



## PATIENT SURVEYS

Springville – May 2014

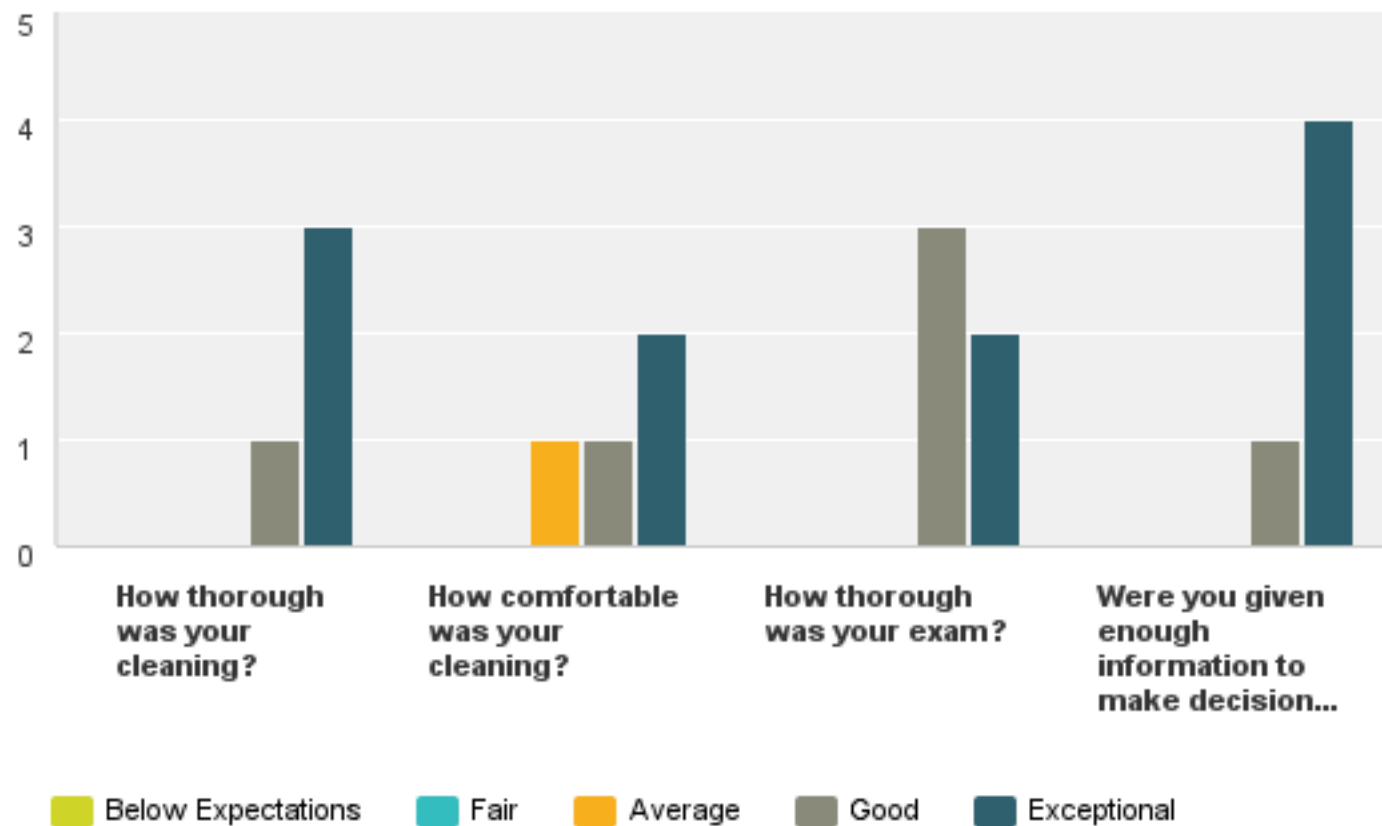
# What Do You Want Most From Us?



- affordable, professional care
- quality and affordable dental care
- Quality dental work
- A comfortable and pleasant experience, whether I am receiving a cleaning or having major work done.
- kindness, good work, fair price
- Friendliness and genuine interest in my well being.

