



PATIENT SURVEYS

Springville – December 2019

What Do You Want Most From Us?

☐ I want to have my denture redone and done right,

☐ Clear explanations of services and cost

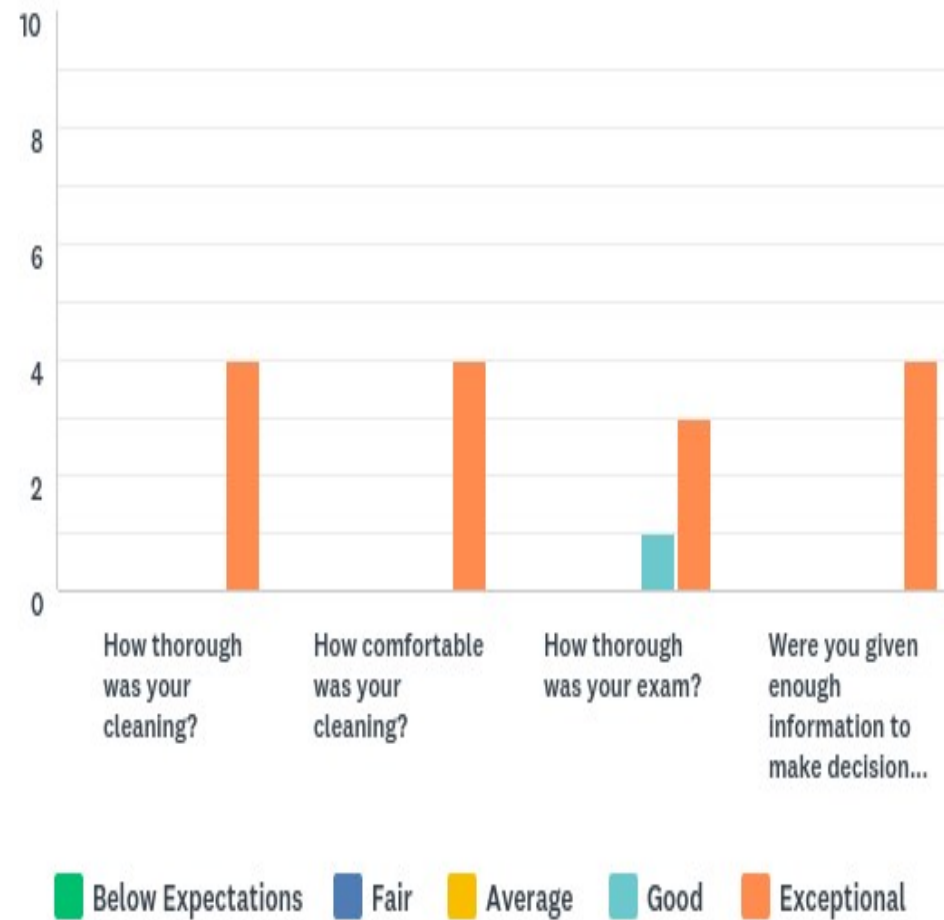
Quality of work and over all Professionalism

☐ Only 2 things 1 - unbreakable teeth 2 - free services Otherwise, you give great service!!

