



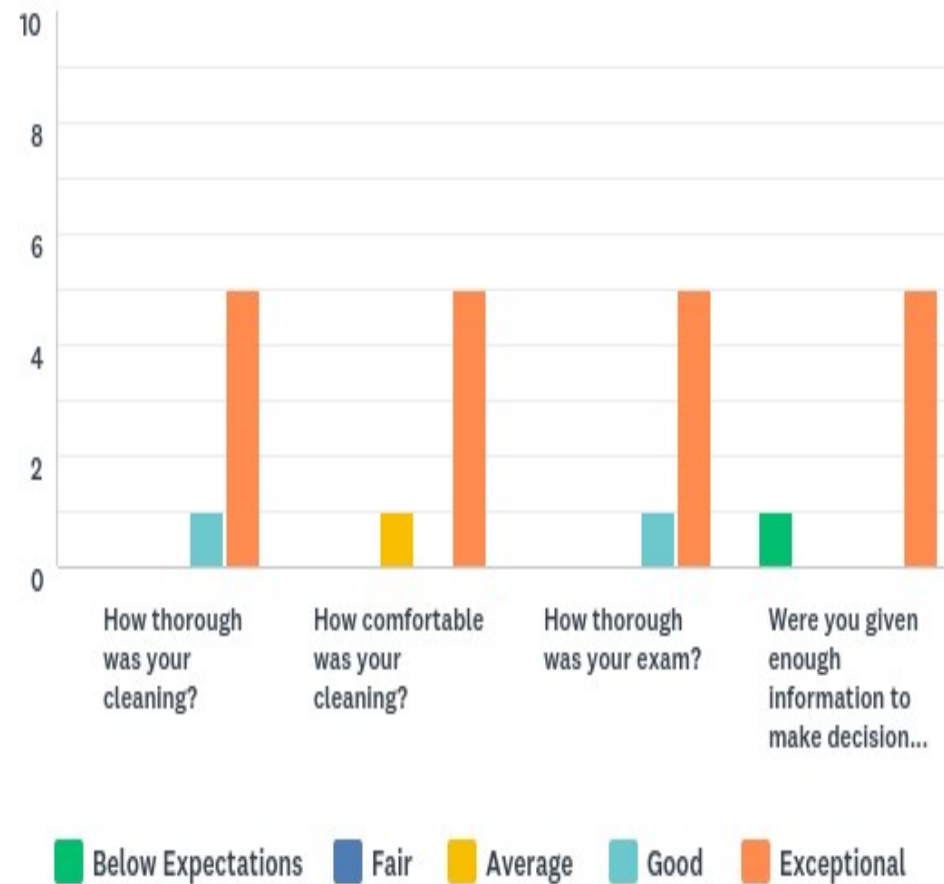
PATIENT SURVEYS

Springville – May 2018

What Do You Want Most From Us?

- Excellent care for my teeth
- Clean teeth.
- Kindness and great service, you're doing an excellent job!
- To get a dental implant, teeth cleaned, teeth fixed
- To work well with my family and be on time

