




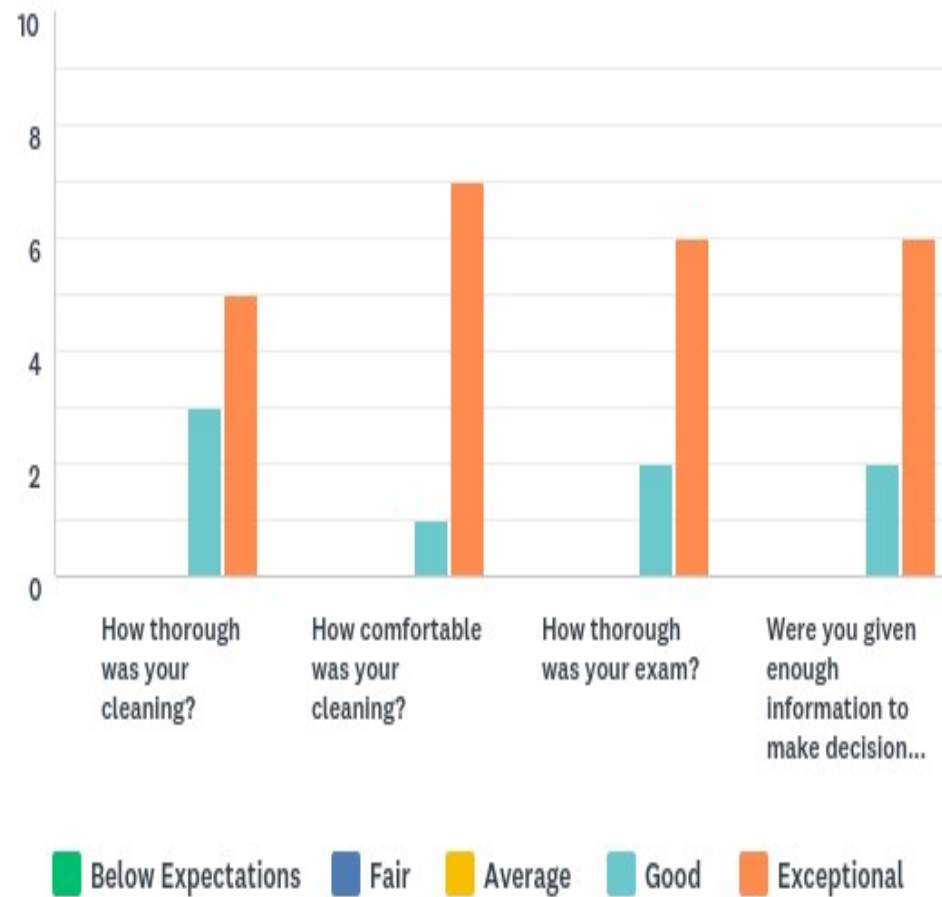
PATIENT SURVEYS

Springville – October 2019

What Do You Want Most From Us?

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- ☐ Good dental care.
 - ☐ Quality, comfort & comparable prices
 - ☐ You guys are great! Just same good service!
 - ☐ Honest, kind, quality dental care
 - ☐ Everyone is awesome
 - ☐ Clean Teeth
 - ☐ Kindness, professionalism.

