




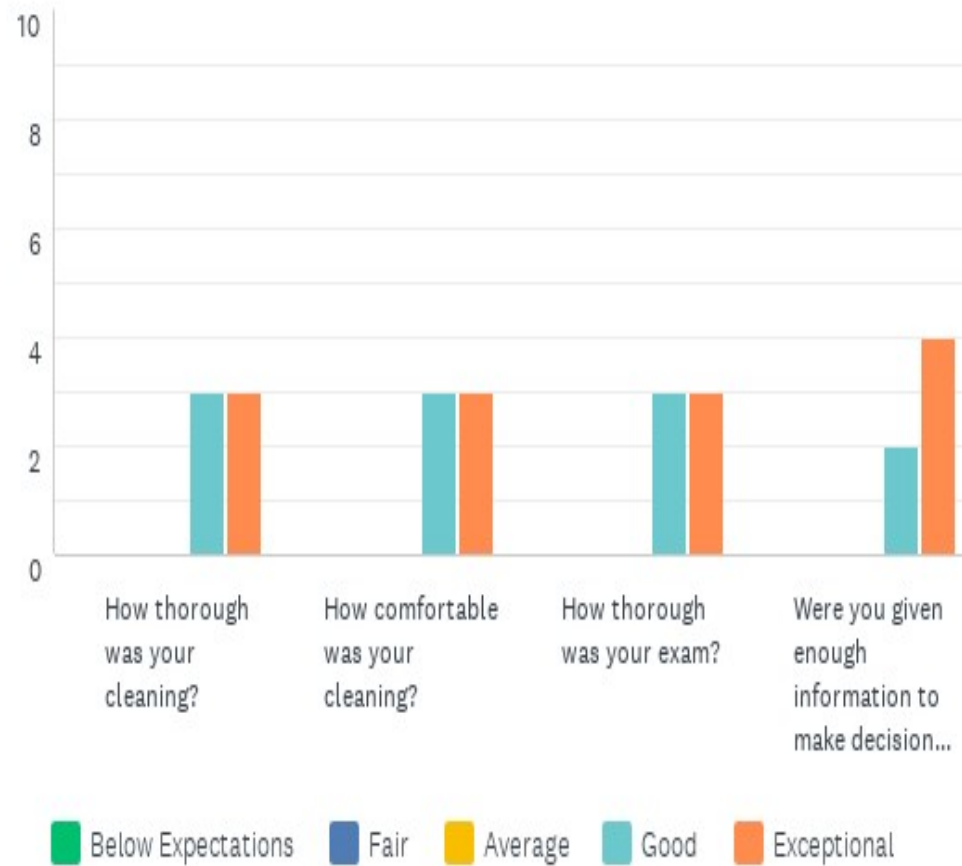
PATIENT SURVEYS

Springville – May 2020

What Do You Want Most From Us?

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- ☐ Competent services
 - ☐ Friendly, competent service
 - ☐ Good dental care
 - ☐ Taking the time to deal with dental issues without making the patient feel guilty for flaws in dental care. The kindness from dental staff like Melissa who shows that she cares so much to make serious dental problems have a good experience and less painful with alternative treatment.
 - ☐ Quality service in a timely manner
 - ☐ Good dental care at a good price
 - ☐ Good dental care with a good price

