




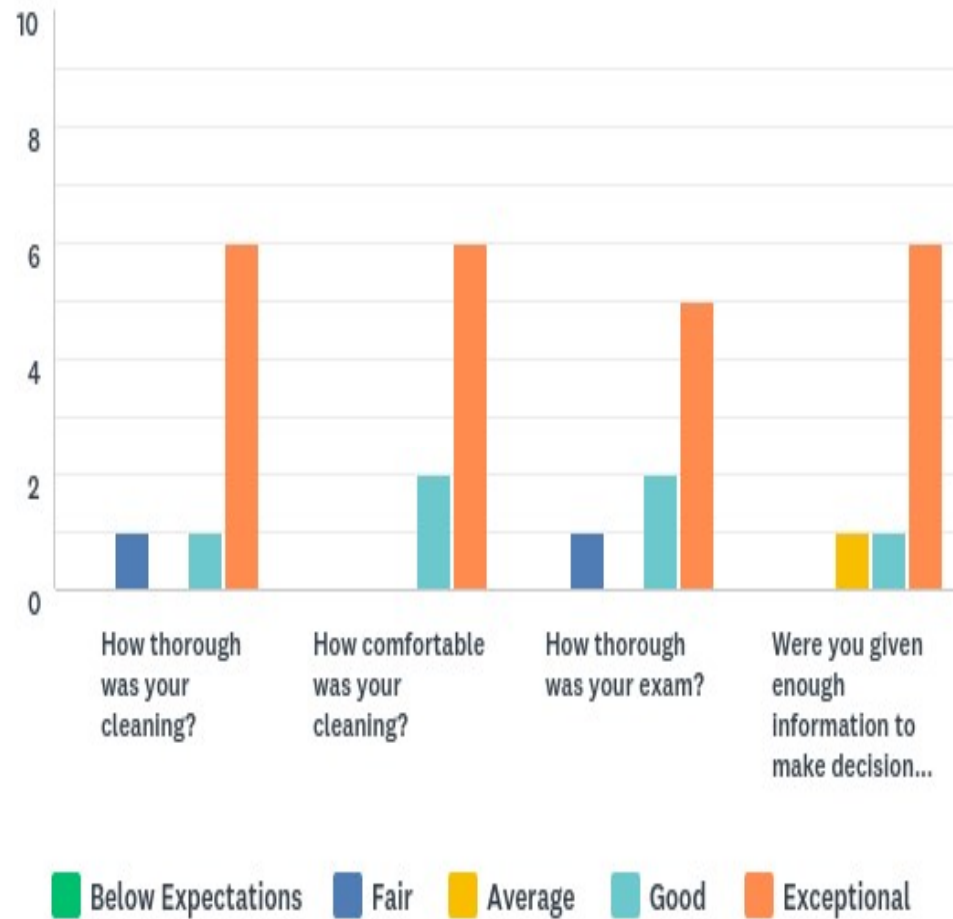
PATIENT SURVEYS

Springville – June 2019

What Do You Want Most From Us?

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- ☐ Pain free and inexpensive dental care
 - ☐ Good dental work
 - ☐ Respectful service and honest work
 - ☐ Caring
 - ☐ Good trustworthy care
 - ☐ Quick and efficient dental care with great customer service
 - ☐ Quality care
 - ☐ Honesty Pain free dental work and Patience
 - ☐ Healthy teeth
 - ☐ Just what I got patience and tending to the fears of a 71 year old lady