Q2 Cleaning Visits



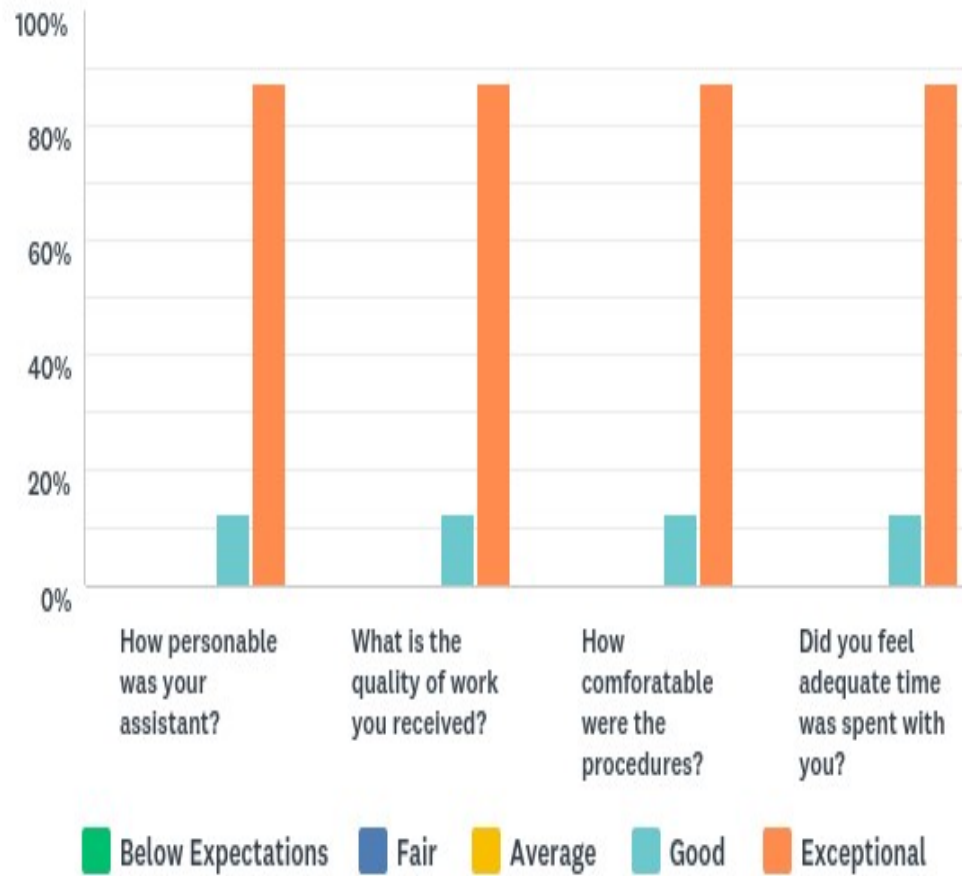
Cleaning Visits

Comments on Cleaning Visits:



- For many, many years, I have wondered why the Hygienists don't polish every tooth anymore. Not just at your office, they all only polish about four or five teeth now. :(
- Very friendly and courteous. Did not have to wait .
- My son had no complaints
- All staff is friendly, kind, thorough, and informative
- Super great!

Q4 Dentist Visits



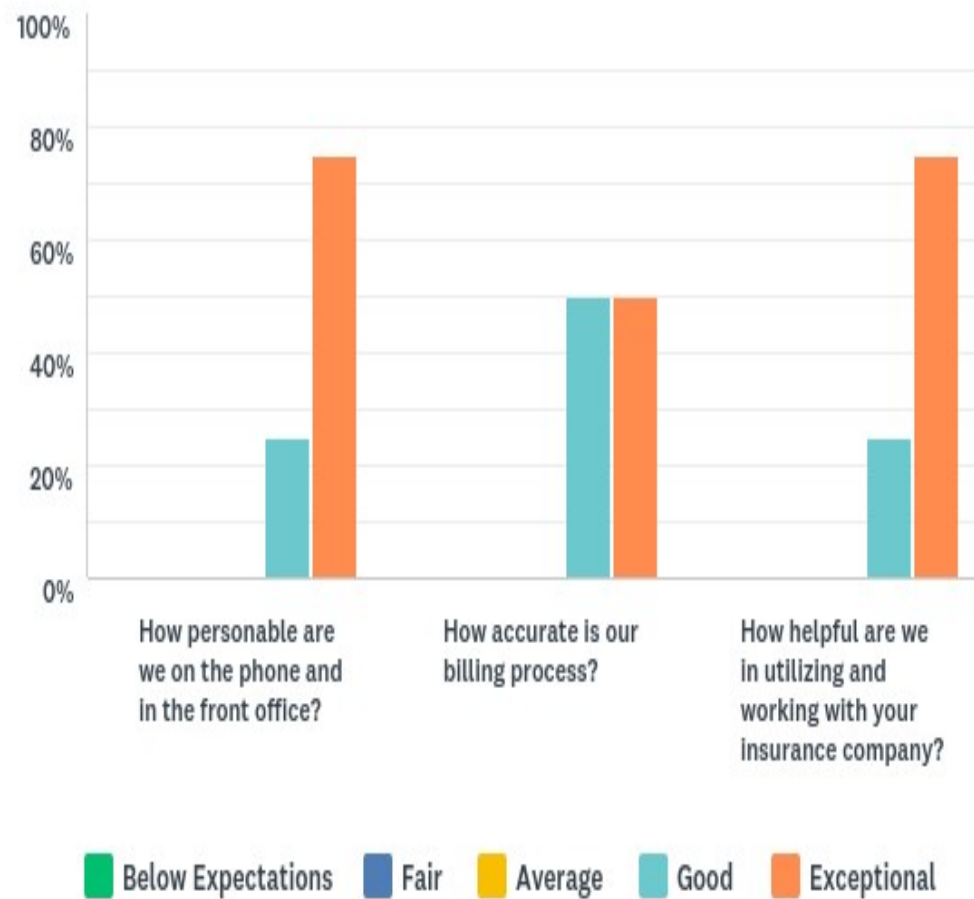
Dental Visits

Comments on Dental Visits:



