



## PATIENT SURVEYS

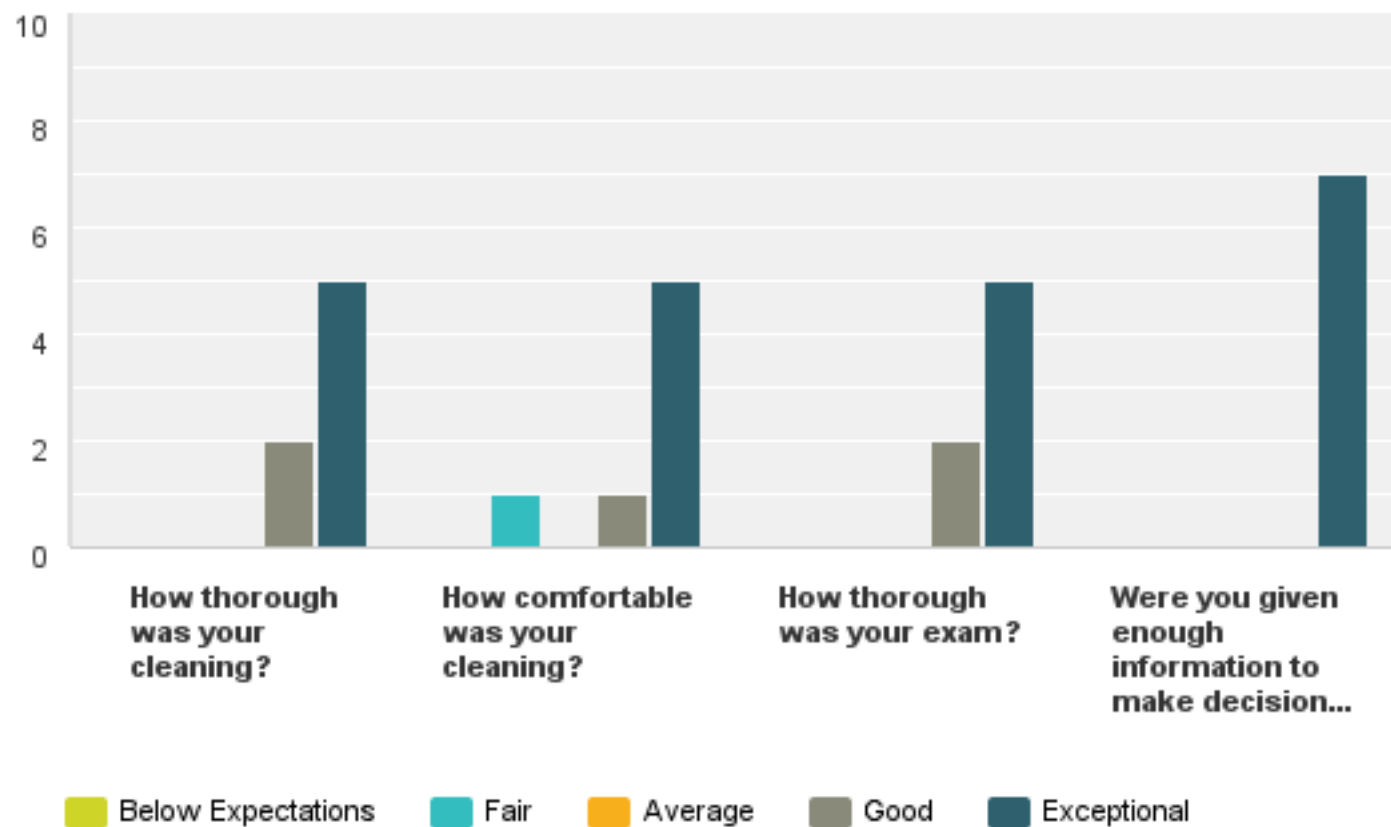
Springville – June 2014

# What Do You Want Most From Us?

- To take good care of my teeth.
- To keep my teeth healthy and clean.
- Great service from doctors and nurses. Great teeth care, cleaning, customer service and friendly to my kids. We want Great service all around.
- I am satisfied with the services I've been provided so far.
- Good cleaning
- Great service and a "pain free" dentist experience!
- Care and comfort. My expectations are always met
- Comfortable, friendly atmosphere so my children feel good about being there.
- good dental care