Q2 Cleaning Visits



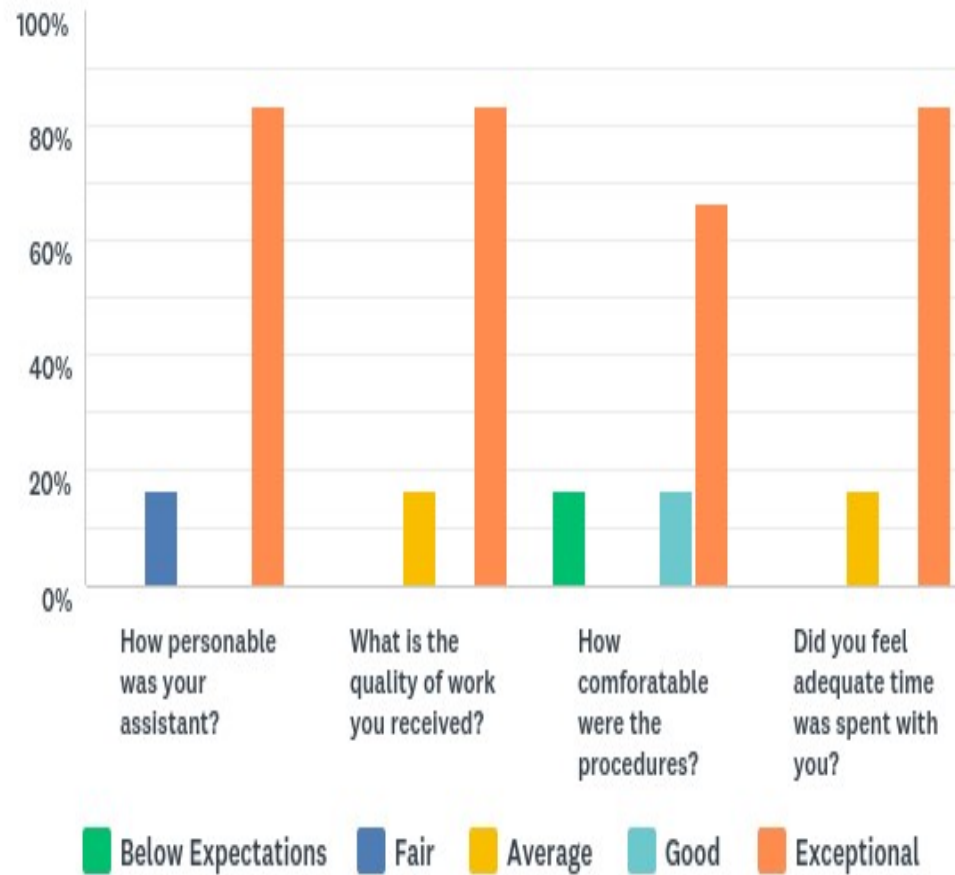
Cleaning Visits

Comments on Cleaning Visits:



- In my chart it specifies to use the ultrasonic cleaning tools instead of the hand tools. The hygienist that I had most recently didn't want to find a working ultrasonic machine and used hand tools instead. I think it bothered me most that she didn't ask if I would be ok with using the hand tools this one time. She made the decision for me.
- My oral hygienist is awesome and she not only is very competent but very careful with some of my teeth that are sensitive.
- Pleasant and enjoyable.

Q4 Dentist Visits

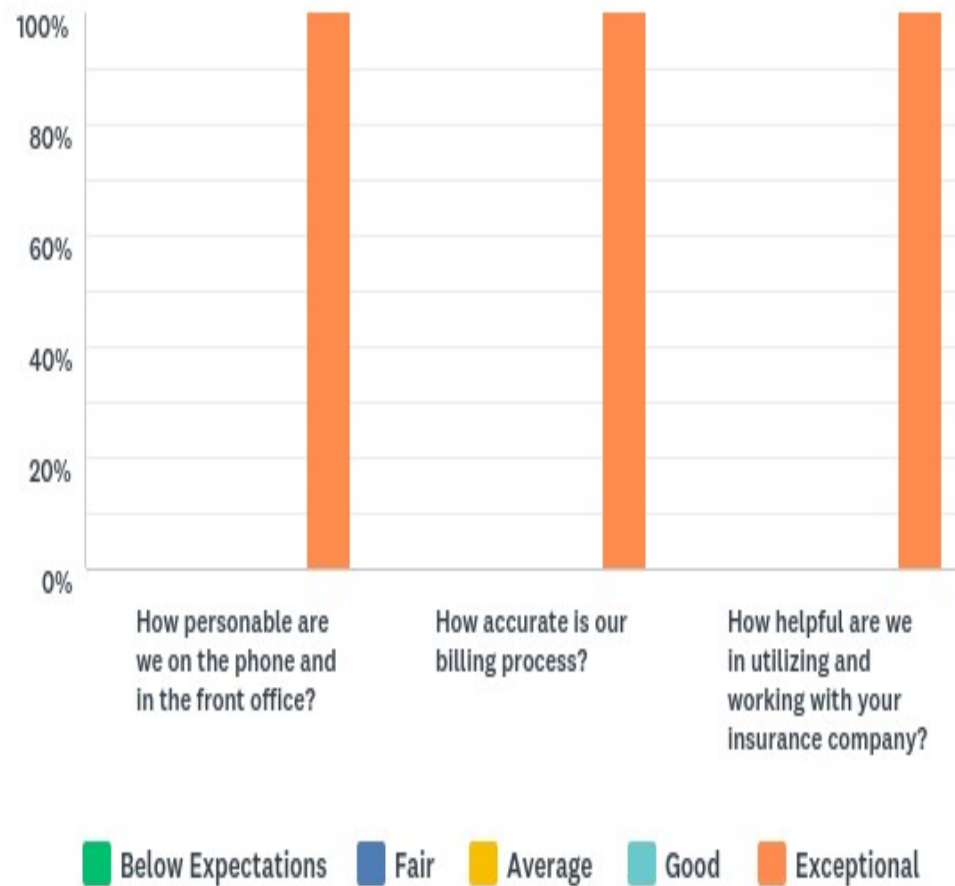


Dental Visits

Comments on Dental Visits:

- Recently my 3 year old son came in to get some fillings filled. This was not his first or even second time, unfortunately. My son usually does really well, and up to this point enjoyed getting cavities filled. My son did really well in the beginning, but started to get more and more nervous as the procedure went on, and so did I to be honest with you. My son kept shaking, and making movements that he was in pain. Dr. Glenn was the dentist we had that day and he did very little to help ease my sons fears or give some sort of signal that he had everything under control. I had to ask Dr. Glenn to please stop for a minute so that I could calm my son down. My son mentioned that he couldn't see the TV, but when the dentist left after the procedure my son told me he was nervous. I've never had an experience like that with any of my other 3 kids, and I hope that I never do. Dr. Glenn could improve by talking to his younger patients about what he is doing and continually checking to make sure they are comfortable and not scared. In all honesty if it wasn't for Dr. Flinders, who we normally see, we would be finding another dentist.
- Dr Flinders is amazing- so glad he has been my dentist for years.
- The Comfort level of the procedure was not due to any person, just the fact that getting things worked on in your mouth is not especially comfortable.

