



PATIENT SURVEYS

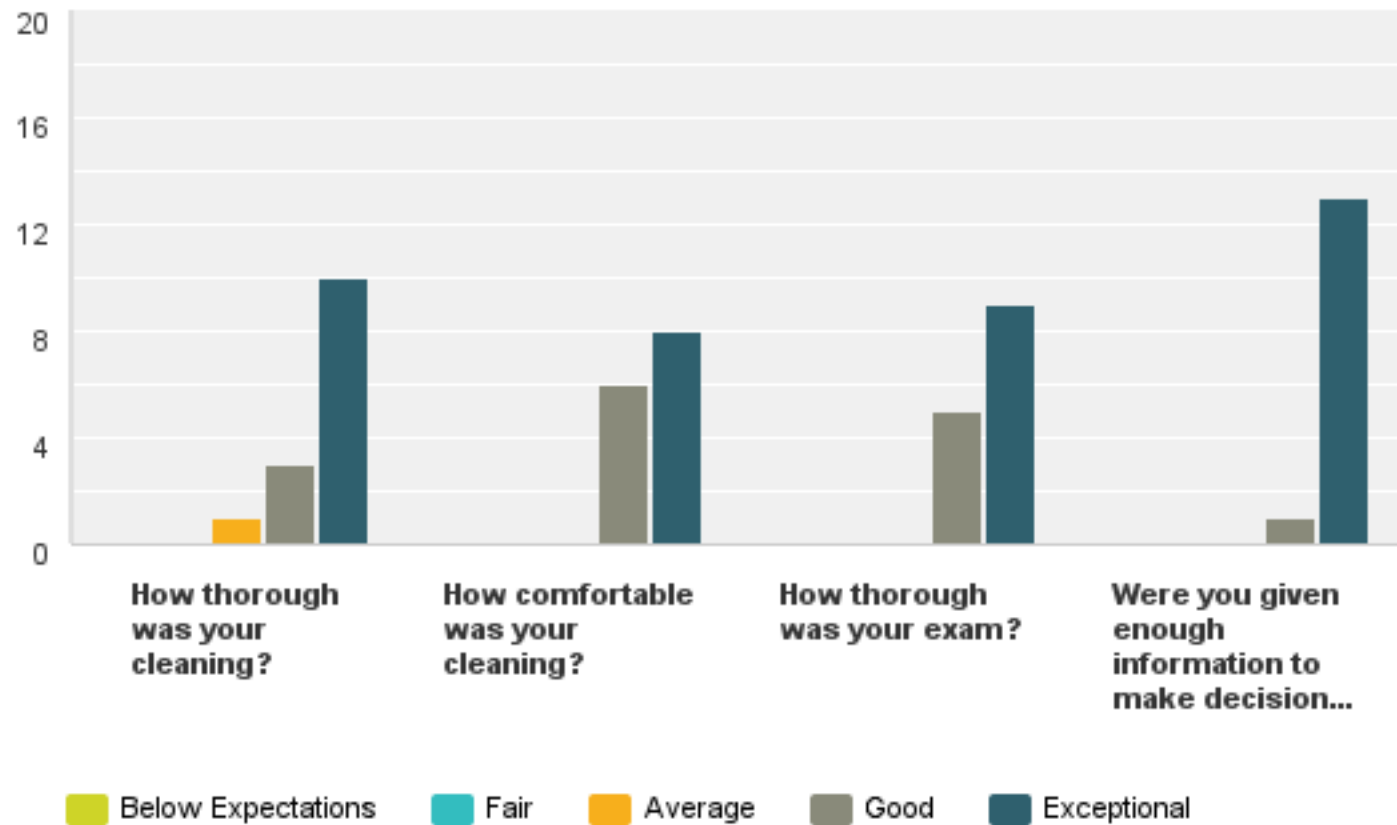
Springville – November 2015

What Do You Want Most From Us?

- ❑ clean teeth
- ❑ Comfortable and good experience for my kids
- ❑ Good & professional dental care
- ❑ great dental care
- ❑ To connect on a personal level.
- ❑ A caring well trained dental staff
- ❑ Great dental care and service
- ❑ Just care about the kids when they come in
- ❑ fast, accurate, pain free
- ❑ Dependable service
- ❑ Good dental care
- ❑ Great service & willing to help when having issues.
- ❑ Efficient dental care
- ❑ Help in keeping our teeth clean and healthy. Knowing the best ways to do that.
- ❑ Honesty
- ❑ To take care of my oral care as needed.

