



## PATIENT SURVEYS

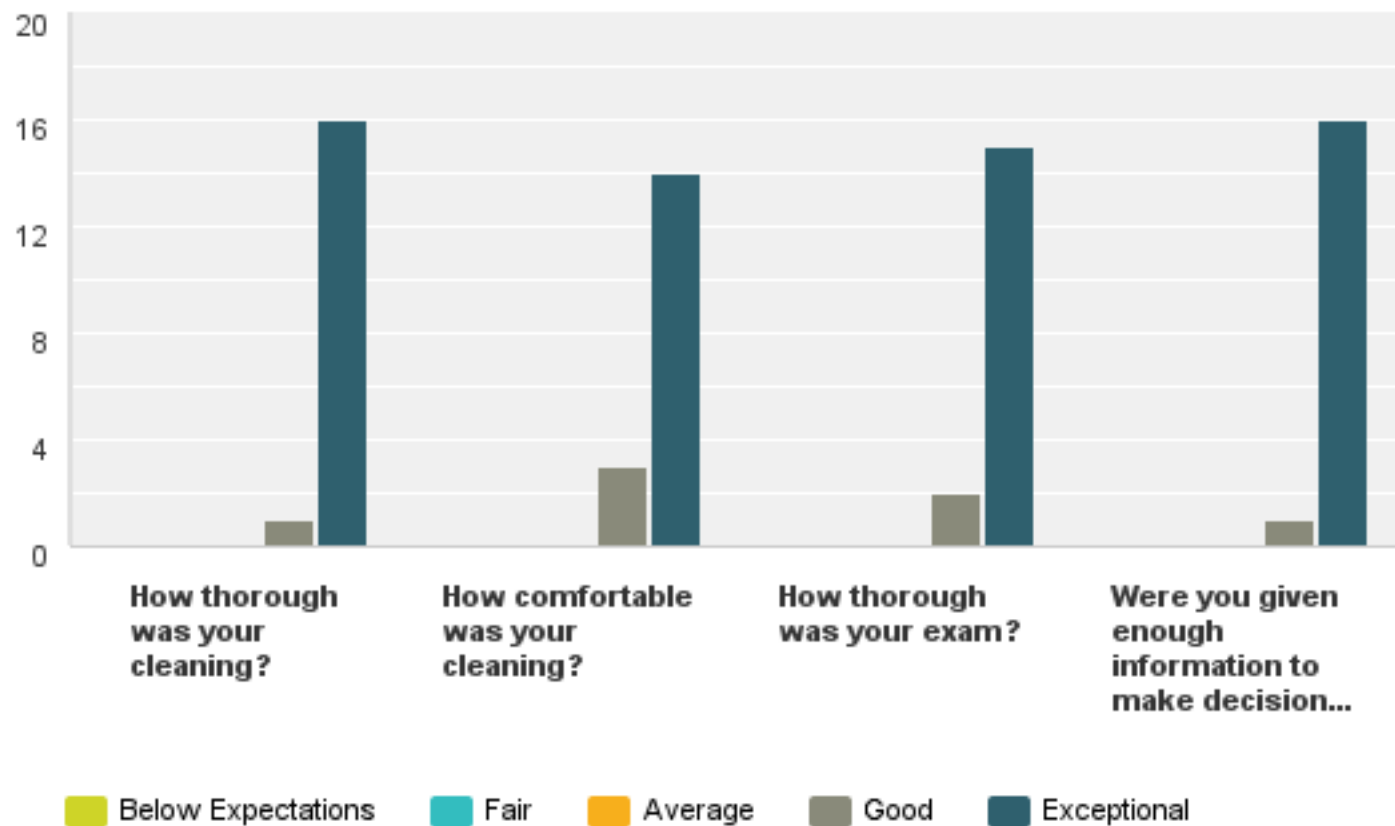
Springville – December 2015

# What Do You Want Most From Us?

- Good oral hygiene help, and maintenance.
- an efficient and friendly office staffed with dental professionals who do their job well leaving me and my family with healthy, attractive looking teeth.
- A good experience when I go to the dentist.
- Great dental care.
- Friendly and honest dental care
- FRIENDLINESS-KINDNESS-BE FAST LIKE DR. BAIRD IS
- Great care with affordable cost
- Good service which means no long waits, friendly staff, a good quality of care, and fair prices.
- To be made comfortable while getting any mouth pain dealt with while completely numb.
- Quality dental care to relieve cold sensitivity and a kid friendly visit!
- Excellent business practices: customer service, new technology, clean/wholesome environment, knowledgeable staff.
- Great service, timeliness, cost comparative
- your services are excellent
- Quality Dental Care
- A clean and friendly dental experience.
- Comfort. Feeling at ease at the dentist, is so important to me. Which you guys have done a fantastic job at.
- On time, good service, fair pricing
- More availabilities

