




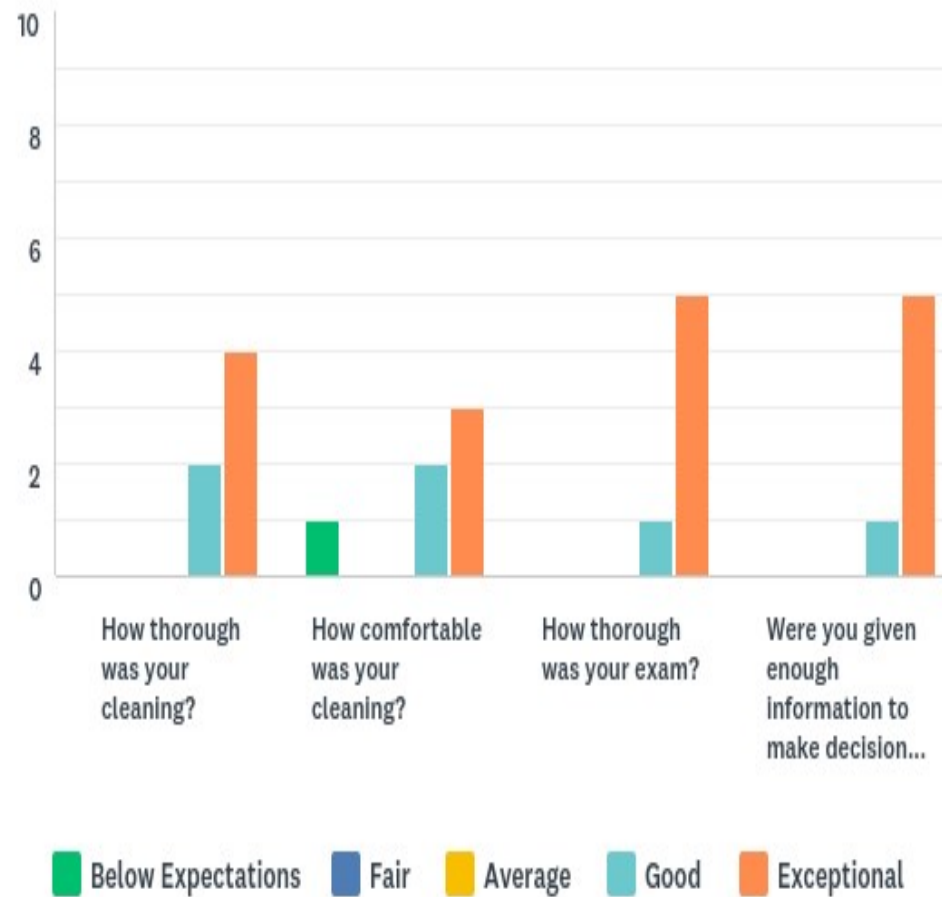
## PATIENT SURVEYS

Springville – November 2019

# What Do You Want Most From Us?

- 
- ☐ Honesty
  - ☐ Friendly professional staff and great service
  - ☐ Good dental care.
  - ☐ Clean teeth
  - ☐ Good dental care. Which is pretty much what you do for us.
  - ☐ Common courtesy and great service