Q2 Cleaning Visits

Answered: 14 Skipped: 2



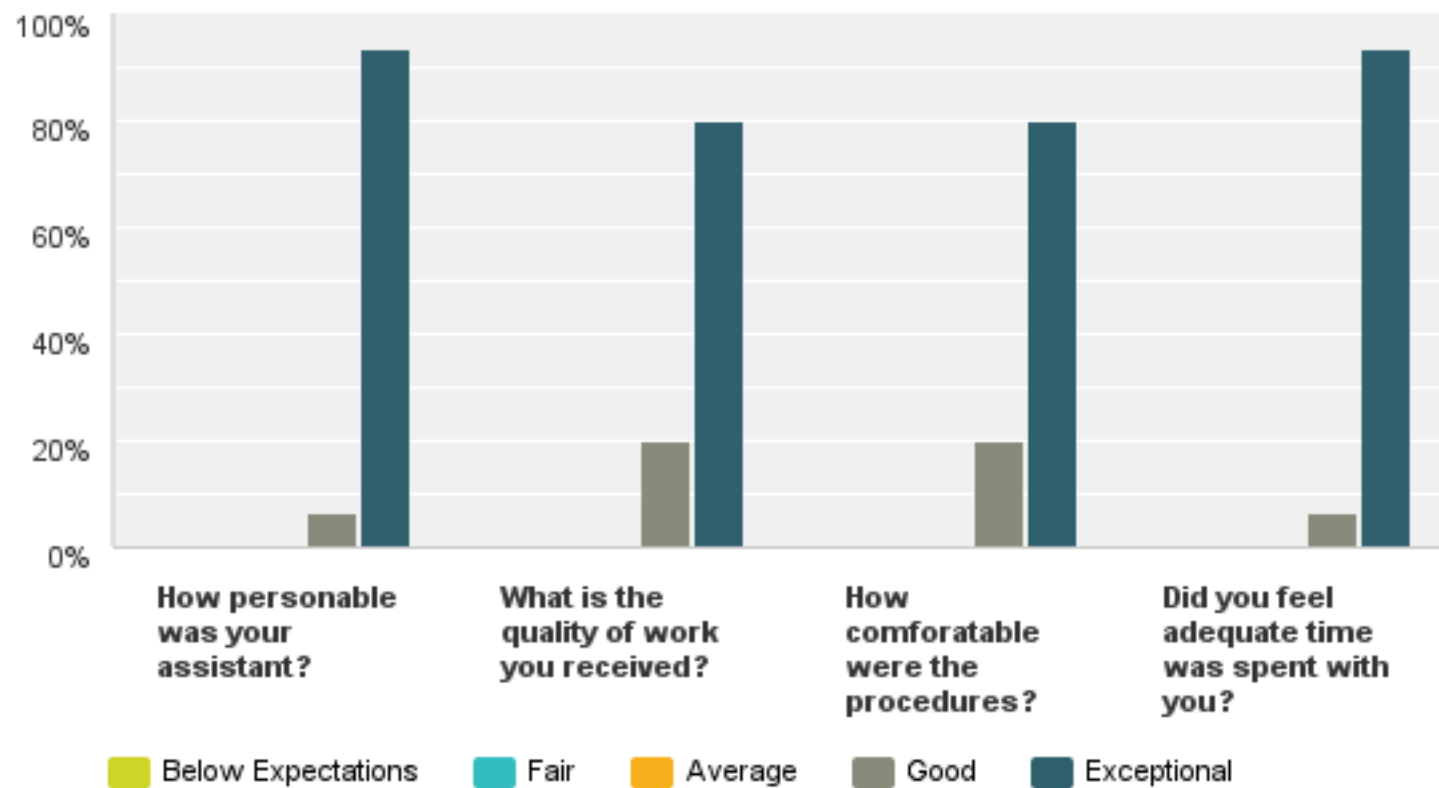
Cleaning Visits

Comments on Cleaning Visits:

- ❑ The staff who work on my children's teeth are very kind and patient. They make sure my kids are aware of what they are doing and make sure they are having a good experience.
- ❑ Not given choice of tooth paste. Not offered vibrating in chair.
- ❑ Very good, I will be back. I enjoyed my visit.
- ❑ The dental assistants were amazing with my kids! My one daughter has a ton of anxiety and the girl that was cleaning her teeth was amazing at explaining everything and was super patient.
- ❑ Kristin was very informative. we really like all of your staff.
- ❑ Very thorough and caring
- ❑ need to have a thick (foam) pillow. I usually bring my own if I can remember which is at best 50% of the time.
- ❑ I have not had my cleaning yet.
- ❑ I appreciate knowing when we are watching a tooth and why. I never feel like we are changing old fillings out just because it looks better, or filling things just because, as I've felt in other dentist offices.
- ❑ Absolutely love the hygienists!!
- ❑ Your technician did a great job.

