




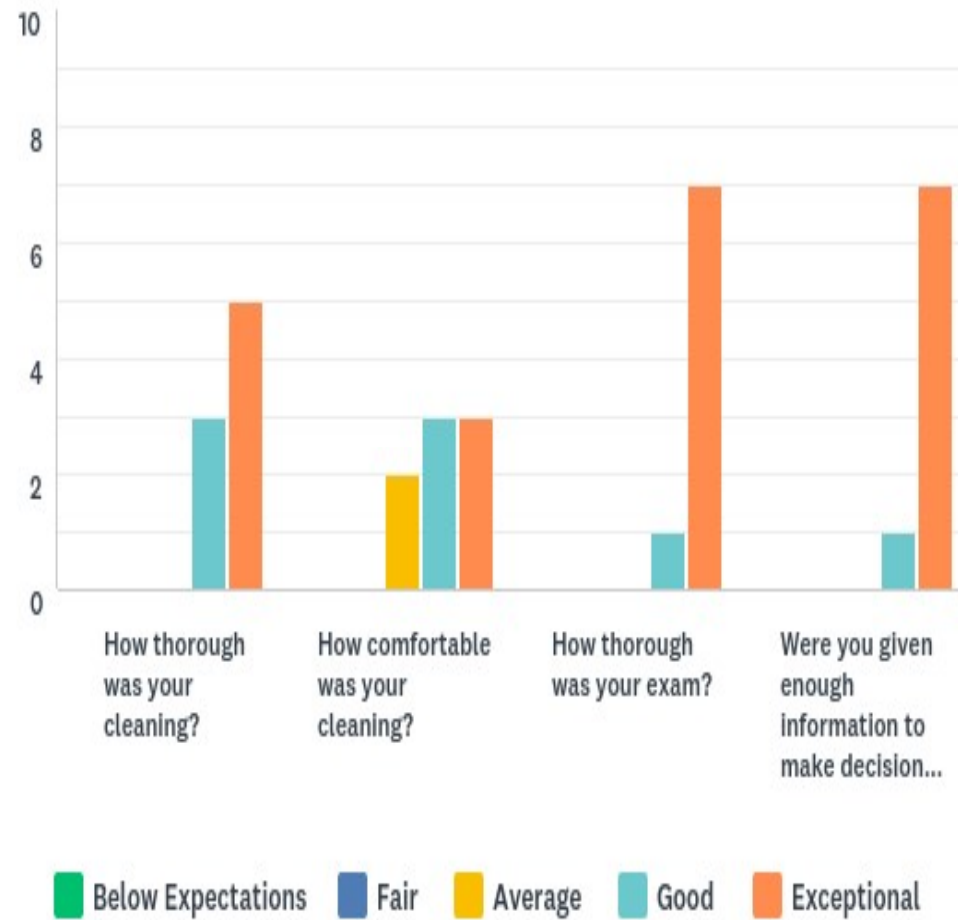
## PATIENT SURVEYS

Springville – May 2019

# What Do You Want Most From Us?

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- ☐ Just what I got patience and tending to the fears of a 71 year old lady.
  - ☐ You to be a second family. Know who I am and care. I don't want to be just another person that you see.
  - ☐ High quality dental care, reasonable prices, good communication.
  - ☐ Skill, kindness, thorough
  - ☐ A discount program for situations where we might not have insurance
  - ☐ I think the most important thing is to provide quality service to the patients who come in to the practice.
  - ☐ A place where I can get my dentist work done and I like coming in
  - ☐ No wait time and gentle service on sensitive teeth
  - ☐ Nothing. Springville City Employees are the best.
  - ☐ Healthy dental standing