## Q2 Cleaning Visits

Answered: 5 Skipped: 1



Cleaning Visits

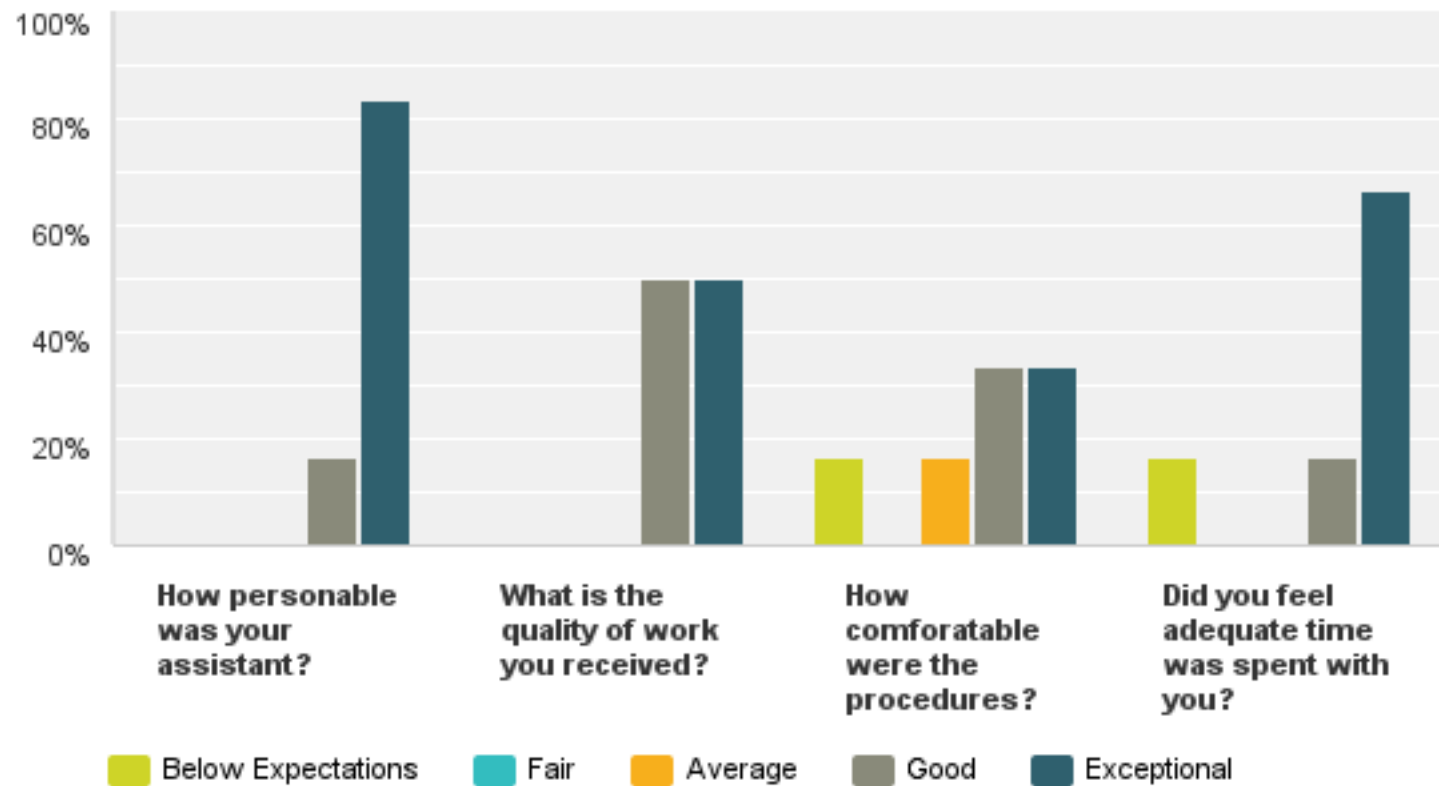
# Comments on Cleaning Visits:

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- ☐ does not apply
- ☐ cleaning feels great, thank you
- ☐ It was the best experience I have had as an adult.
- ☐ Have not had a cleaning visit yet.
- ☐ my cleaning was pleasant and thorough
- ☐ She did a thorough and was super friendly, but she poked my gums several times and it hurt.

## Q4 Dentist Visits

Answered: 6 Skipped: 0



Dental Visits

# Comments on Dental Visits:

it was great

Dr Flinders was very professional and patient with the extreme amount of time it took for my mouth to numb. I appreciated all the time and effort he put into my fillings.