Q4 Dentist Visits

Answered: 15 Skipped: 1



Dental Visits

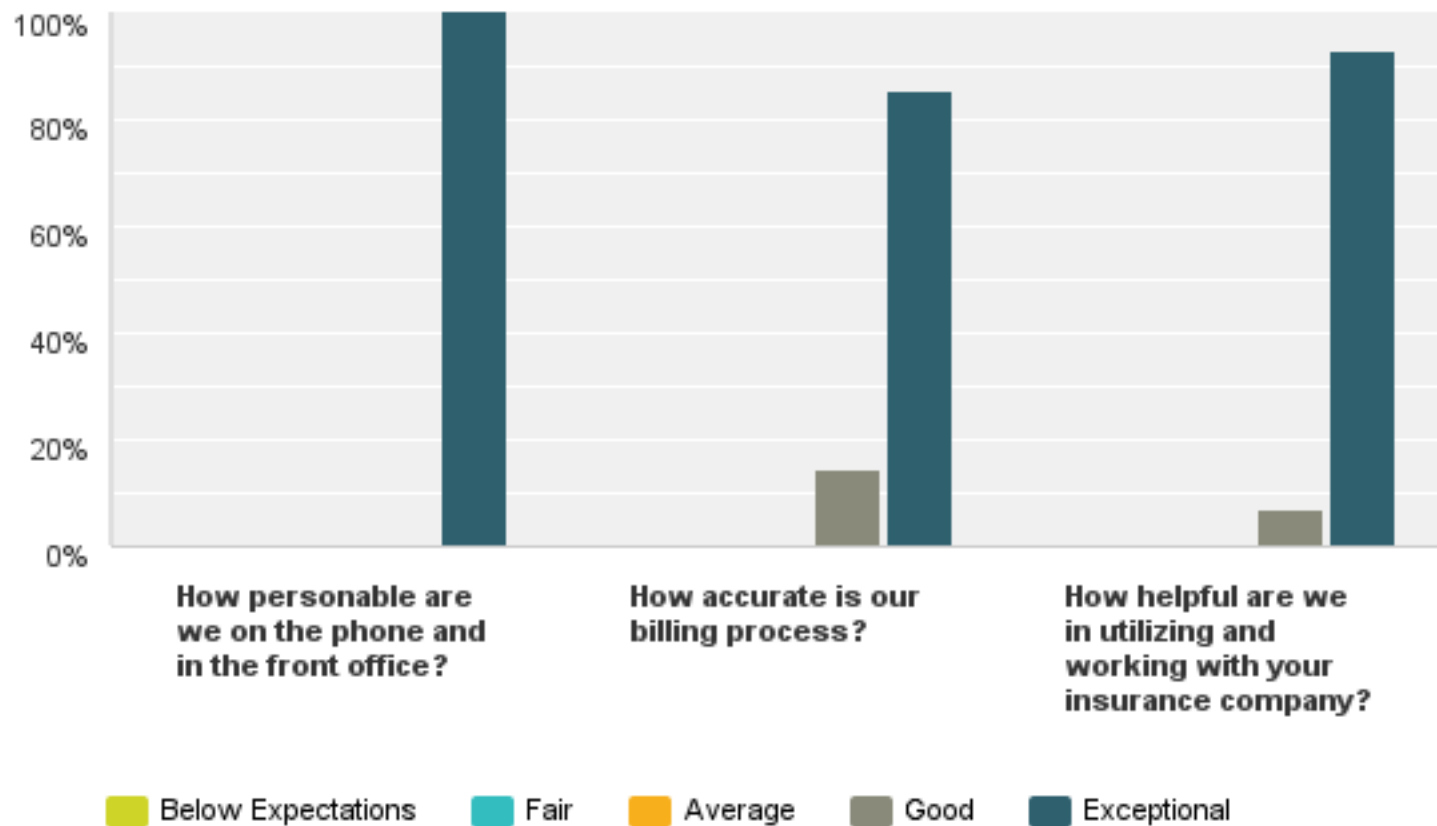
Comments on Dental Visits:



- I We love the staff!!
- The staff is amazing!
- Everyone was very caring and thorough
- I felt that everyone cared about me and the issues that i was having. Everyone was so willing to help and make me fill comfortable.
- Dr. Flinders and the whole staff and so personable and very, very nice!!
- Great

