



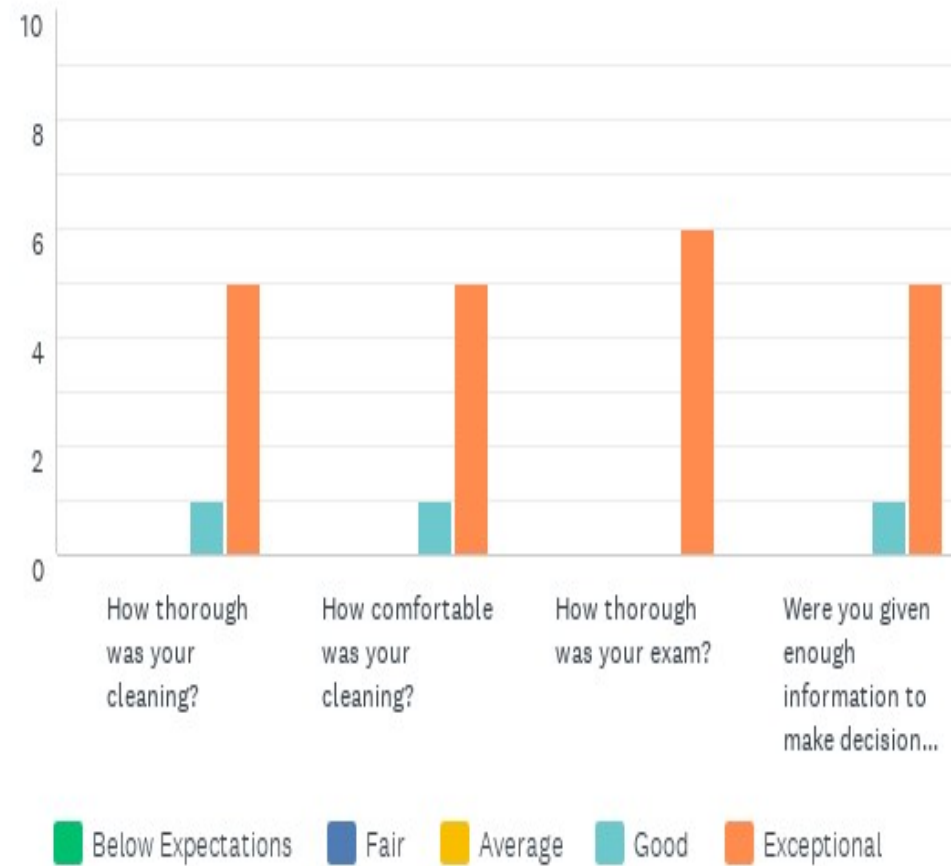
## PATIENT SURVEYS

Springville – July 2020

# What Do You Want Most From Us?

- ☐ Everything you guys do is wonderful
- ☐ Quality care at a reasonable price. Uninsured and living on SS income has its challenges. We do appreciate your working with us
- ☐ Good customer service and clean teeth
- ☐ Sanitary stations and knowledgeable friendly staff
- ☐ Honesty, very knowledgeable, willing to discuss options. everyone we worked with were very professional . We felt confident in the "work" that was done. I love coming into your office because I feel everyone loves their job, they are kind and thoughtful, aware of our feelings and comfort. Thank you . 7