☐ Effective treatment

☐ A skilled, kind, happy, professional place for my whole family

Q2 Cleaning Visits



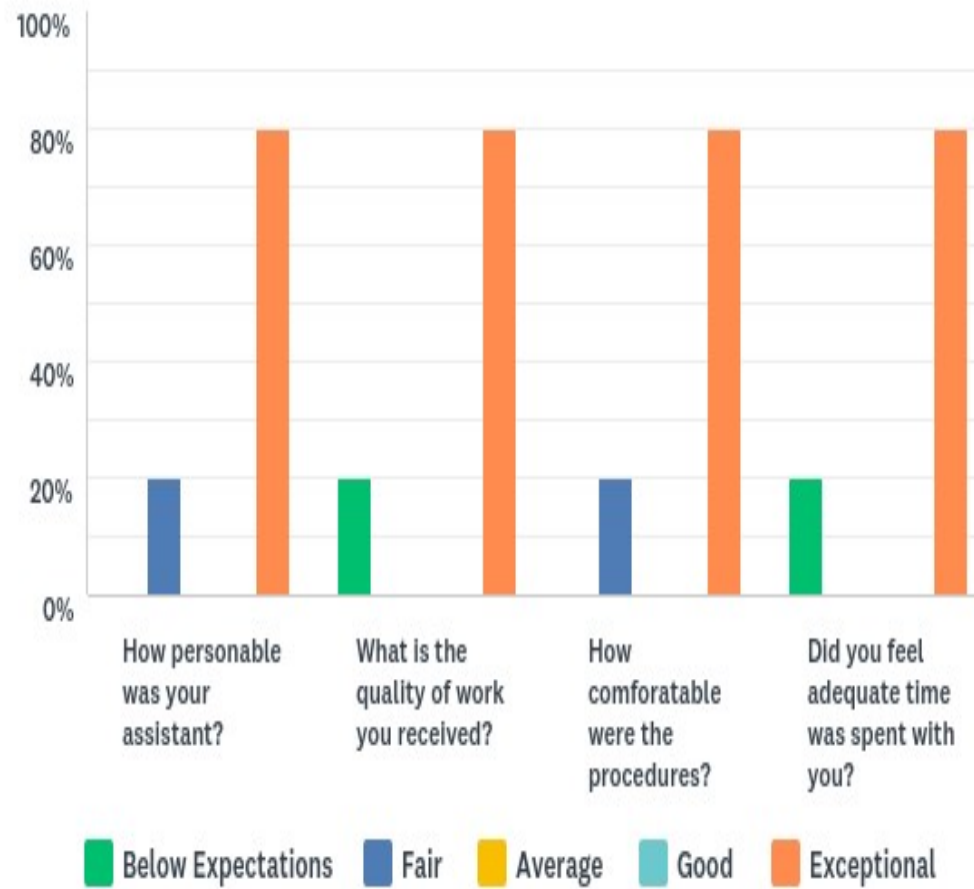
Cleaning Visits

Comments on Cleaning Visits:



- Didn't have a cleaning but the rest was top notch....
- You always take great care of me and really help me stay at ease with your friendly and kind service and my teeth always feel so clean when I leave.
- Thank you so much for working with my time management difficulties.