## Q2 Cleaning Visits

Answered: 7 Skipped: 2



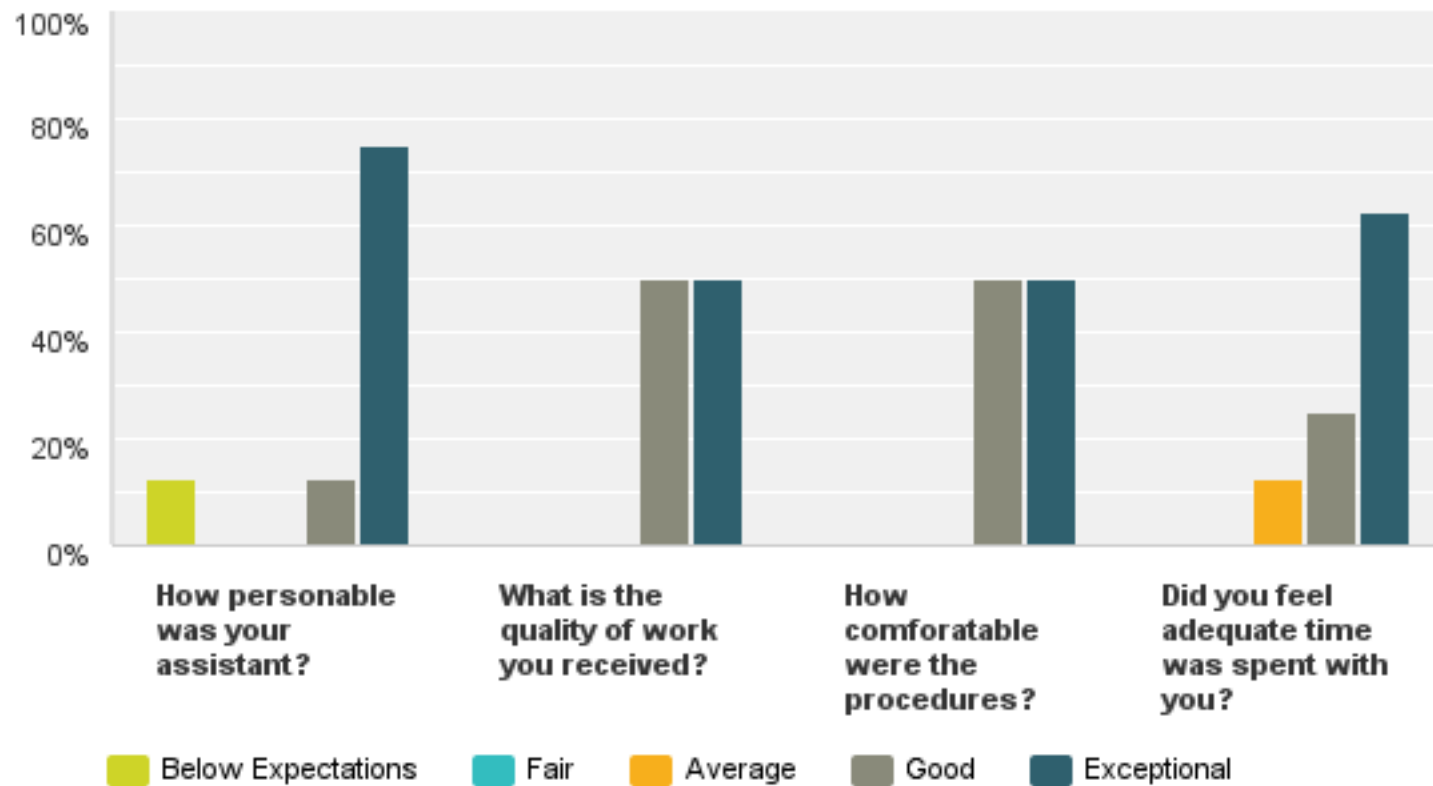
Cleaning Visits

# Comments on Cleaning Visits:

- Everything was good except the mirror was pressed too hard against my gums multiple times. The digital x-rays also hurt because they are hard and don't fit the curvature of my mouth.
- I really enjoyed that the dental hygienist went through my x rays with me. She was extremely thorough I really liked that a lot. I felt like a patient not just a number.
- Took my kids, and they were made comfortable prior the cleaning, and everything went well.
- The hygienists there are GREAT! I love every single one of them!
- The staff is very friendly and makes it easy for my children to want to be there. The cleanings are thorough, but only as far as my children are comfortable with (they are still young), which I really appreciate.