## Q2 Cleaning Visits



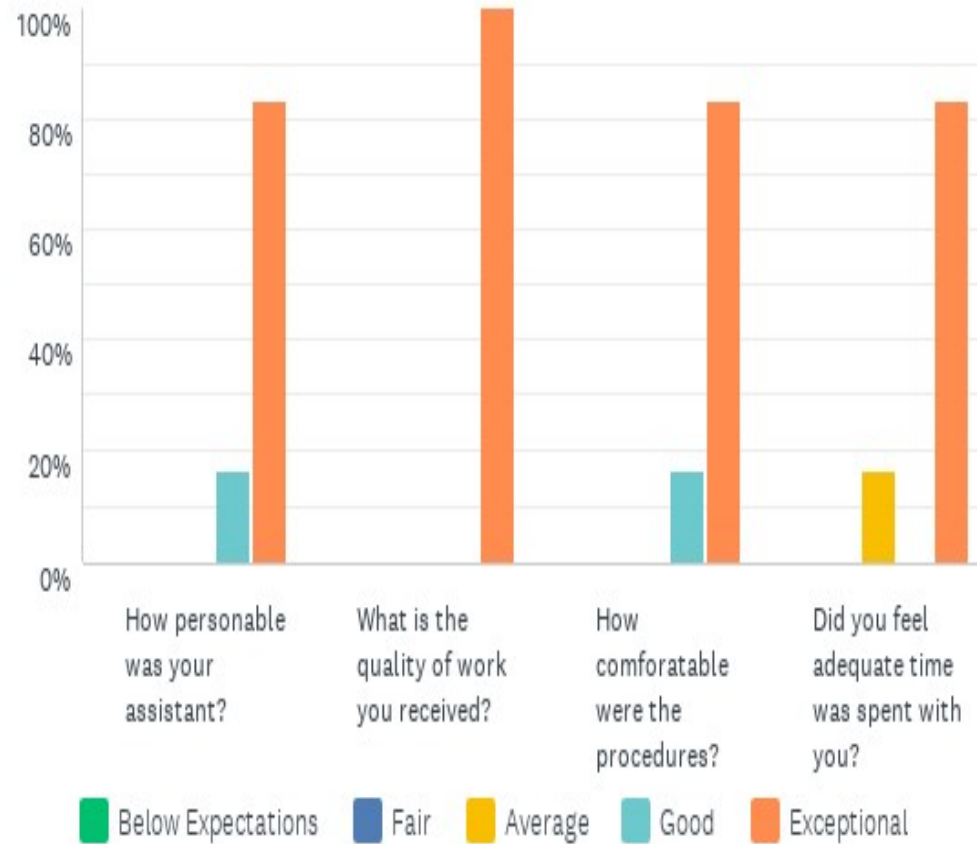
Cleaning Visits

# Comments on Cleaning Visits:



- Melanie is amazing
- I like the reminder text a week out and day of..  
Thank You!
- Very friendly staff!!
- We manage to see the same hygienists every time, and this builds a relationship that is important even with teeth cleanings. They know my health history and it takes the stress out of seeing someone different
- Christine is my HERO! She is always so kind and makes sure I am comfortable

