




PATIENT SURVEYS

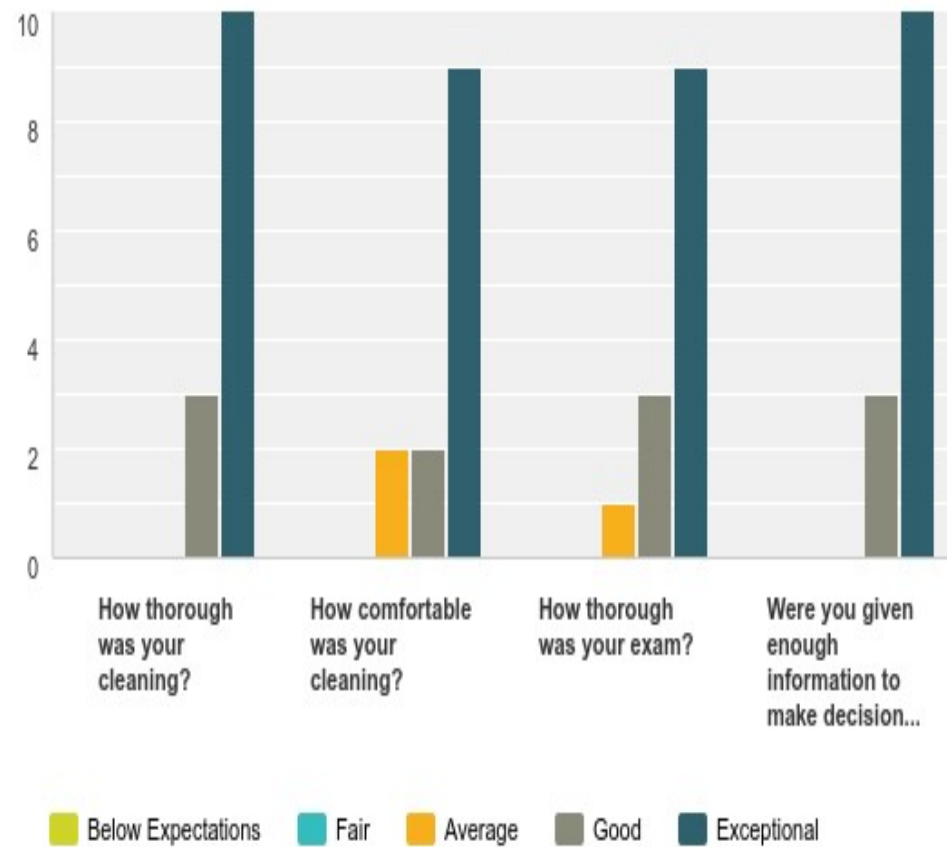
Springville – May 2017

What Do You Want Most From Us?

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- ☐ To effectively clean and exam my dental health. To communicate with me about my teeth's current status, what I am doing well, and what can improve.
 - ☐ Healthy teeth
 - ☐ Clean teeth and check ups
 - ☐ Honest and quality service.
 - ☐ good professional service
 - ☐ Good service
 - ☐ Gentle kind service especially for my son.
 - ☐ Good work and fair prices.
 - ☐ I want most to be as comfortable as possible.
 - ☐ Flexible scheduling
 - ☐ Affordable dental care
 - ☐ Competent and good service.
 - ☐ Good care
 - ☐ friendly, quality service