Q6 Billing & Front Office



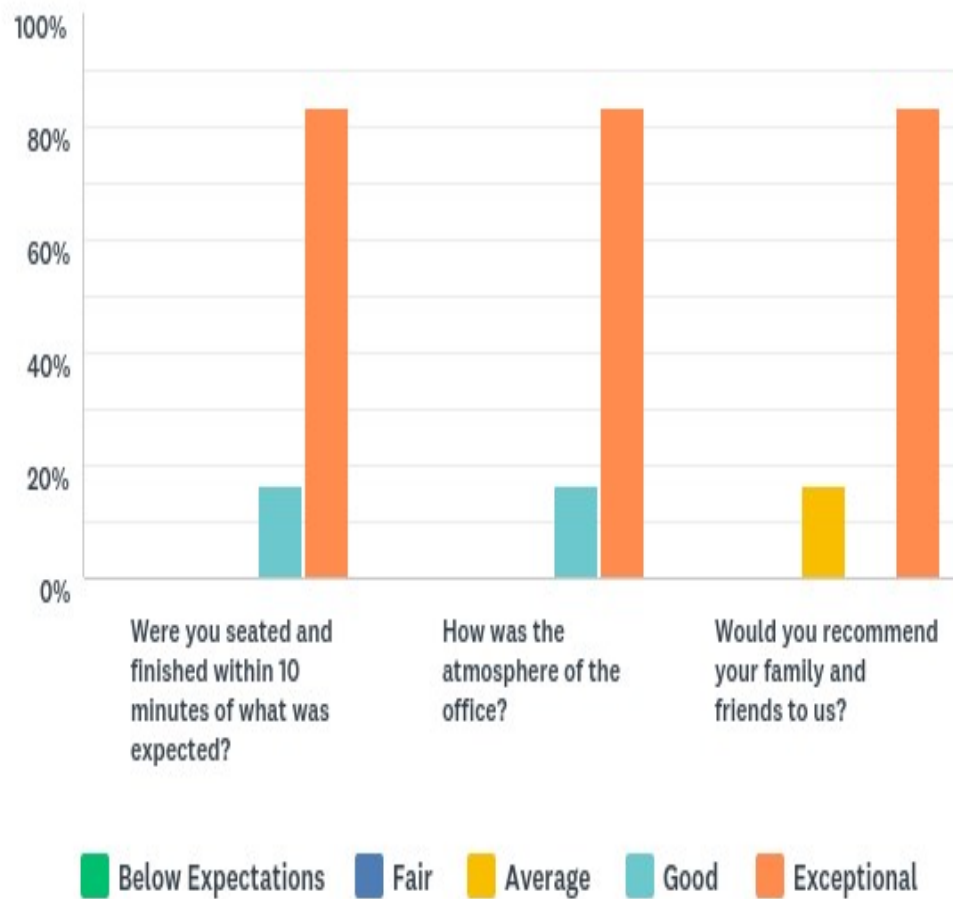
Billing & Front Office

Billing & Front Desk Comments:



- ❑ They are great and always willing to help.
- ❑ I appreciate what a great job the office staff does in working with me and my insurance to get everything done with the least cost to me as we work around calendar dates and deadlines.
- ❑ Top notch! I'm very impressed!!
- ❑ You guys have worked well with us, even when our insurance has not. Thank you

Q8 General Questions



General Questions

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

- We have always had great experiences with the hygienist Christine. She has helped my two youngest get comfortable coming to the dentist and getting their teeth cleaned. She has never mom-shamed me for the condition of my kids teeth or lectured me on what I should or should not be doing. She is supportive and very helpful. I can not say enough good things about Dr. Flinders. He is a great dentist and takes the time to get to know you and your family and cares what is going on. He called me back on a Sunday when I had a toothache and reassured me that he would squeeze me in the next day and try to help my tooth feel better faster. He has a calm countenance and my kids love coming to see him.
- Doctors and staffs are already great.
- Today when I walked in I was greeted by name- didn't have to give it. I was promptly taken back.
- Everyone is friendly and kind- even enthusiastic. Clearly they like working together and the atmosphere in the office is a great one- which spills over into the care they can provide their patients.
- The entire staff was extremely friendly and made me feel very comfortable. Thank you very much.

How can we make your experience better?



- ❑ When scheduling someone to come back to get work done either ask who they would like to see, or let them know who they are scheduled with. It's not a fun surprise when you get scheduled with someone you are not comfortable with.
- ❑ Make it free? just kidding... I really don't know how you can make it better- you are the best dentist office I have ever been to- and I have moved a lot.