Q2 Cleaning Visits



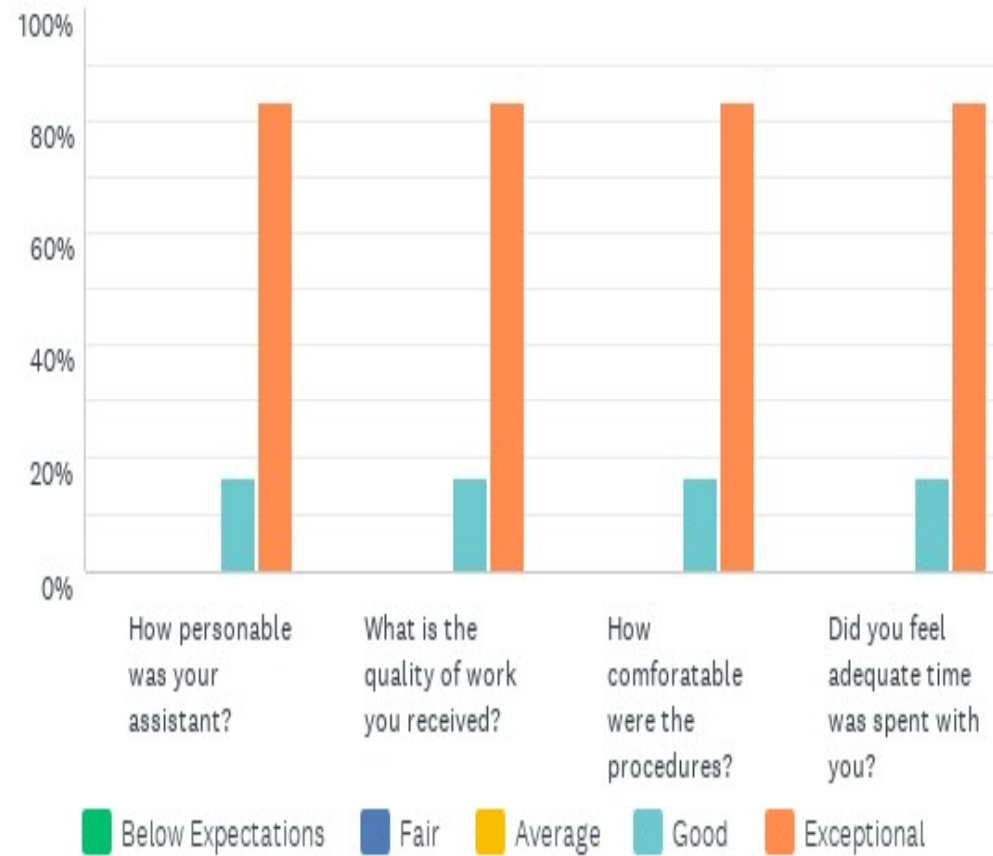
Cleaning Visits

Comments on Cleaning Visits:



- Fantastic services, thank you.
- Great job.
- Explained each step and constantly asked if I felt o.k. during the cleaning. Melissa would suggest solutions to remedy the treatment.

Q4 Dentist Visits



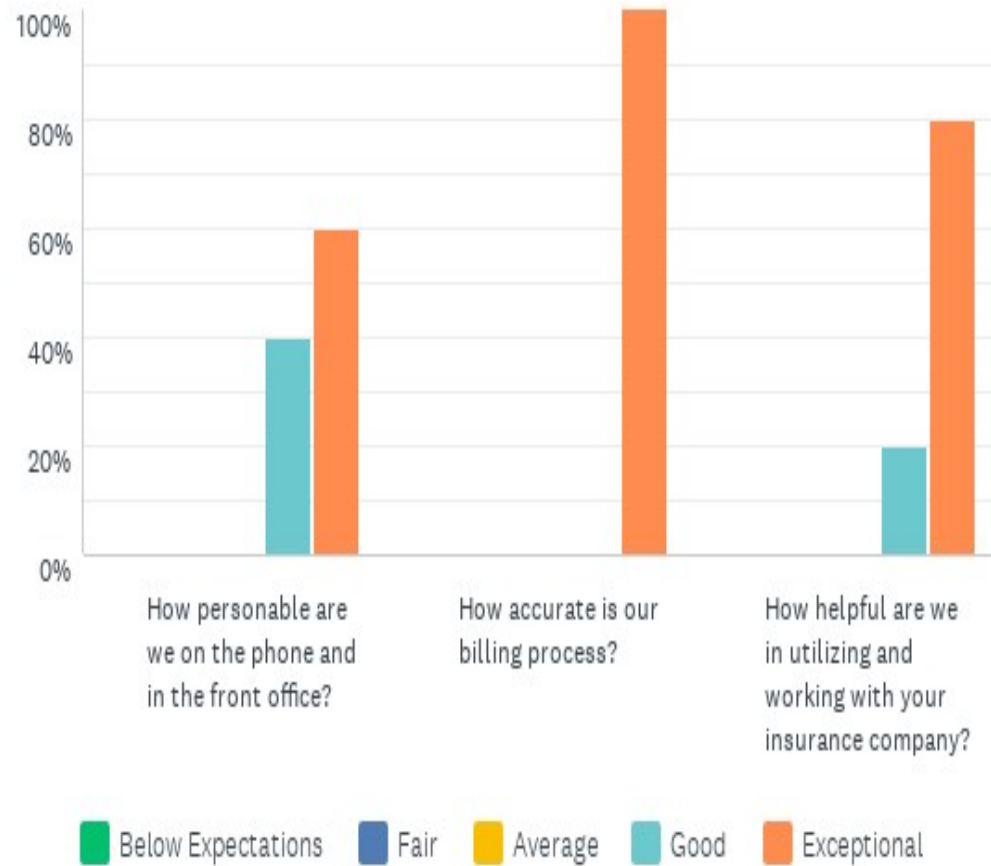
Dental Visits

Comments on Dental Visits:



- With suggestions and samples of products given to me by Melissa, it has made office visits
- more pleasant. She is a gem of a person.
- N/A had a cleaning only

Q6 Billing & Front Office

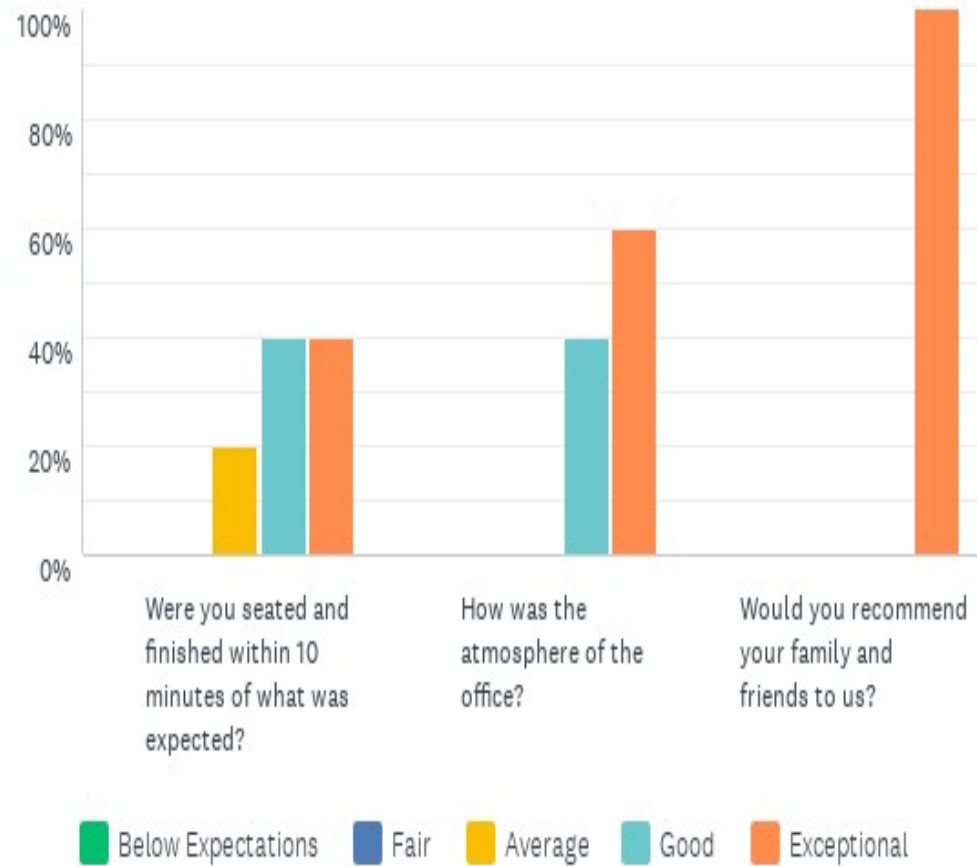


Billing & Front Office

Billing & Front Desk Comments:

- ❑ During these difficult times, reasonable cost for senior citizens who are on a fixed income when dental costs for procedures can be so expensive..

Q8 General Questions



General Questions

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



- ☐ We love our hygienist.
- ☐ Very friendly
- ☐ Melissa has been so good to me and appreciate her professionalism.
- ☐ Dr. Flinders is my children's favorite and they love going to the dentist because of him. Because he is patient and kind.

How can we make your experience better?



- ☐ Make the pandemic go away? (If only, right?)
- ☐ Excellent dental care.
- ☐ Waiting time in lobby has always been long even though I always arrive on time. I always have to wait at least 20 minutes past my appointment time with no explanation of having to wait.
- ☐ Can't think of anything