Q2 Cleaning Visits

Answered: 13 Skipped: 1



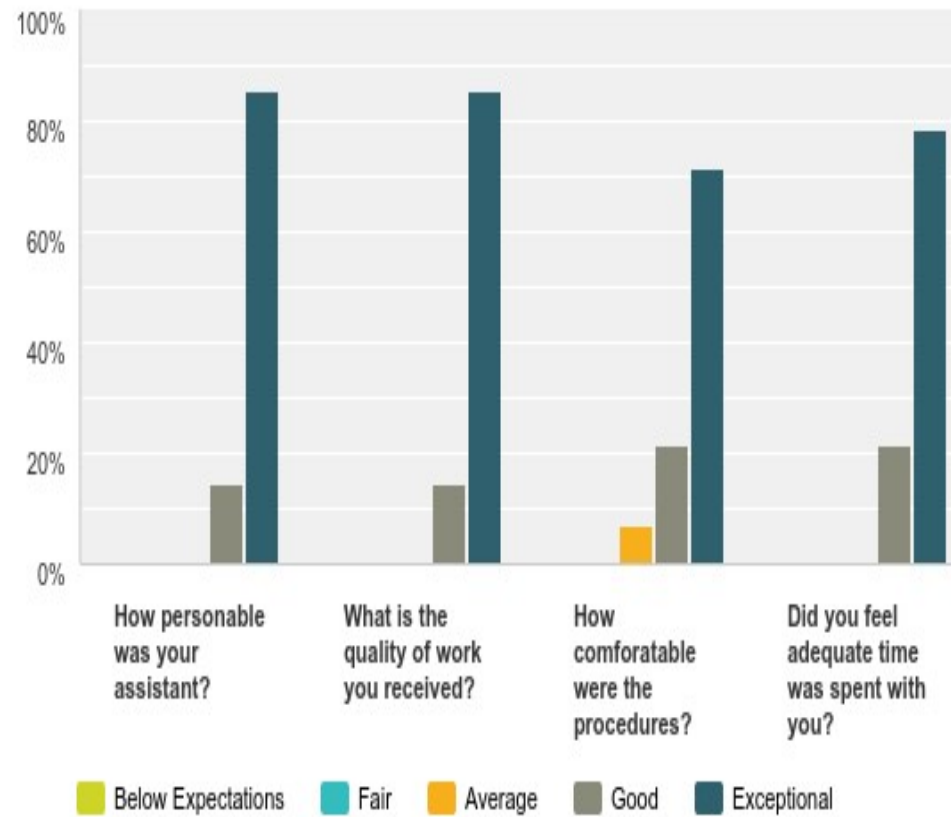
Cleaning Visits

Comments on Cleaning Visits:

- ☐ There was an area of my mouth that was uncomfortable when it was being cleaned. It hurt, but aside from that it went well.
- ☐ I appreciate that I'm shown problem areas on the x-rays and that we can sometimes watch certain teeth for a visit or 2 and not just jump into treatment. I appreciate how positive everyone is about how we take care of our teeth. I don't do well with flossing for myself or my kids. I am grateful for the kind reminders without making me feel worse about my mothering. :)
- ☐ Very happy with you guys! Thanks!
- ☐ very careful
- ☐ Didn't have cleaning done today but did have it done two weeks ago.
- ☐ good job

Q4 Dentist Visits

Answered: 14 Skipped: 0



Dental Visits

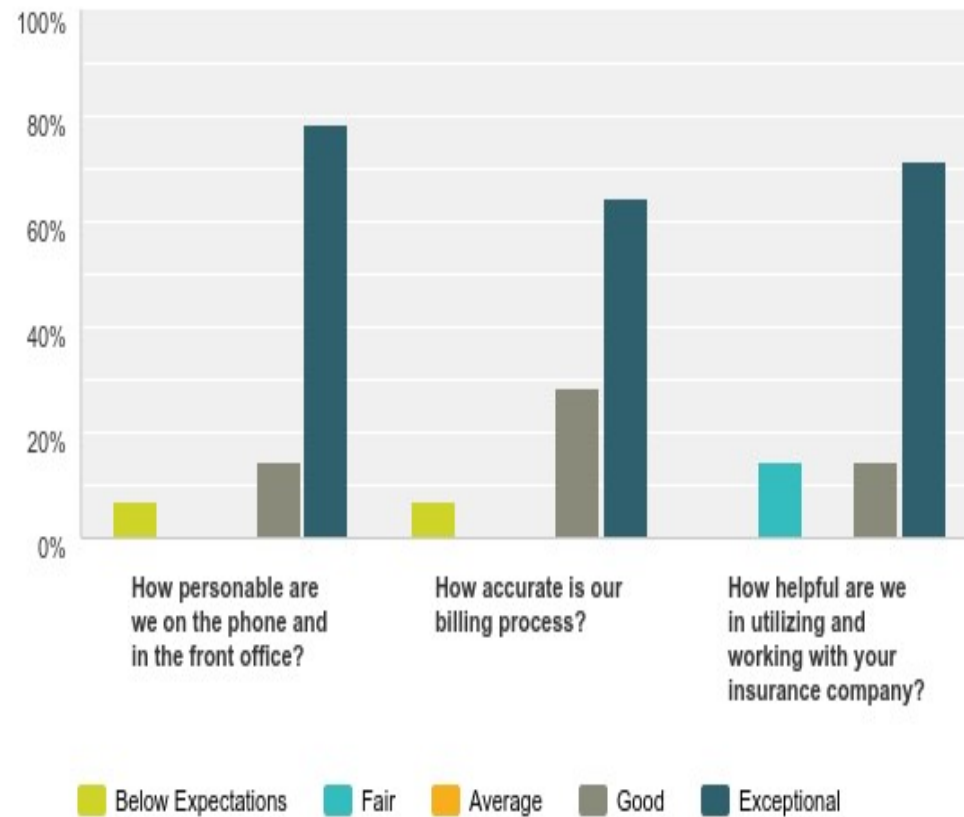
Comments on Dental Visits:



- ❑ I was very happy with the hygienist. She was very patient and friendly with my son. He asked a lot of questions and she took the time to answer them until he understood
- ❑ I appreciate the quality of care I receive from you.
- ❑ Always provides good information and responds very well to questions.