## Q2 Cleaning Visits

Answered: 17 Skipped: 1



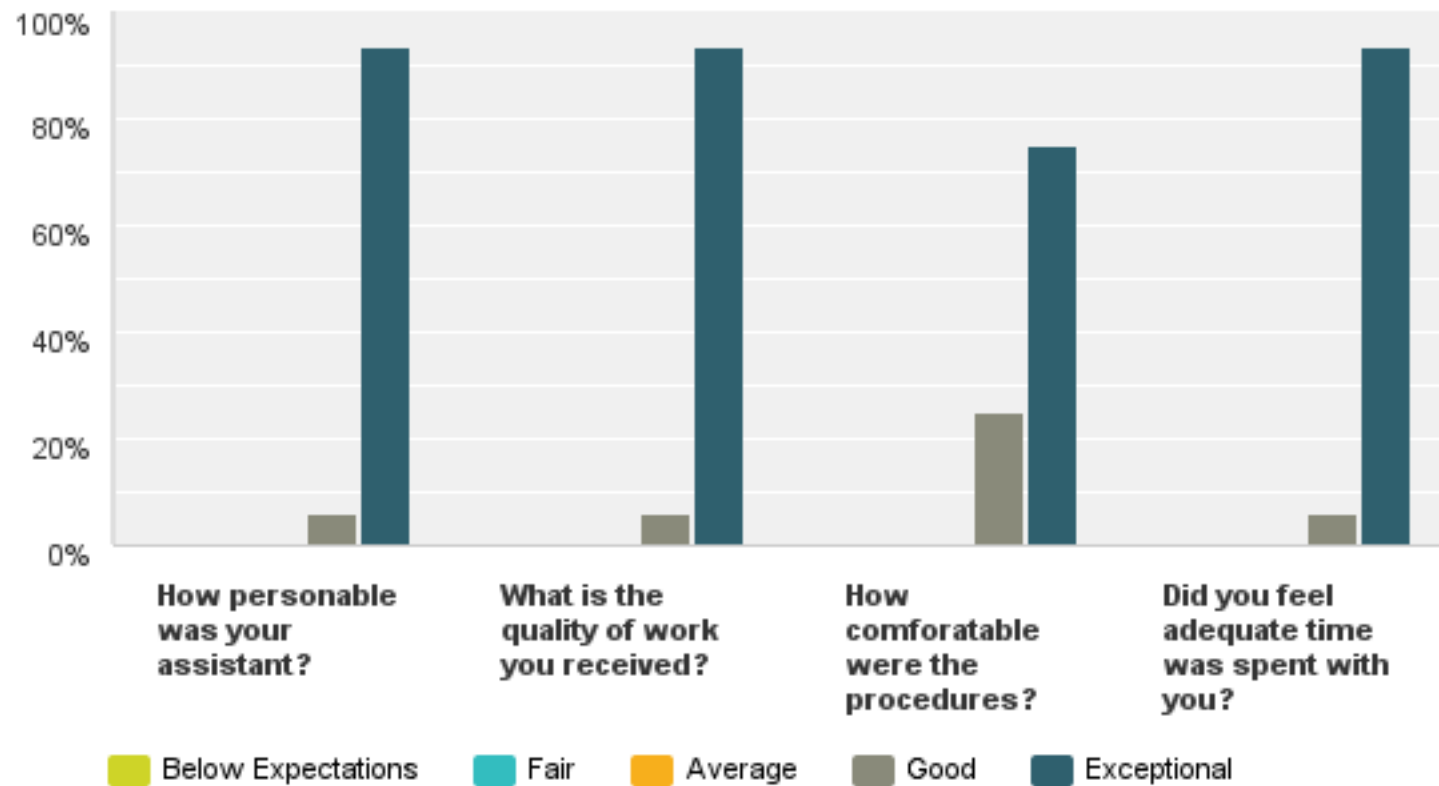
Cleaning Visits

# Comments on Cleaning Visits:

- ❑ No cleaning was performed today, it was just a preliminary exam on what will need to be done, moving forward.
- ❑ My hygienist makes me feel at ease every time. I have never had a bad experience with her.
- ❑ PERFECT
- ❑ The dental chairs do not fit my body type and I had to get up because I was getting uncomfortable. That is what happens when we get old. The dental hygienist was exceptional and the cleaning and exam was well done.
- ❑ The assistants were great and very helpful when they knew I had cold sensitivity. The front desk staff were super friendly and patient when my 2-year old would go back and forth to the play area and my room. Super impressed and so glad I got to switch dentists to your office!!
- ❑ Fairly fast and efficient.
- ❑ Always thorough cleanings and amazing staff!
- ❑ The hygienist was very nice and did an excellent job.
- ❑ The staff was excellent! Very good at there job, friendly and kind.