Q4 Dentist Visits



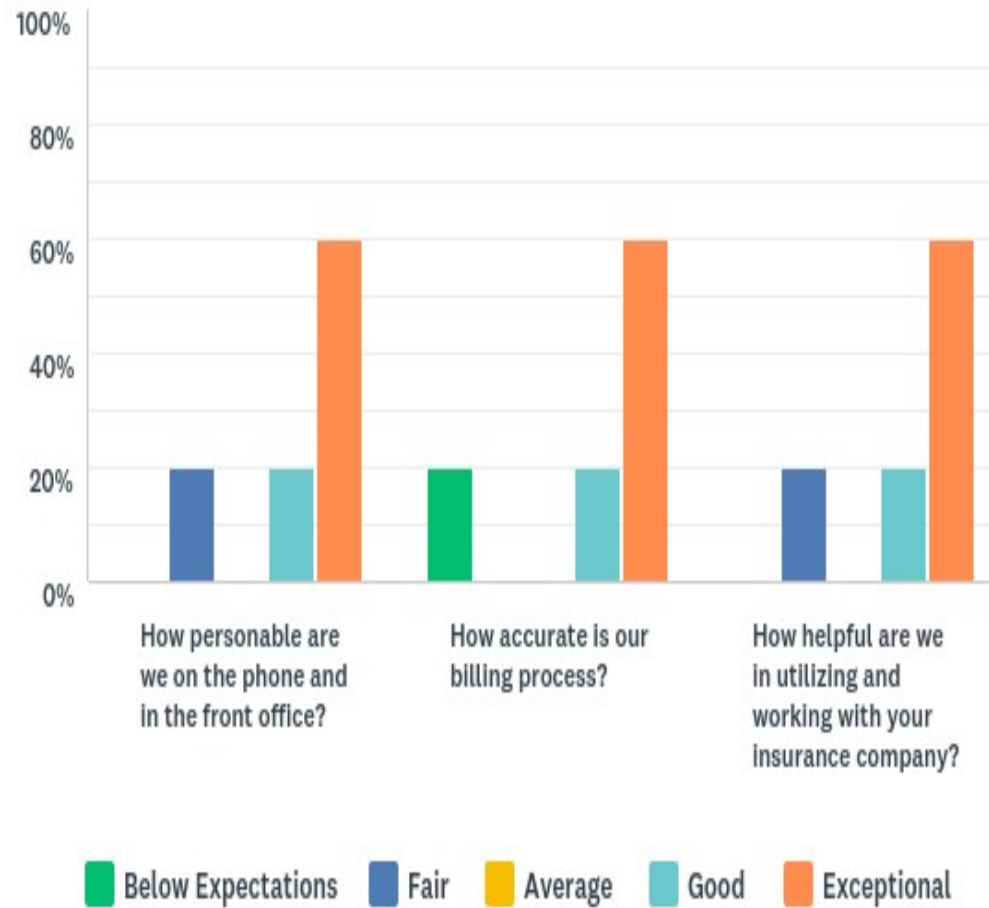
Dental Visits

Comments on Dental Visits:



- he done a poor job and kept pushing it on me, It was so poor I have never been able to use it
- Overall very pleased
- The doctor is so kind, and he is really encouraging and super gentle!

Q6 Billing & Front Office

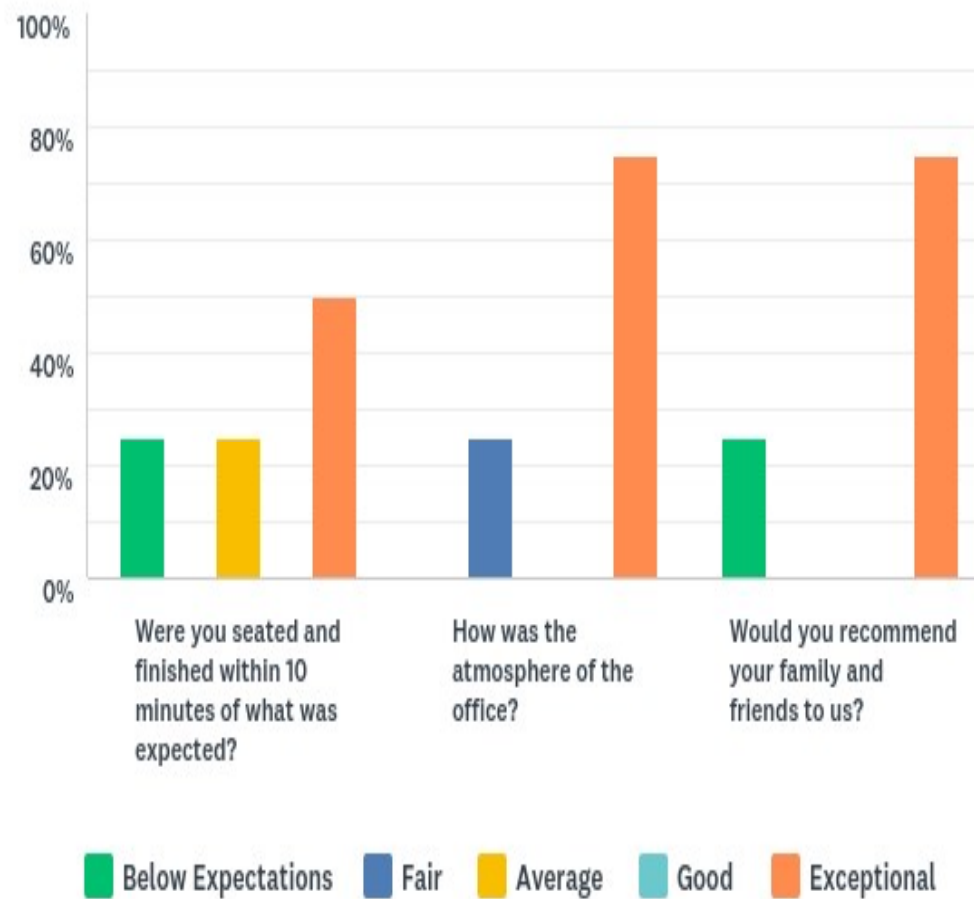


Billing & Front Office

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?



- ☐ I want the work done right

How can we make your experience better?



- ☐ Do what you promised in the first place