## Q4 Dentist Visits



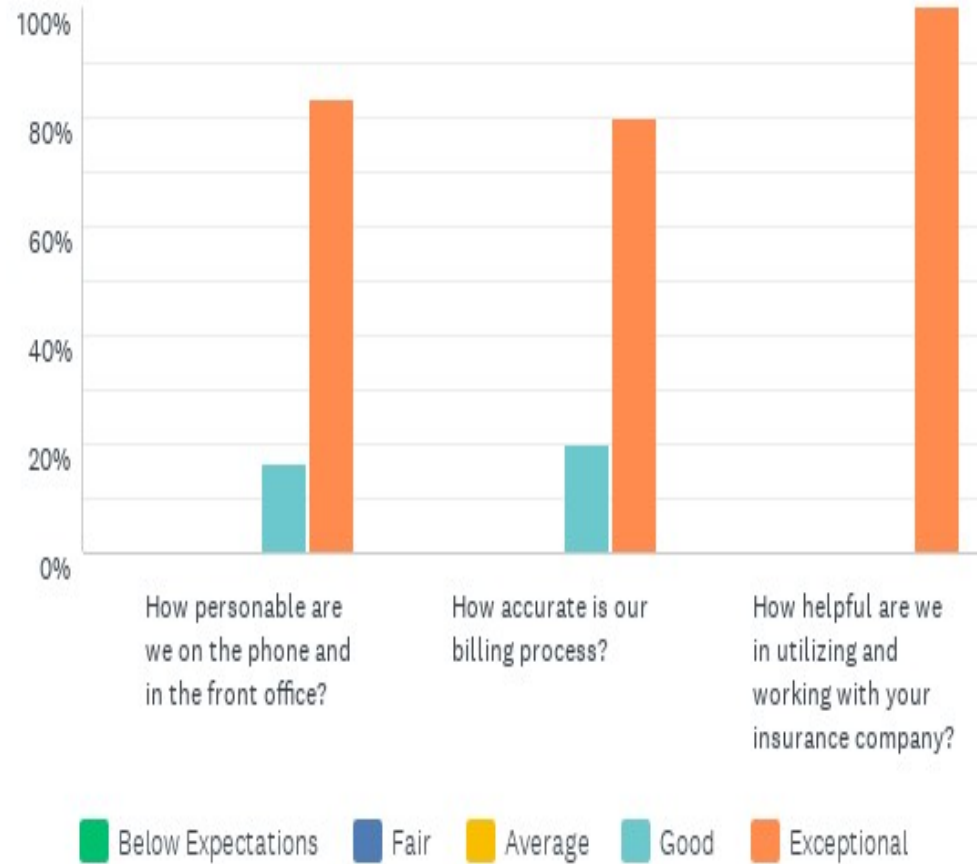
Dental Visits

## Comments on Dental Visits:



- I love doctor Flinders he treat us like a real person
- I enjoy the interaction we have with Dr. FLINDERS! We are always attended to in a timely manner.
- Excellent!!

## Q6 Billing & Front Office



Billing & Front Office

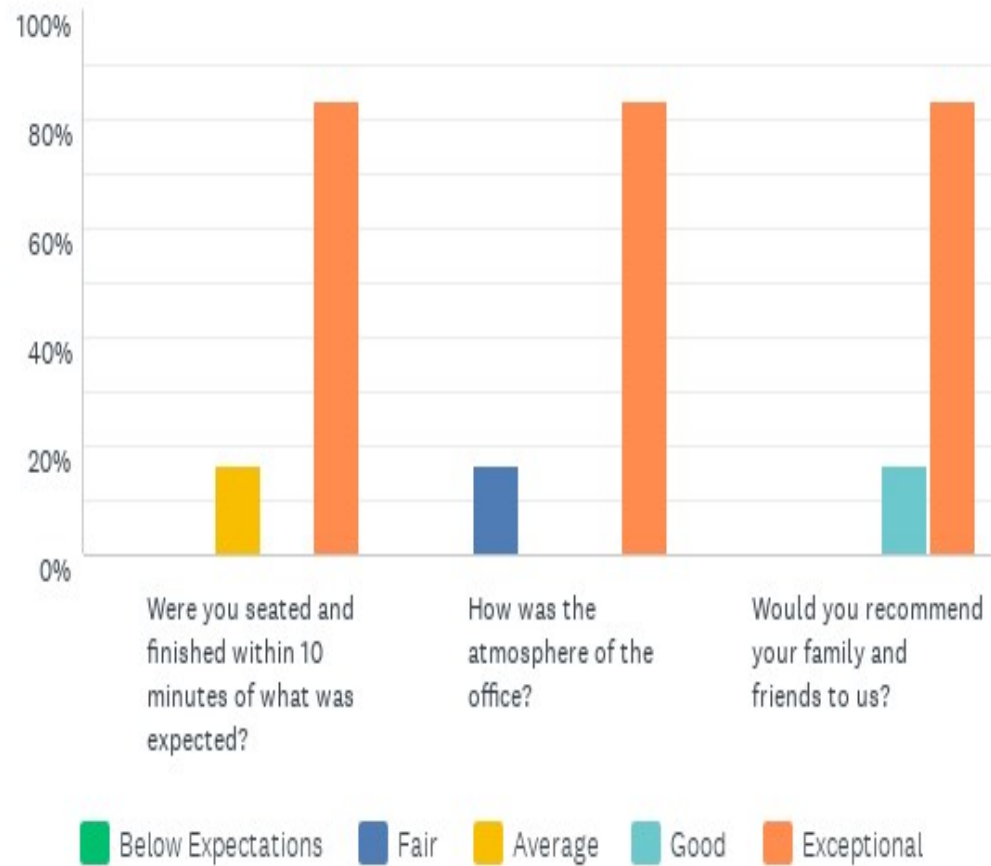
# Billing & Front Desk Comments:



- ❑ We have no ins.
- ❑ Nice smiles!
- ❑ Your billing office is exceptional. They always call to confirm information with insurance and they always call me back and inform of the info they have received.! I am very thankful for them. Most recently I spoke with Amanda whom was so kind and helpful on the phone, thank you to her!



## Q8 General Questions



General Questions

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



- Dr. Flinders went above and beyond to help me with everything I needed
- I really enjoyed my interaction with Christine today, and as always it is a pleasure to see Dr.FLINDERS!
- Seem to work well together
- Brenda checks my BP and performs a complete oral exam, which makes me feel cared for and that my health matters.

How can we make your experience better?



- ❑ You're doing everything just right
- ❑ Its all Good!
- ❑ NO2. ;)