Q2 Cleaning Visits

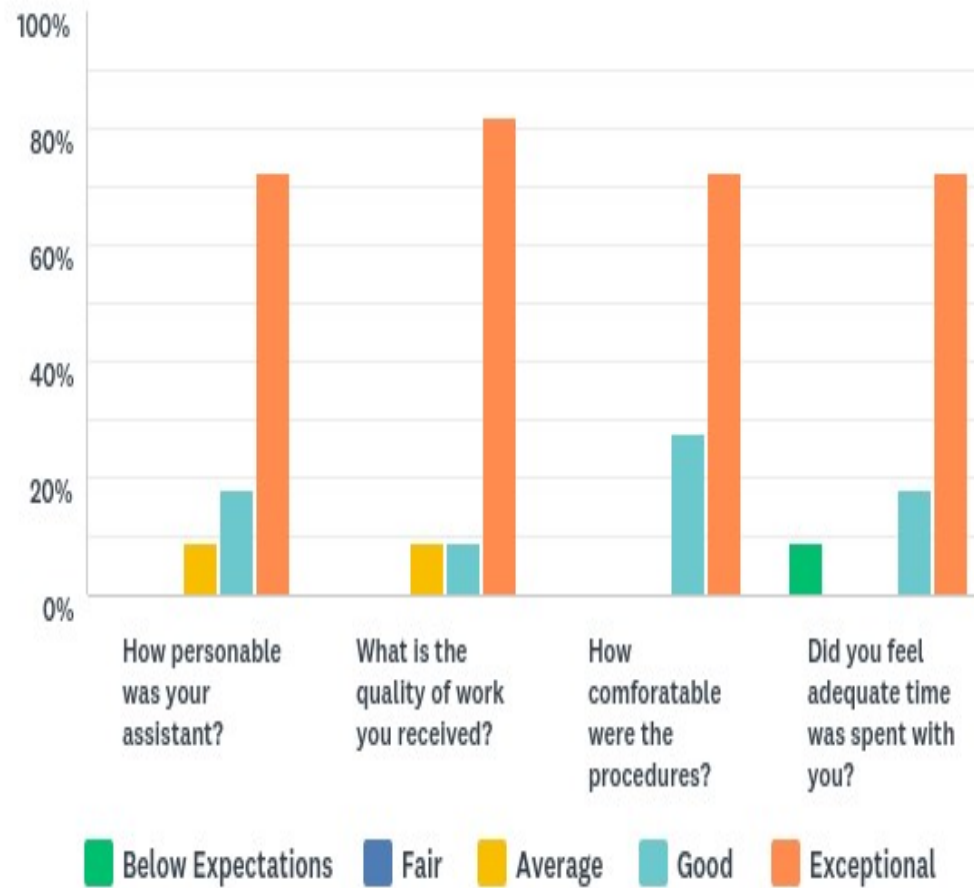


Cleaning Visits

Comments on Cleaning Visits:

- I didn't get a cleaning
- I waited an extra 30 minutes. When the hygienist called me in, she said, “thanks for waiting for me.” And I said, “you’re 30 minutes late.” She apologized, explained what happened. I told her we needed to speed up the cleaning because I needed to get home, so we raced through it. All was fine, in my opinion, until I heard her and another staff member talking bad about me in the hall. Why shouldn’t I call people on their tardiness? If I had been 30 minutes late to the appointment, you guys would have AT LEAST been annoyed, if not charged me for the time. My time is just as valuable as yours.
- The best I have ever had
- I did not get a cleaning.
- We love Mel. She listens and is gentle yet thorough

Q4 Dentist Visits



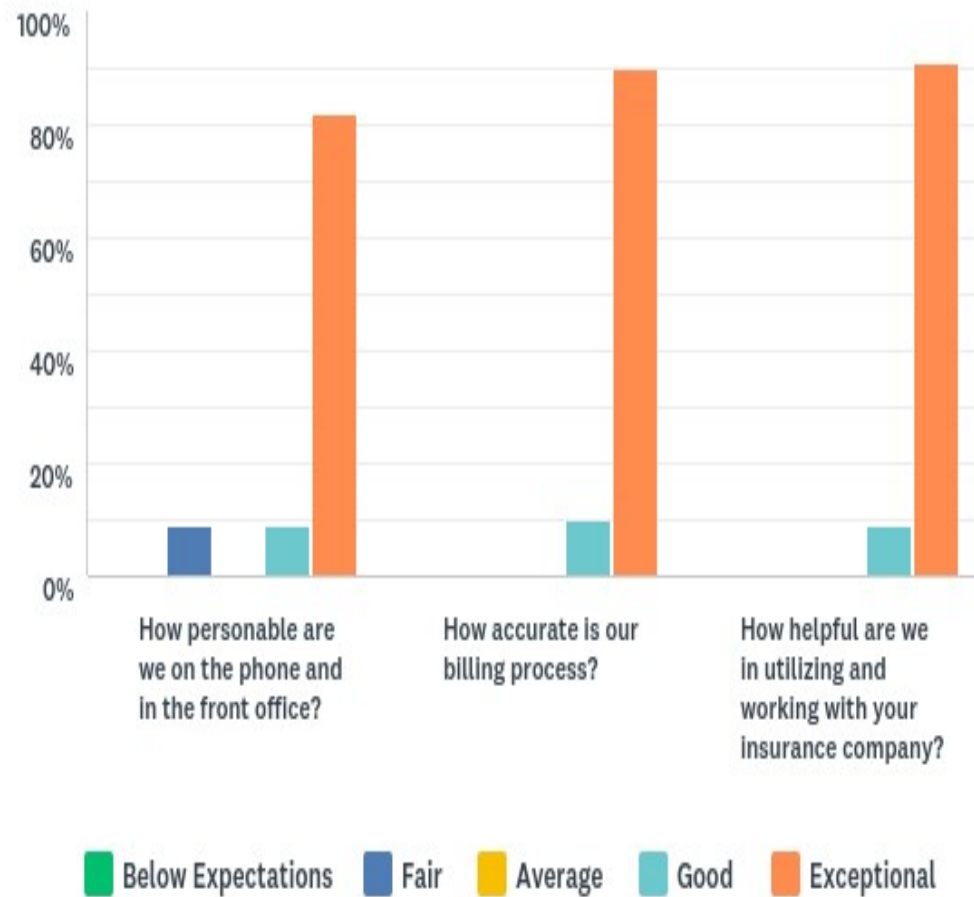
Dental Visits

Comments on Dental Visits:



- LOVE the dentists. The rest of the staff not so much
- Is a dental procedure ever really comfortable?
- We love the way Dr. Flinders explains everything to us and is so good at what he does!
- I am a big baby and my Dentist was FABULOUS as was his assistant.

Q6 Billing & Front Office



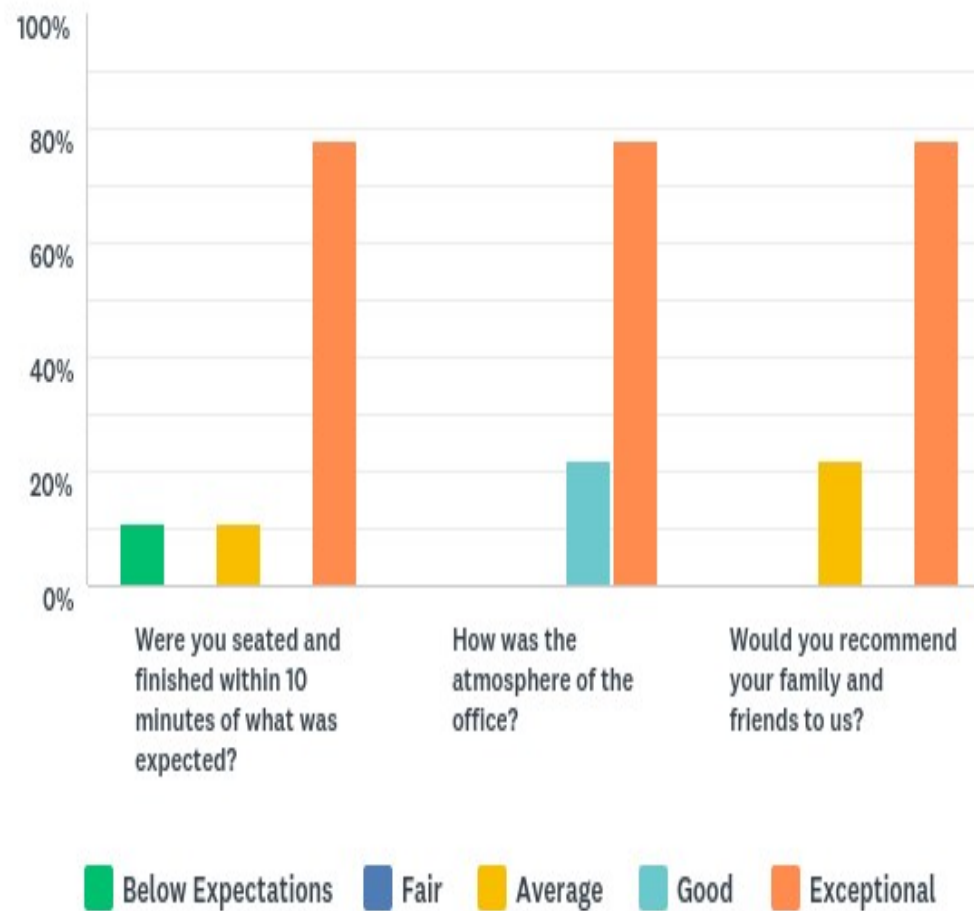
Billing & Front Office

Billing & Front Desk Comments:



- ❑ I wish they wouldn't "remind" me about the fee if we miss an appointment. The way she says it, she sounds like we've already missed the appointment and owe her money or something. It feels disrespectful
- ❑ Very quick and efficient
- ❑ 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?



- Keep up the good work
- I love the doctors. They've always exceeded expectations and made us feel like part of the family
- Love the Springville office! It feels like hanging out with friends yet they are so knowledgeable and skilled

How can we make your experience better?

- ☐ Be one time. Don't gossip about the patients (especially when they can hear you). The fee for missing an appointment is understandable, your time is valuable, but so is ours. I wish there was a fee I could charge if I wait in the waiting room for more than a few minutes—my 30 minute wait was excessive. My time is just as valuable to me as yours is to you.
- ☐ none
- ☐ I love you guys!
- ☐ Everything is great! Keep up the great work