## Q2 Cleaning Visits



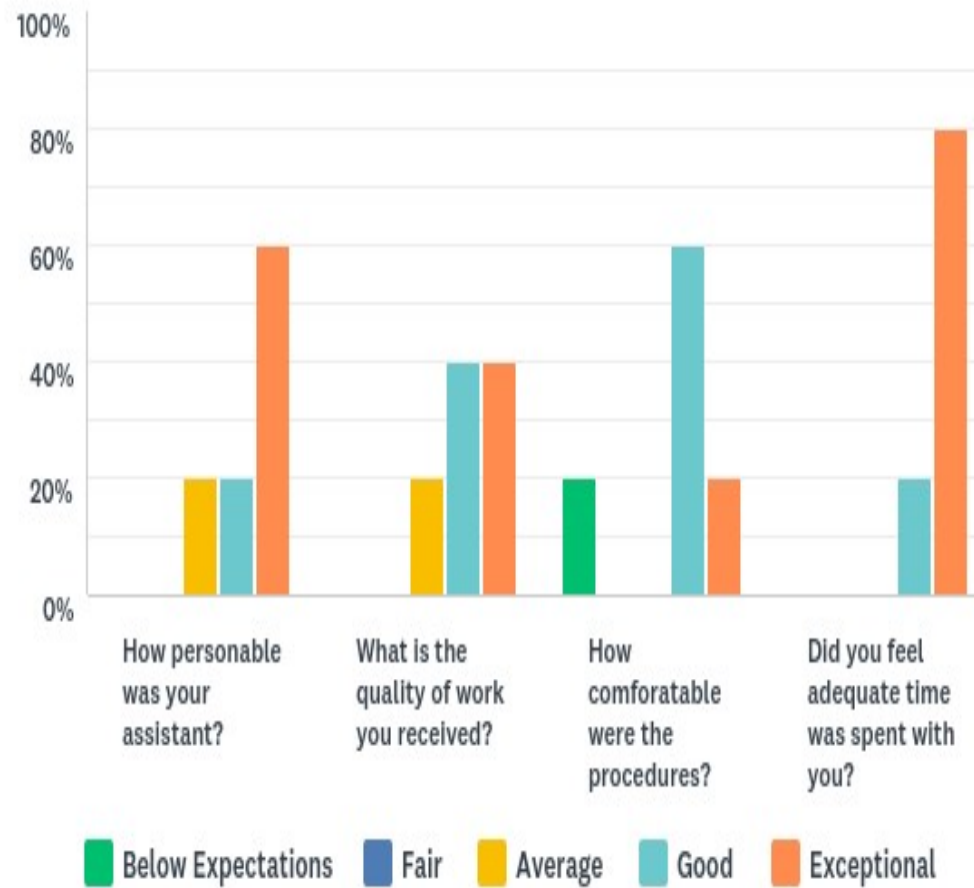
Cleaning Visits

# Comments on Cleaning Visits:



- Very good explanations, we want CLEAR BALANCES
- Barbara was probing around in my mouth (poking under my tongue, in my cheeks and on the roof of my mouth) and it was very uncomfortable. When she pushed on the roof of my mouth it was very unpleasant. Many have sensory sensitivities and she did not take this into account or ask if it was okay. I have never had this done, in 52 years. I do not want it done again.