## Q4 Dentist Visits

Answered: 16 Skipped: 2



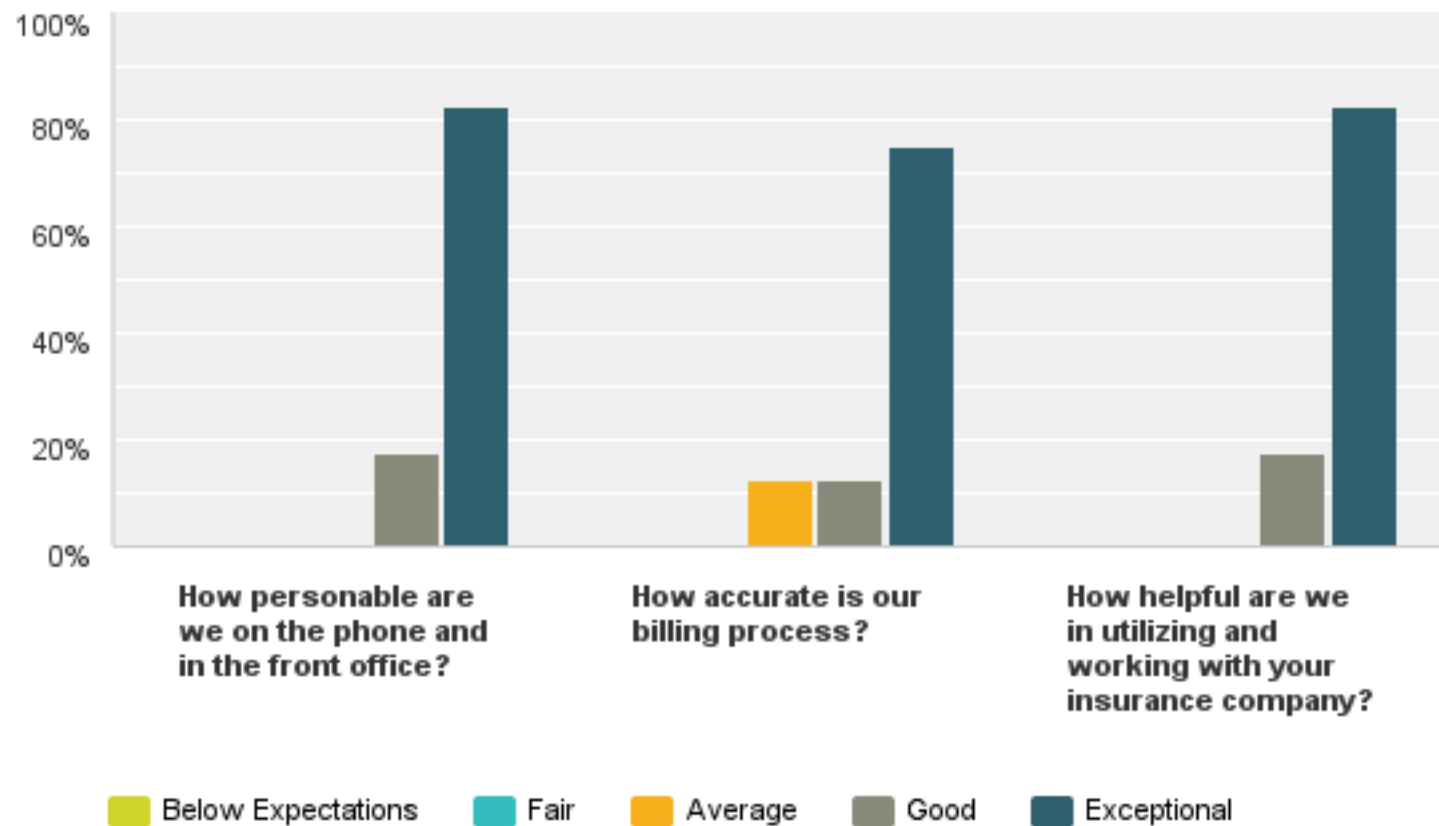
Dental Visits

# Comments on Dental Visits:

- Great atmosphere overall. I felt at ease and comfortable with what was being explained to me.
- work done not really applicable. just cleaning and exam. treatment plan made. seemed thorough
- AGAIN PERFECT
- The dentists were friendly and very informative!
- In and out
- I love the way Dr. Flinders has with his patients. Tells what he's going to do and makes sure you're comfortable with the procedure.
- This dentist always does an excellent job.