Q6 Billing & Front Office

Answered: 14 Skipped: 2



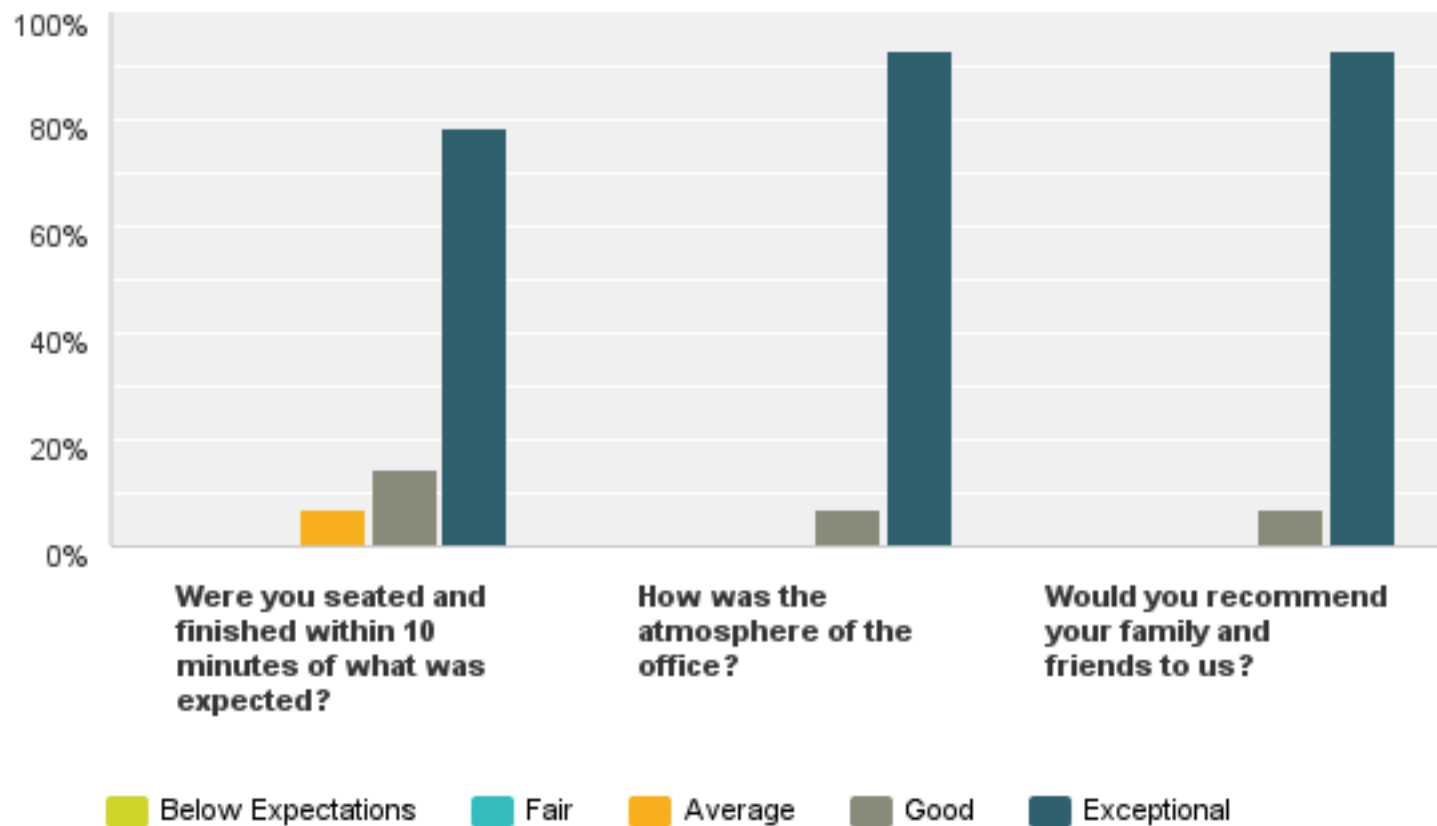
Billing & Front Office

Billing & Front Desk Comments:

- ❑ Friendly and considerate
- ❑ I was so thankful that they worked with me and having no insurance.
- ❑ They've have always be extremely helpful!!
- ❑ Good job.

Q8 General Questions

Answered: 14 Skipped: 2




General Questions

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

- All of the staff was amazing! The dental assistants were amazing, sweet and patient. Dr. Hyde was so sweet and patient with my kids. My kids had a great experience!
- I always have a great experience.
- there were 7 of us coming in. we had to adjust the order and one of them had to reschedule. your staff was very understanding and worked it all out smoothly.
- Made sure all of my concerns were taken care of in a very caring and professional way. Did as much as possible in one visit and listened to my concerns.
- My last crown was very excellent in solving my problem with food compaction.
- I appreciate how accommodating you are with me and my children. Always kind and helpful. You remember who we are and make us feel welcome. I appreciate the help with the "little" things... fixing a retainer wire, checking out teeth that are growing in weird, etc... My kids love coming to the dentist. I think that says a lot for your staff. Thanks for all you do for our family!
- Love the office, it's very warm and homie. Dr. Flinders and the whole staff are awesome at what they do and very personable!
- I was able to get through with time to spare to get me to my next appointment.

How can we make your experience better?

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- ☐ Keep doing what you're doing
 - ☐ I was pleased with my experience.
 - ☐ I don't think you can but thanks!