- Am so pleased with our dentist! Would not go to anyone else.
- Even though the doc was covering for another and you could tell he was super busy we both felt like it was a regular easy visit!
- Look forward to them every 6 months!

Q6 Billing & Front Office

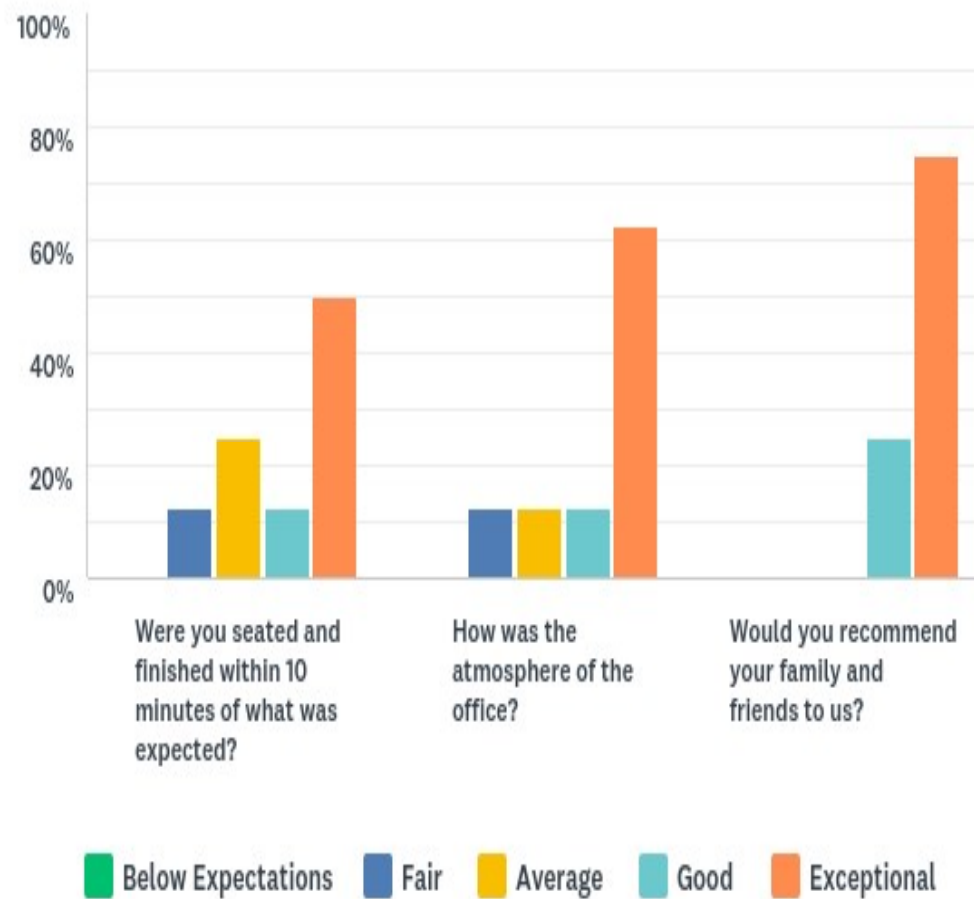


Billing & Front Office

Billing & Front Desk Comments:

- As long as they don't goof and bill him as an adult not a kid we are good!
- Very welcoming

Q8 General Questions



General Questions

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



- ☐ Dr. Flinders is always so friendly and a great dentist. He always explains every option.
- ☐ Music was too loud. Between that and TV in the room it was hard to hear. Maybe shut music off in rooms and turn down in lobby?
- ☐ We love our dentist!!
- ☐ Doctor Flinders is very personable, and very professional.
- ☐ Dr. Flinders is the Mostest Bestest!

How can we make your experience better?



- ☐ You guys are great
- ☐ Nothing
- ☐ I don't know if that is possible its basically perfect already!
- ☐ The waiting room and play room were crowded. It is a small space. I think everything was running behind and people brought extra children, so it was complicated.