## Q6 Billing & Front Office

Answered: 17 Skipped: 1



Billing & Front Office

# Billing & Front Desk Comments:

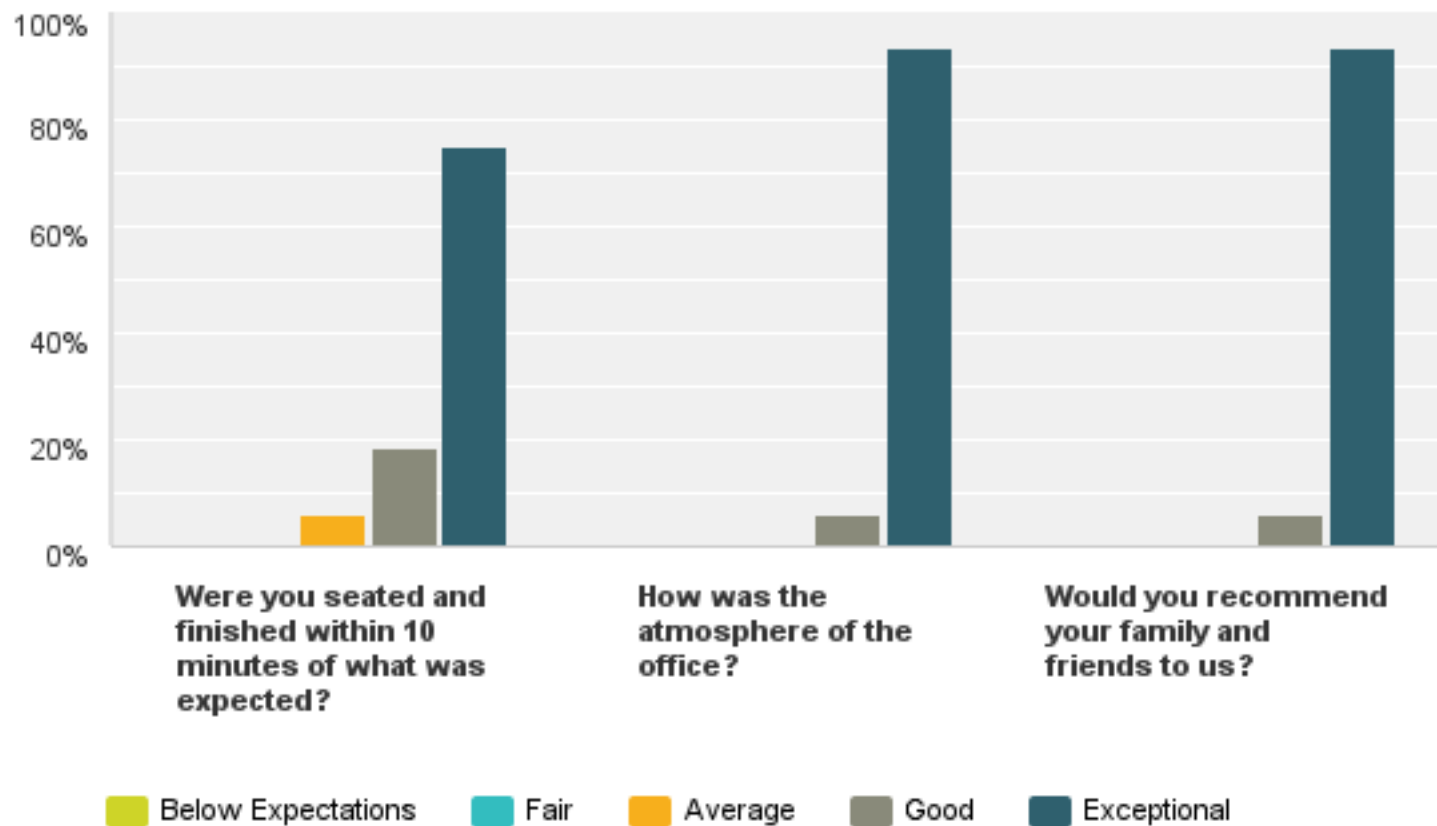


- ❑ So far so good!
- ❑ reason why we changed dentists was new insurance, everything seemed to be handled seamlessly and my treatment plan reflects adjustments that help me know when I can afford the work.
- ❑ Super friendly and great to deal with
- ❑ Friendly and thorough.
- ❑ Very helpful and knowledgeable with the insurance billing.
- ❑ Great service



## Q8 General Questions

Answered: 16 Skipped: 2



General Questions

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

- Great people! Very friendly and personable!
- LOVE THEM
- Everyone from Amberlie who I made the appointment with, to everyone at the dental office were very nice and expressed genuine care about my issues. Even for my next visit!
- Helped restore my belief in the dental process again! I have very sensitive teeth and always left cleanings in pain. My hygienist was very conscientious of that and adjusted her technique so I wasn't in pain.
- N/A
- Again, everyone is very personable and caring.
- They were all excellent
- The hygienist that cleaned my teeth did the best job I've ever had! Thank you!

# How can we make your experience better?

- So far so good!
- SERVE PIZZA
- The only way for me that it would be better is if you did sedation but the hygienist said that you can give me valium and nitrous oxide so hopefully that will work!
- Just keep being great!
- N/A
- It's wonderful as it is!
- Nothing I can think of