- Everything was above average and every one was very friendly

## Q4 Dentist Visits

Answered: 8 Skipped: 1



Dental Visits

# Comments on Dental Visits:

Previously my dentist cleaned and checked my teeth, probing each one making sure there aren't any problem areas. Dr Founders only checked one area that looked suspicious on the x-rays.

The whole experience was great!! I will definitely be recommending them to everyone! The lobby was cozy, I really enjoyed the waterfall on the wall while she was cleaning my teeth very calming.

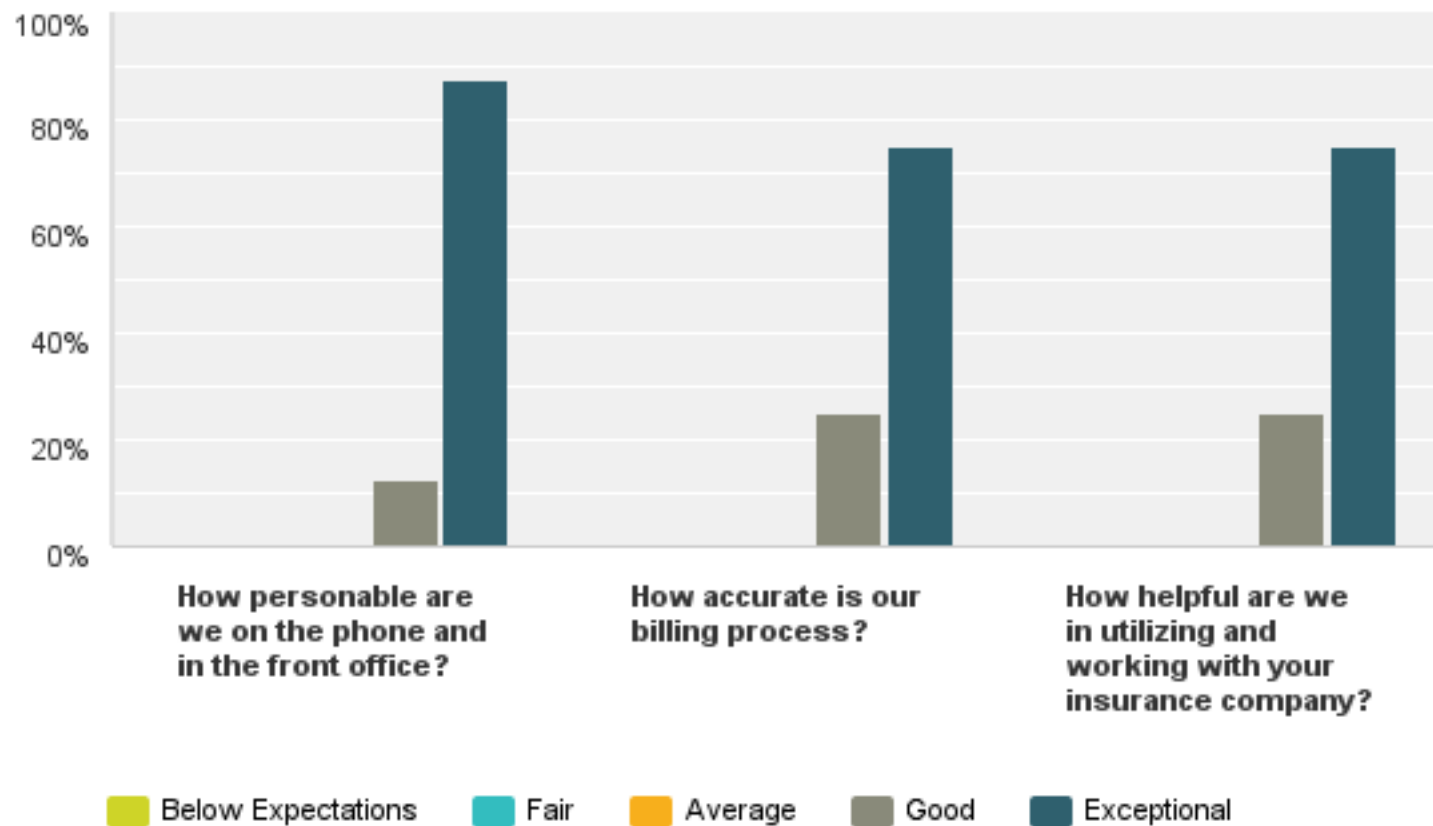
We like nurses. That always helps for me and when you bring kids in to get their teeth cleaned.