## Q2 Cleaning Visits



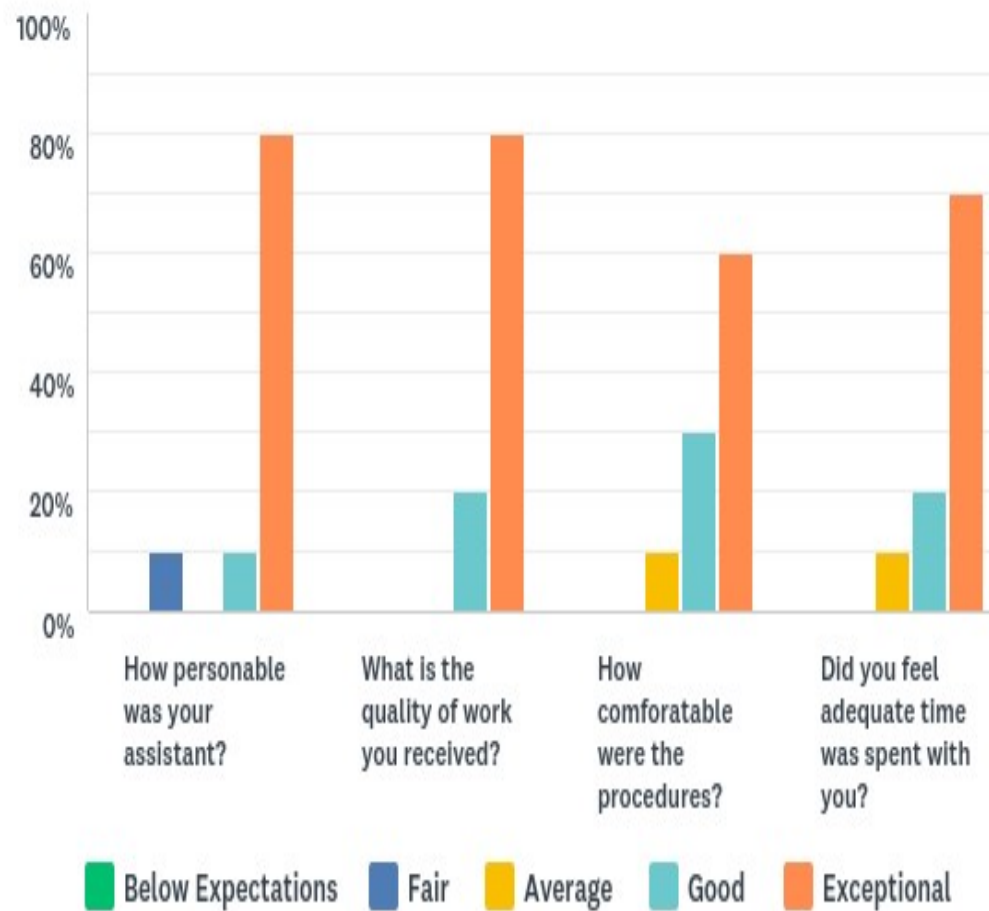
Cleaning Visits

## Comments on Cleaning Visits:

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- Your office and staff are great!!!
- I love how good you guys are with little kids! ♥
- N/A

