



## PATIENT SURVEYS

Springville – October 2020

# What Do You Want Most From Us?

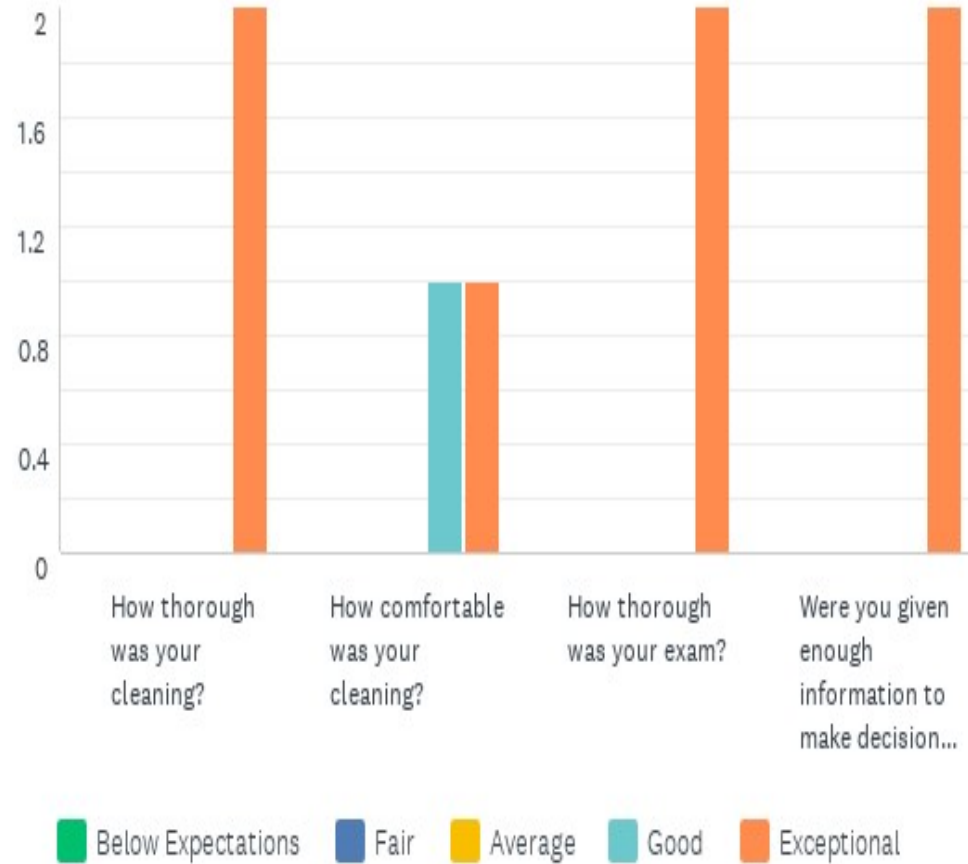


☐ Friendly promote service.

Which is what I got today. I had the best experience. Thank you.