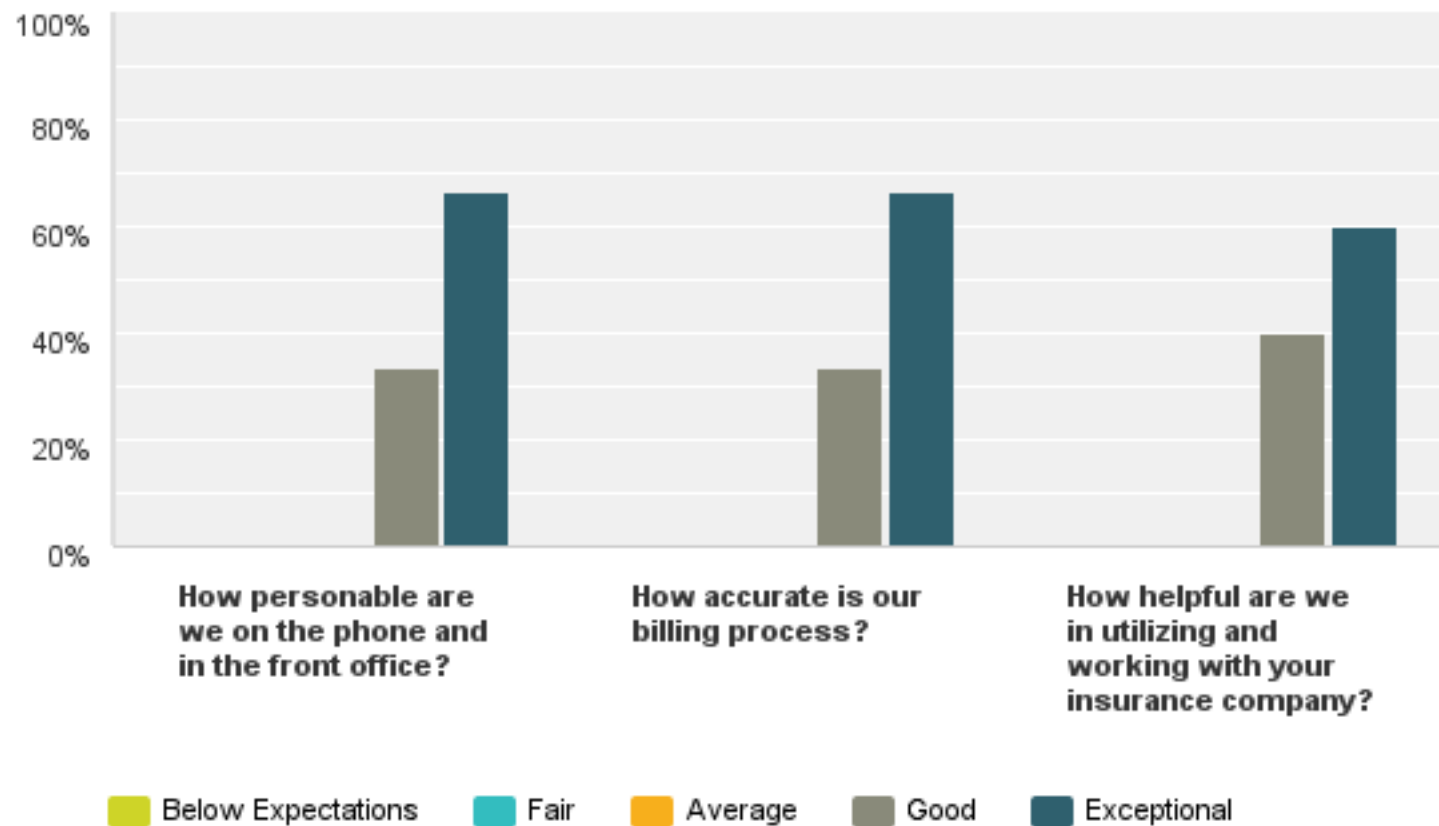
"I had a crown done by Dr. Barry. I was an hour late getting out on my appointment for the crown prep and an hour late on the seating. On the appointment to seat the my crown he yanked the temporary off when he knew it wasn't numb. I had told him the tooth was sensitive. I told him it wasn't numb and the assistant told him. It was very painful. I was crying in the chair and trying not to sob

I understand he was late, but that is no excuse for that kind of treatment. I feel it is unethical to do a procedure on a patient when you know the tooth is not numb .I am 58 years old and have many dental procedures It was the most traumatic experience I have ever had at a dentist. My father is a dentist and I assisted at his office for a few years."

I used to have a dentist who did a cancer check. This dentist did not. Some comments on what I should do to avoid gum recession would have been helpful.

## Q6 Billing & Front Office

Answered: 6 Skipped: 0



Billing & Front Office

## Billing & Front Desk Comments:



it's great

Very friendly and efficient.