Q6 Billing & Front Office

Answered: 14 Skipped: 0



Billing & Front Office

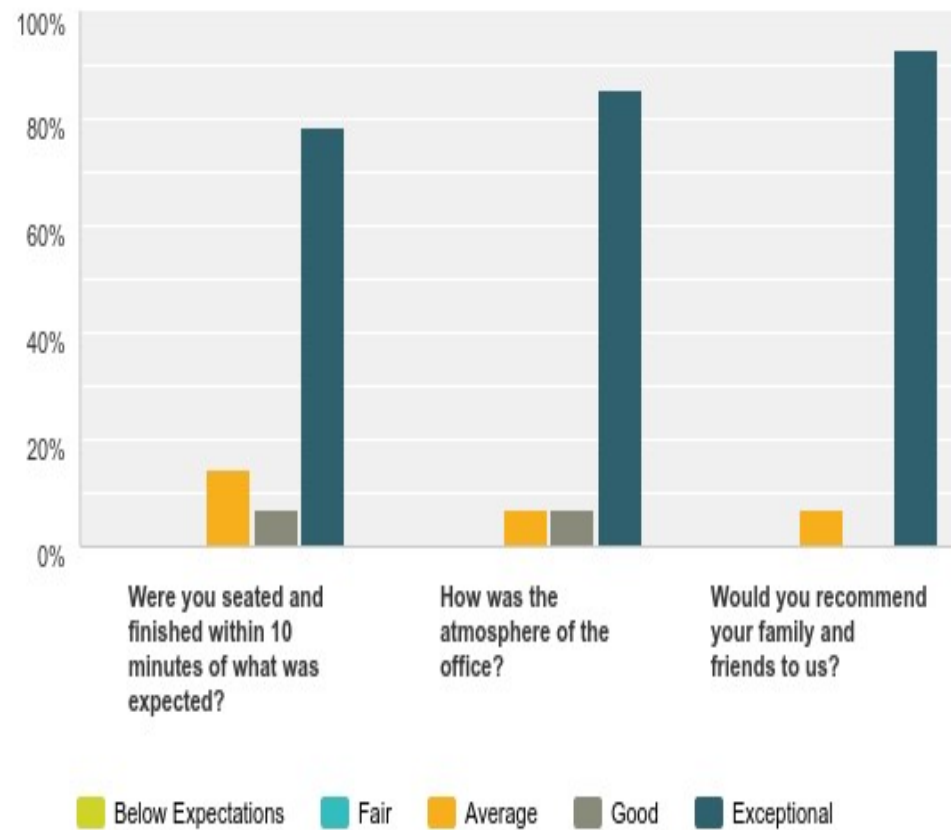
Billing & Front Desk Comments:



- ❑ I had to call numerous times because I got hung up on over and over. When I did talk to someone, they told me both my insurances were accepted. When I arrived for the appointment, I was told only 1 was accepted. By the end of the visit, they told me again, that both were accepted but I was still charged out of pocket, which I shouldn't have been. Both my insurances should have covered it. They wouldn't even look into it. I just paid so I could leave
- ❑ Thank you for working with me on my bill.

Q8 General Questions

Answered: 14 Skipped: 0



General Questions

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

- ☐ The team is doing great work overall!
- ☐ They are the best!
- ☐ We've always had hygienists that are great with our kids in making it a good experience for them in coming to the dentist. Dr. Flinders is always so personable, knowledgeable and kind with us as well. We appreciate having a great dentist office to come to. Thanks!
- ☐ I recommend your office to anyone that asks!
- ☐ great Dentist in Dr. Flinders
- ☐ Dr Flinders is awesome, great dentist and very kind man.
- ☐ I get very anxious when going to the dentist. This was by far the best experience I've had. The TV was a good distraction from my fears. The doctor made me feel as comfortable as possible and told me just what he was going to do. He checked carefully to make sure I was numb before filling my cavity. The numbing shots were the least painful I've experienced as well. Great staff!
- ☐ good team

How can we make your experience better?



- I can't even imagine how
- I don't need quite so many reminders of my appointments. Either call or email is great. Both is a little much.
- Nothing besides getting my appointment started on time.
- Can't think of anything you are already doing a great job.
- It would be nice if you could have slightly later or earlier hours some days for more flexible scheduling.