☐ Warnings of cavities, possible fillings

## Q2 Cleaning Visits



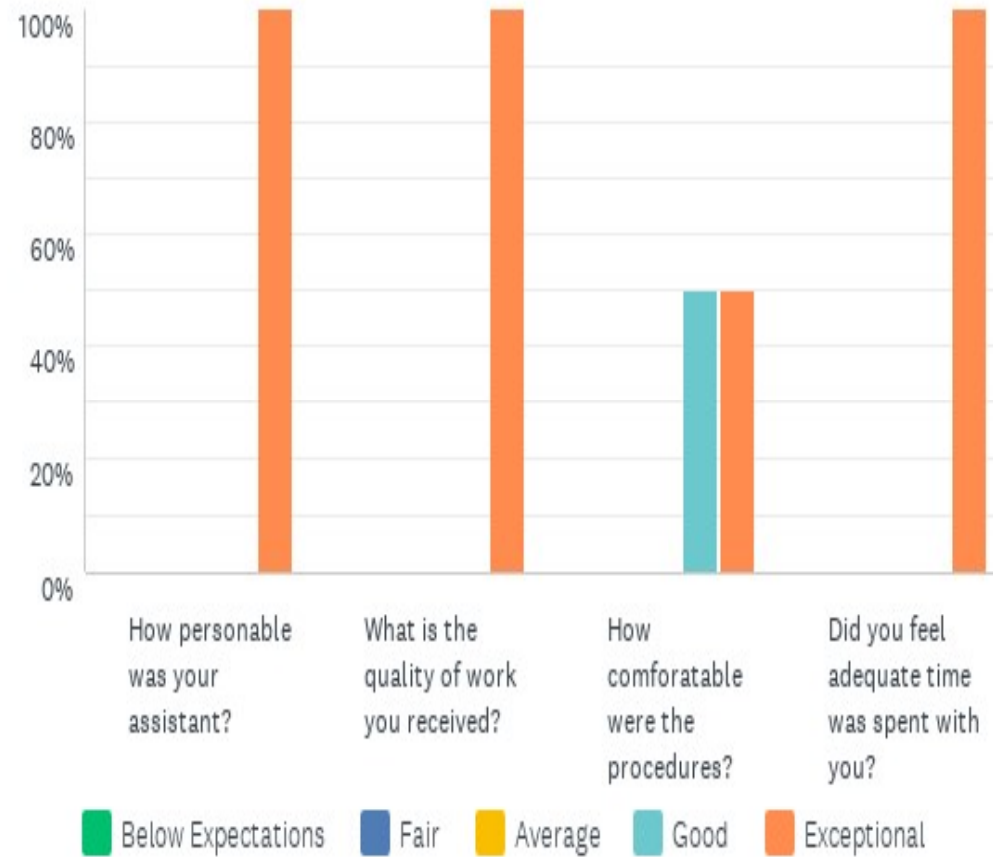
Cleaning Visits

## Comments on Cleaning Visits:

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- I didn't have a cleaning today, but in the past they were great.
- A very good job by Sharon, but I would have preferred also to be able to spit out on my own, not just to have it suctioned out.