## Q4 Dentist Visits

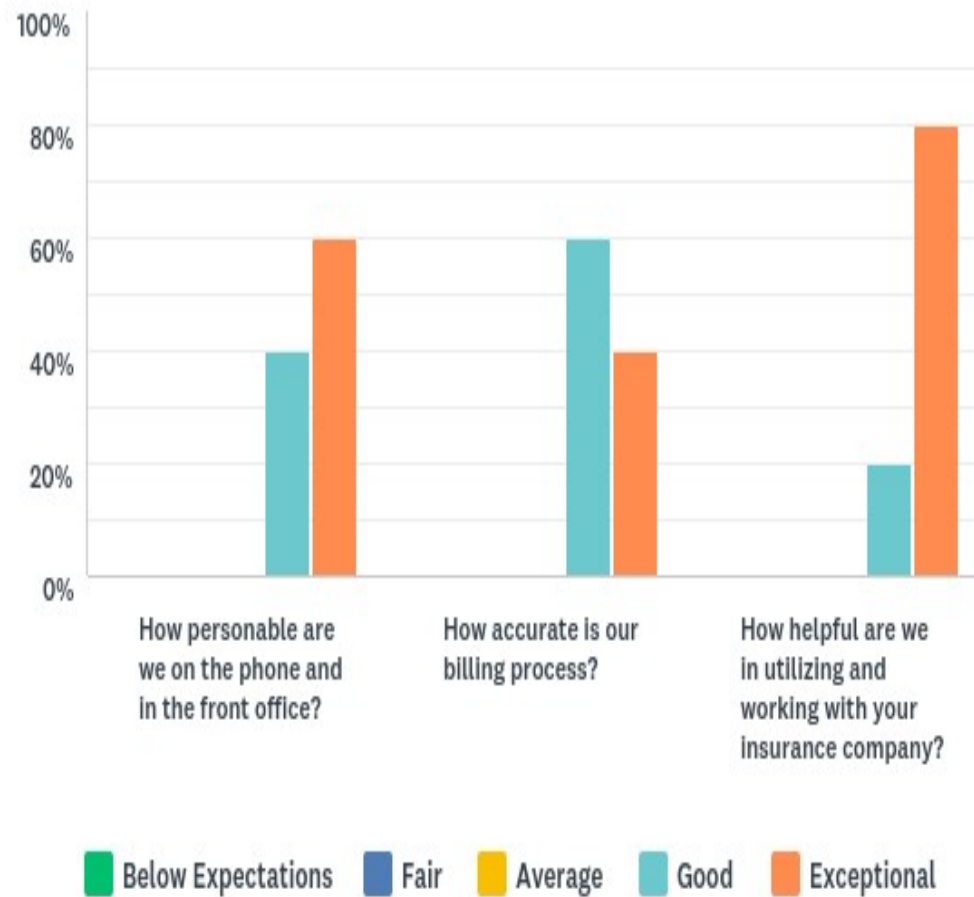


Dental Visits

# Comments on Dental Visits:

- Barbara spent a lot of time on the right side of my mouth and very little on the left. I wondered why and probably should have asked her why.
- Good
- Barbara, dental hygienist, was more mechanical than personable. She treated me like I was a job to do and did not consider how uncomfortable what she was doing was.
- Unforeseen circumstances made this visit lengthy but we were greatly accommodated by the staff♥

## Q6 Billing & Front Office



Billing & Front Office

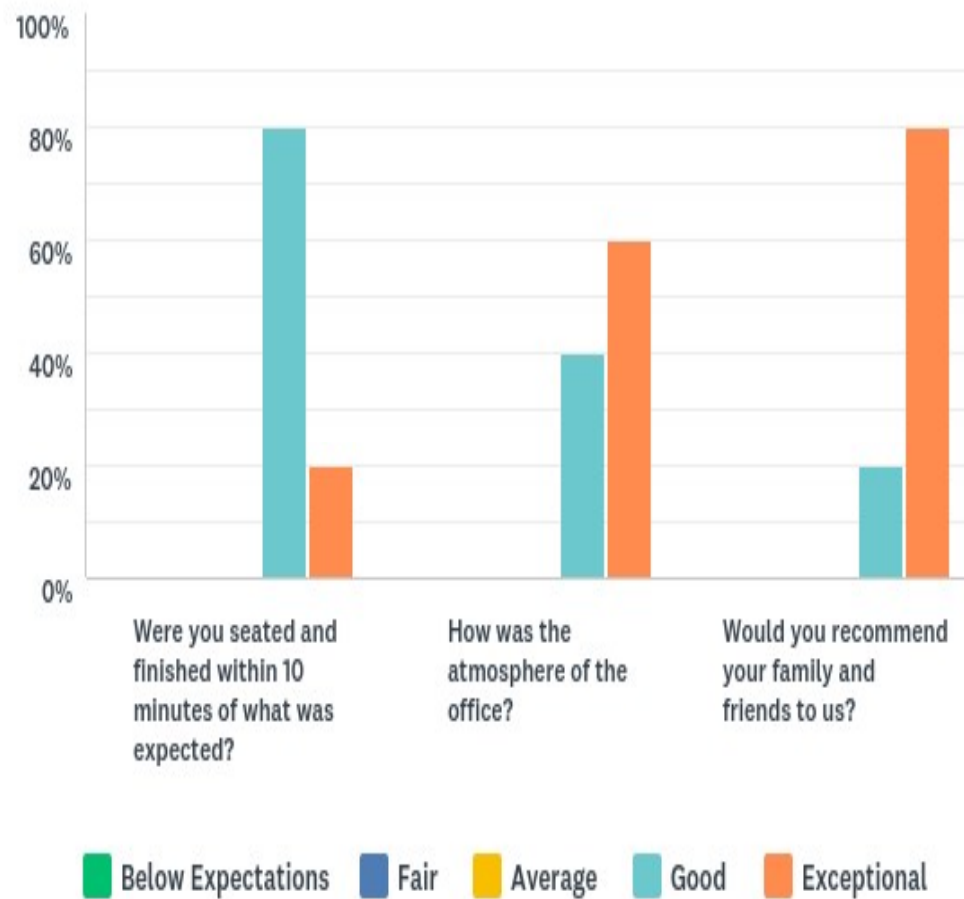
# Billing & Front Desk Comments:



- ❑ Like clearly accounts
- ❑ Each time we come in and have paid it has always been an overpayment. I have repeatedly asked for the insurance to be billed first and then I will pay through our HSA. It keeps things accurate for our billing and makes our taxes easier when accounting for the HSA funds. Having a credit on our account is not something I prefer.



## Q8 General Questions



General Questions

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



- Continue with clear balances, not surprises to the end of treatment
- I do recommend your office to people!!!  
I love the dentists in your office.
- Love each of the hygienists we see when we come in. Amazing staff! Love the friendliness of the dr's!

How can we make your experience better?

- ❑ Asking if everything is clear
- ❑ Not schedule me with  
hygienists that do strange
- ❑ You're doing great❤️