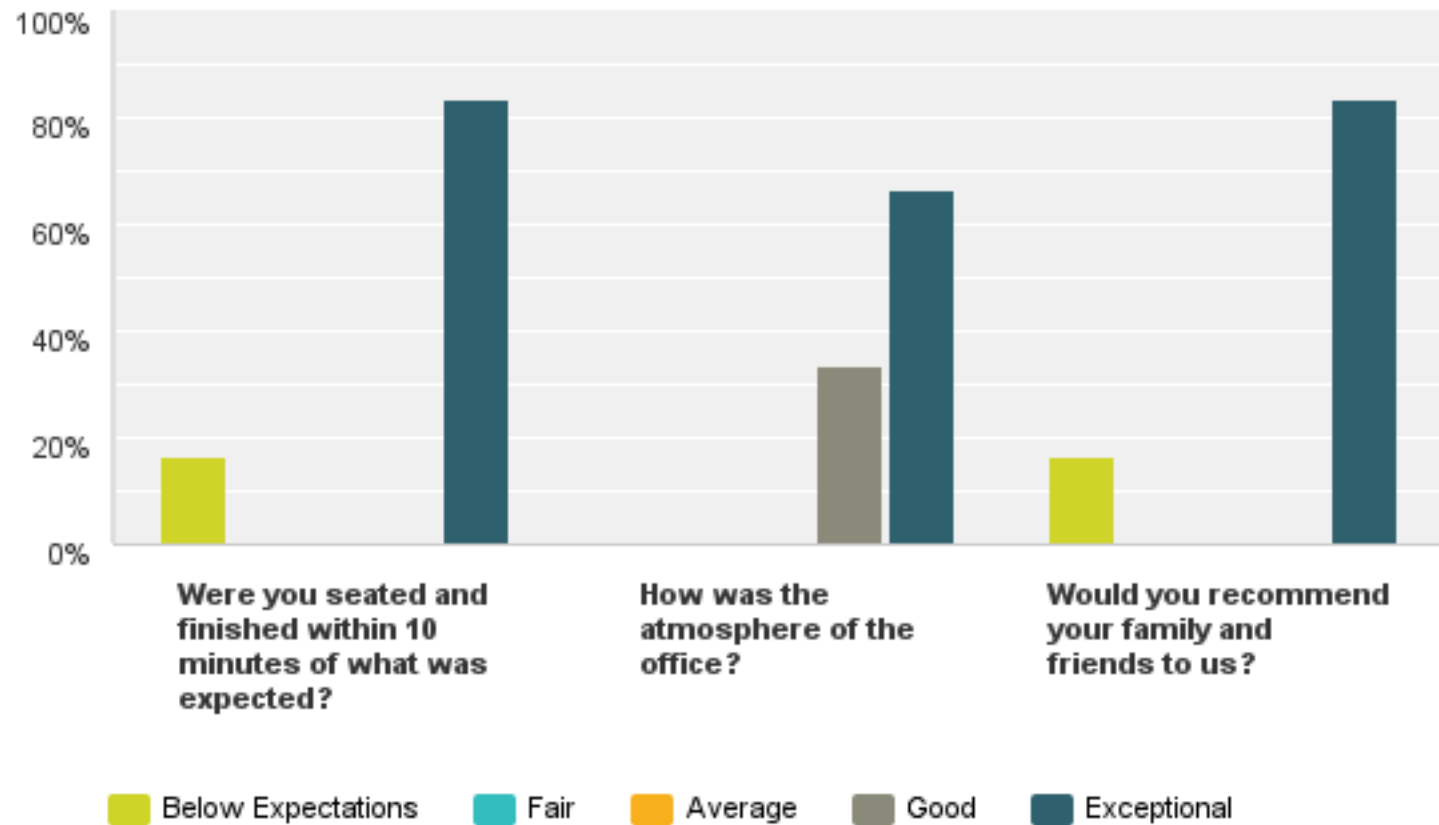
good treatment

Practically perfect!



## Q8 General Questions

Answered: 6 Skipped: 0



General Questions

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



- ☐ awesome sauce
- ☐ Everyone was great. I feel like I have found a dental office that meets everything I was looking for.
- ☐ I would not let Dr. Barry touch my mouth again.
- ☐ Dentist should take a minute to try to get to know the patient. Ask about kids, job or where from...etc.

## How can we make your experience better?



- ☐ nothing
- ☐ Keep doing what your doing.
- ☐ Don't book your patients so tight that you can't do a good job for them.
- ☐ It was already very good!