## Q4 Dentist Visits



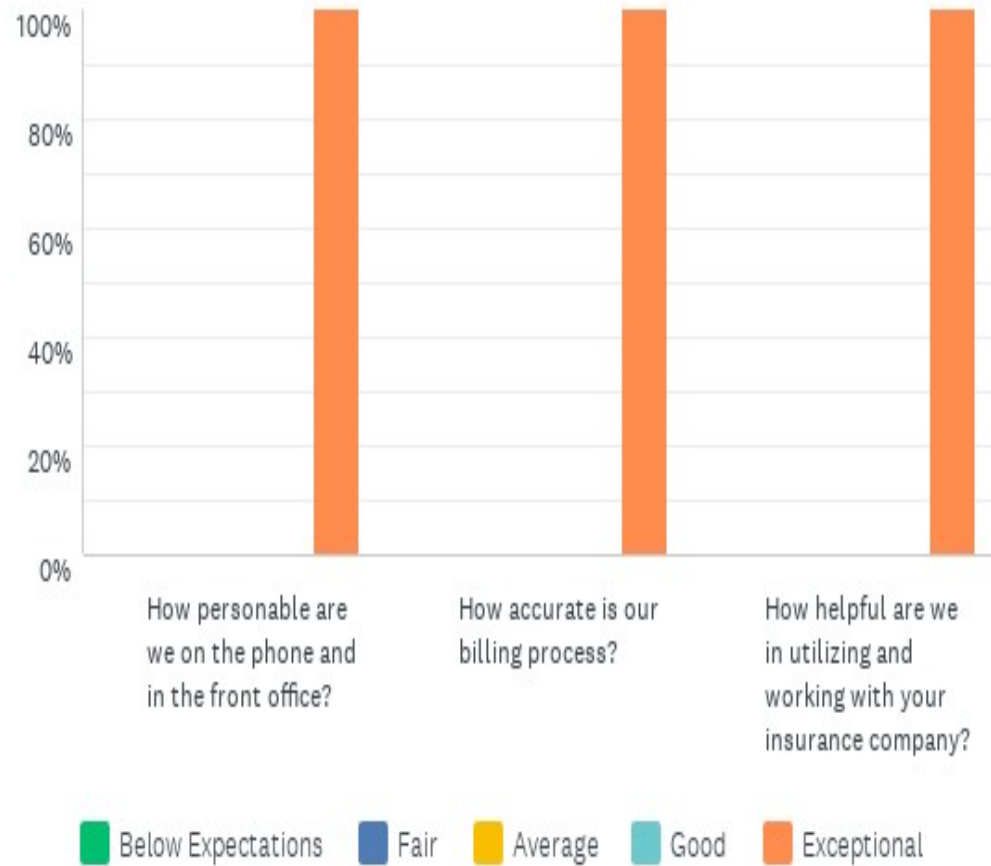
Dental Visits

## Comments on Dental Visits:



- Very happy with my visit.
- I felt as though I were in very good hands, which put me in ease. Much appreciated. And all the staff were very friendly. A pleasant experience.

## Q6 Billing & Front Office



Billing & Front Office

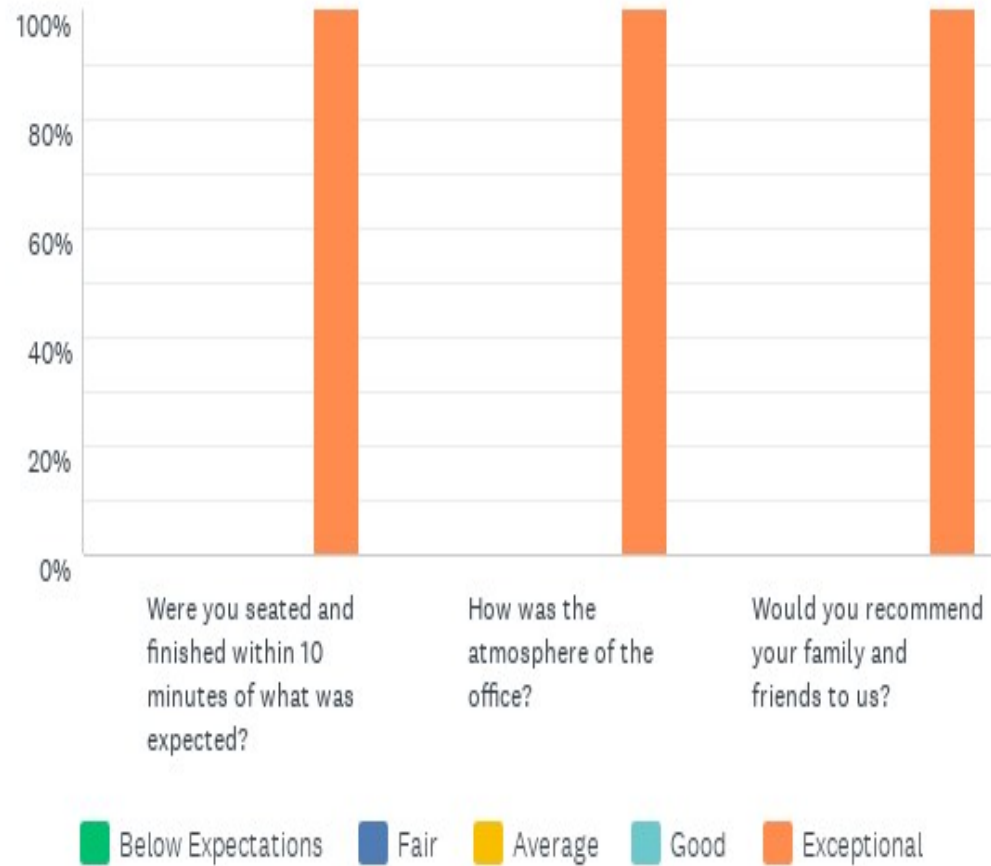
## Billing & Front Desk Comments:



- ❑ Great staff.
- ❑ I have no insurance - but I certainly appreciate your Medicare Discount Plan, and option to pay in installments.



## Q8 General Questions



General Questions

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



- Sharon was enjoyable to be with. I felt I was in very good hands with her. And the rest of the crew were very friendly, including Dr. Flinders, who was also very clear and straight-forward in his explanations of my condition. All in all, a very nice experience.

How can we make your experience better?



☐ Couldn't. I'll be back, at least for a good clean, and some smiles!