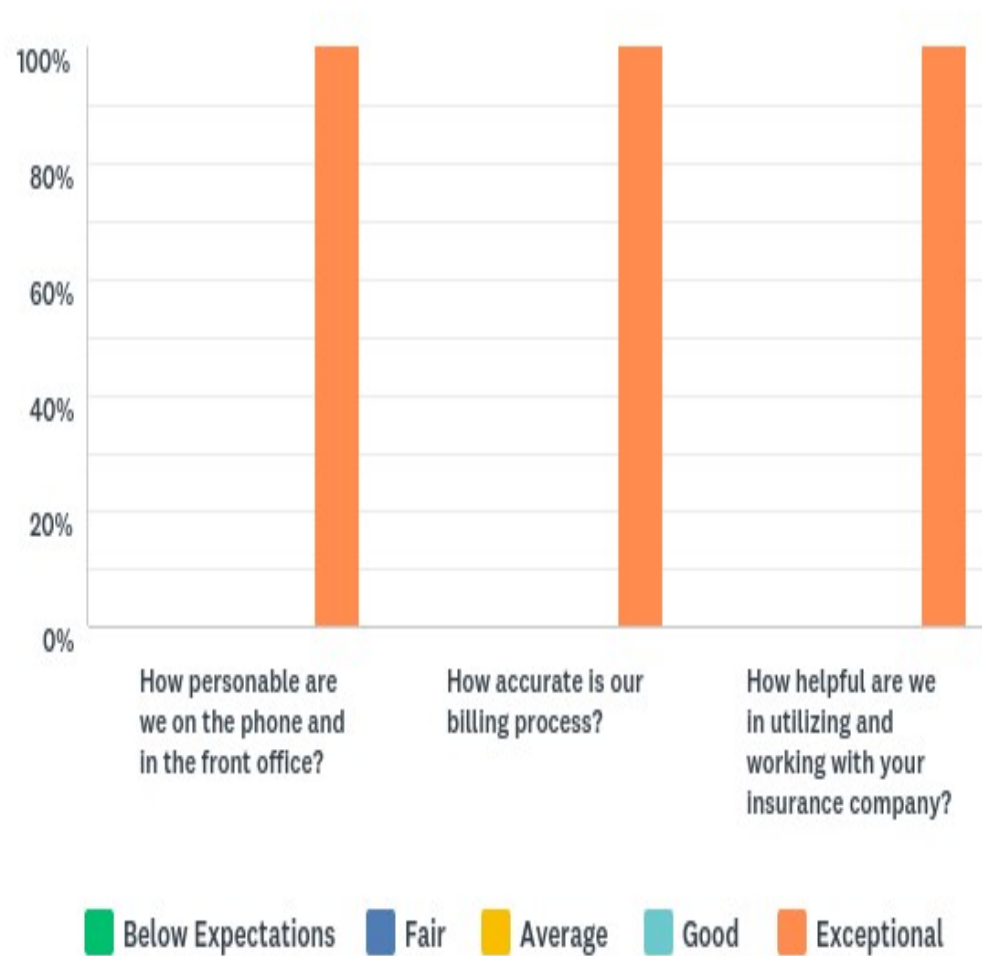
Dental Visits

## Comments on Dental Visits:



- ❑ SUPER happy with my visit today.
- ❑ I appreciate the time to fit me in and help me out

## Q6 Billing & Front Office



Billing & Front Office

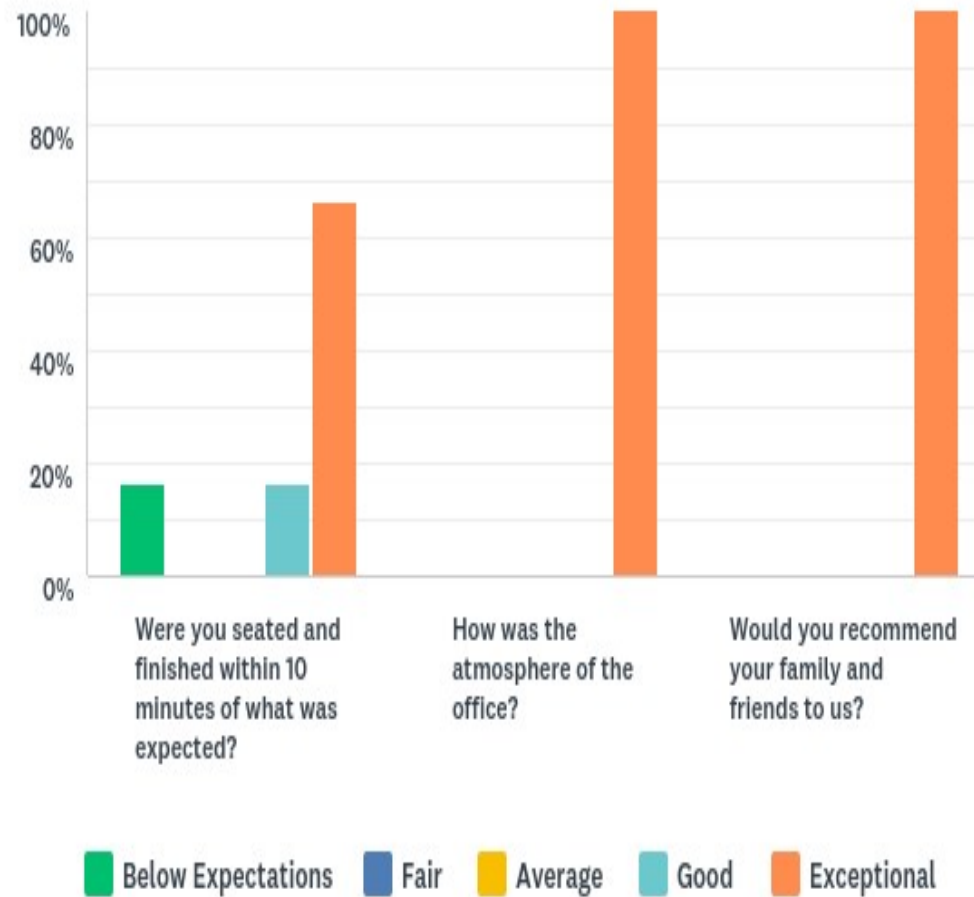
## Billing & Front Desk Comments:



- She was super friendly and helpful.



## Q8 General Questions



General Questions

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



- My hygienist was amazing!
- Very professional, kind and understanding
- I had to wait nearly an hour for work to begin

How can we make your experience better?



- Things were great!
- It might have been nice to have an explanation because on prior visits, appts were quick