Everything was good!

Can I just say that I LOVE Dr. Flinders?! The nicest man around and talks to me in such a way that I feel that he cares about me. His assistant on the other hand was horrible!! It was some boy wearing scrubs that looked like he stole them from a homeless man! He wouldn't even talk to me, just watched my tv. His breath was rancid and, I know I'm a little judgmental, but I expect everyone at a dentist's office to have perfect teeth. Let's just say it looked like this guy came straight from the trailer park. I'm sorry I'm being so rude, but I really didn't feel comfortable around him and I felt like he didn't know what he was doing.

## Q6 Billing & Front Office

Answered: 8 Skipped: 1



Billing & Front Office

# Billing & Front Desk Comments:



Very friendly!

So far we haven't had any problems.

Everything was good!

I love the texts that I get to remind me of my appointments. The front desk ladies are just so cute to me and my boys! Thank you!

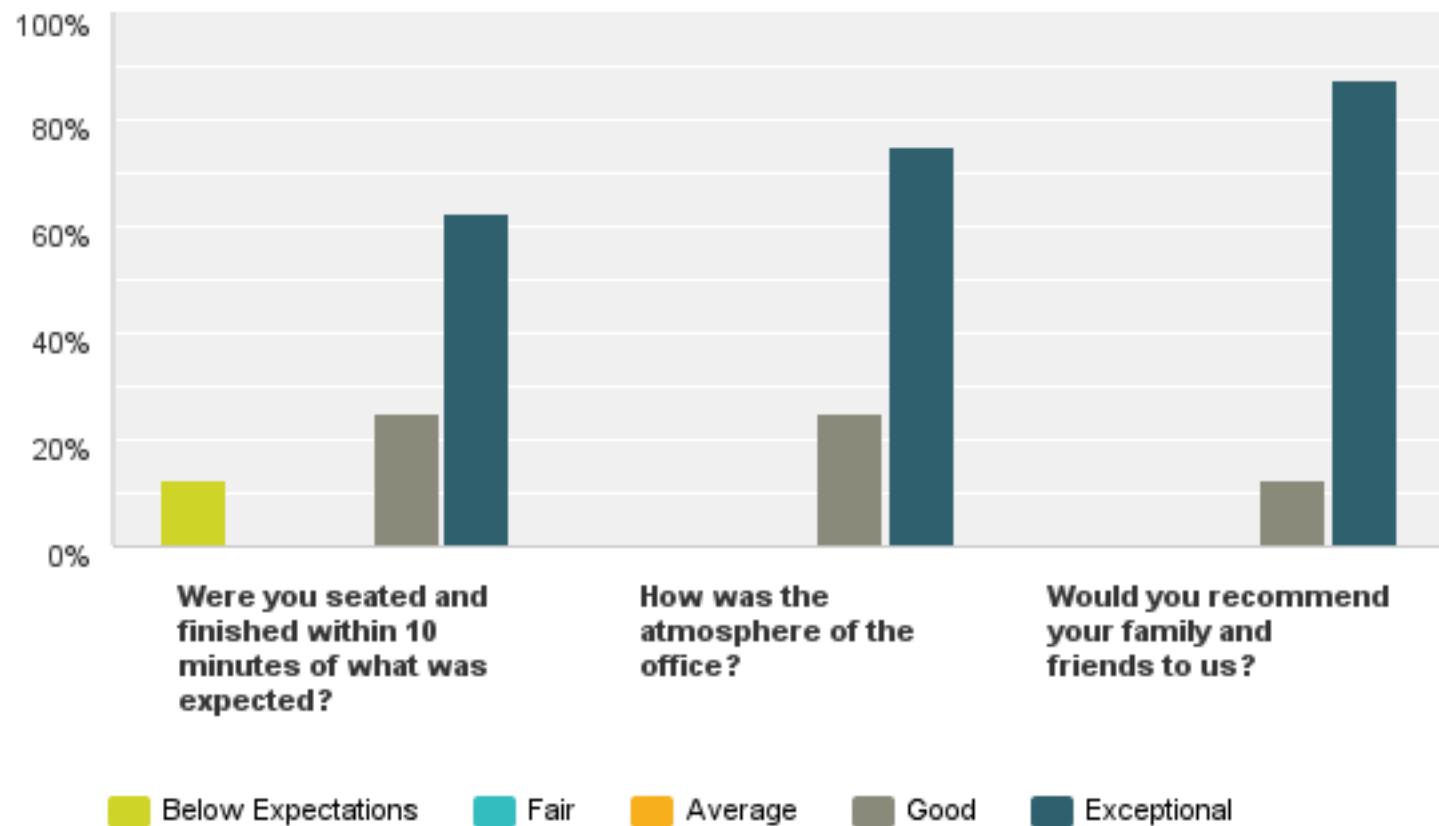
The person at the front desk is the person who sets the tone for the whole visit. And there are some wonderful people working there. We always have a great visit, but it starts with that first smile when we walk through the door.

Friendly, courteous and very fair.



## Q8 General Questions

Answered: 8 Skipped: 1



General Questions

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

- The exam seemed very thorough I don't remember the dentist checking each tooth for weaknesses in the fillings or enamel.
- The dentist was very nice! Overall I really enjoyed the experience. The dental hygienist gave me very good pointers to make my gums less sensitive, other dentists and hygienists have made me feel guilty for not flossing. I felt absolutely no guilt.
- We liked the service. We really liked the nurses. They were great.
- The level of care, and the genuine staff put my kids at ease, prior their procedures.
- I sat in the waiting room for quite some time. Luckily my boys were able to play in your play area, which I LOVE!! When the assistant came to get me, that hillbilly boy, I was thinking, "it's about dang time!" I think that's where my frustration with him started.
- Everyone is just very friendly and treats you like family. It's a wonderful atmosphere, and I'm just glad we get to experience it each time we go.

# How can we make your experience better?

- The headrest on my chair was uncomfortable as I was left laying down waiting for the dentist. Better to set me up and recline me again when the dentist is ready to see me.
- keep doing what you are doing!!
- At this moment I don't have anything I would like to change right now.
- Can't think of anything at the moment.
- I want a different assistant! If I get stuck with that same guy, I'm just going to reschedule for when he's not there.