## Q4 Dentist Visits

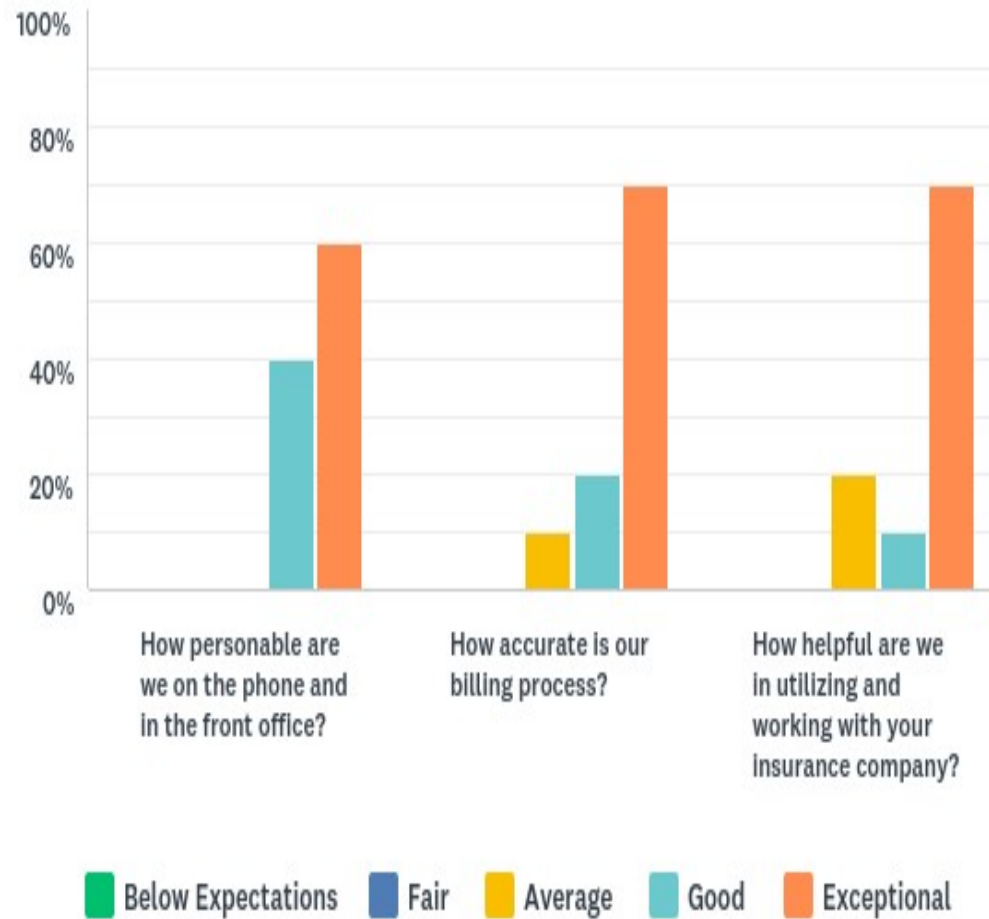


Dental Visits

# Comments on Dental Visits:

- I am a big baby and my Dentist was FABULOUS as was his assistant.
- I waited in the waiting room for 45 minutes before I got called back. Once I was back, my appointment was only 20 minutes. They told me on the phone that I should plan on being there for maybe 40 minutes total. I was disappointed that I was there for so long, for something that took a very short time.
- One of my children probably could have benefited from the gas as he got very anxious and scared. Usually in the past that was part of the treatment and I don't know why it wasn't this time.
- Dr Flinders was kind, caring and thorough
- I was impressed by how smoothly it went filling our Toddler's cavity
- As with previous visits, I thought the assistants and the dentist did a great job.

## Q6 Billing & Front Office



Billing & Front Office

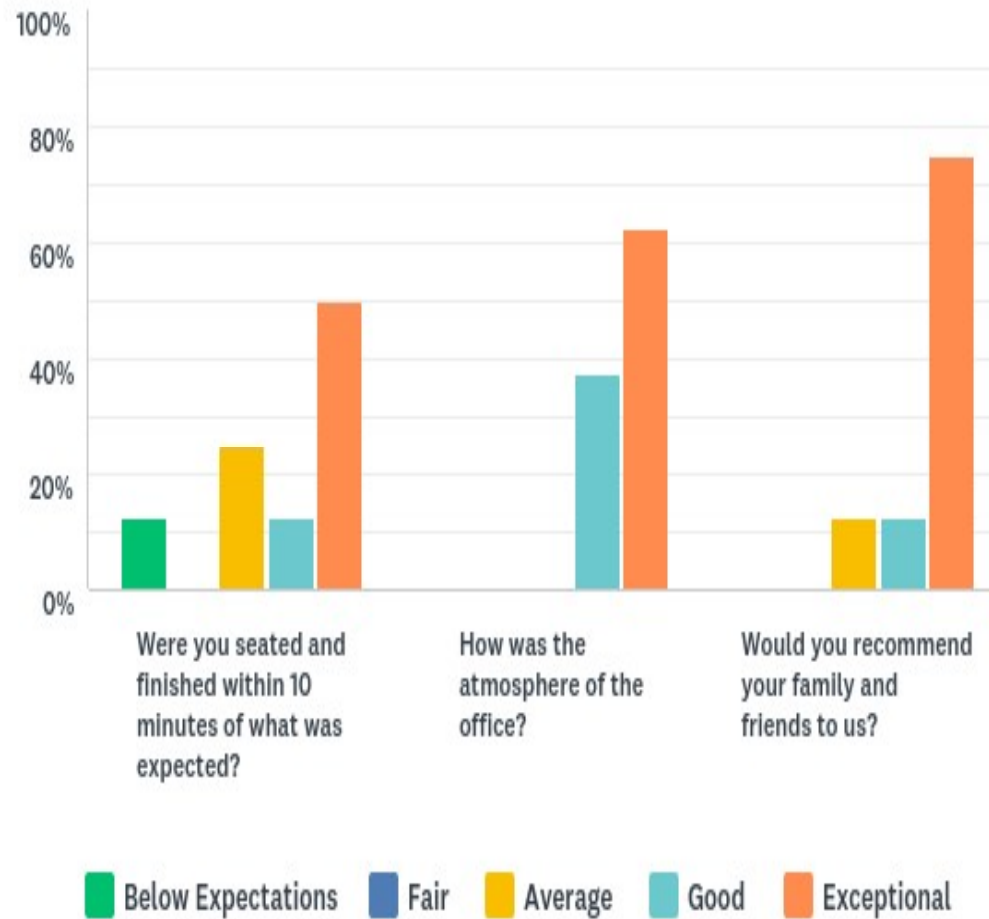
## Billing & Front Desk Comments:



- I don't have insurance but I joined their plan for FREE, saved me a bundle



## Q8 General Questions



General Questions

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



- This is the best office I've been to for child dental care, and I love that you treat all ages of the family.

How can we make your experience better?



- ☐ Be on top of seating patients. Make sure everyone is on the same page as to how things run in the office.
- ☐ A discount program option would be awesome
- ☐ You did a great job. Thank you!