

## Survey Master 3.28.11

### Patient Survey

*In an effort to continually provide you with the dental care and personal service you deserve, we ask that you take a few minutes to complete the following survey and check all that apply. Thank you for your time.*

### About Your Appointment

1. Where did you originally hear about our office?
  - Friend or family
  - Newspaper or Magazine
  - Website
  - Doctor's referral
  - Yellow Pages
  - Signage/drive by
  - Other (please explain) \_\_\_\_\_
2. What brought you to our practice?
  - Routine Cleaning and Exam
  - Emergency
  - Scheduled Treatment
3. Why did you originally choose this practice for your dental care?
  - Advanced training
  - Reputation
  - Doctor's referral
  - Technology
  - Variety of dental services
  - Cost
  - Team member
  - Location
  - Other (please explain) \_\_\_\_\_
4. When I called the office:
  - You picked up right away
  - I got a busy signal
  - I was put on hold
  - I got an answering service
5. The person who answered was:
  - Cheerful and professional
  - Able to answer all my questions
  - Impatient
  - Unable to help me
6. When scheduling my appointment:
  - I was appointed at a time that was convenient to me
  - I had an emergency and I was seen right away
  - I had to take whatever was available
  - You were booked for weeks and weeks

7. When I arrived:
  - The office was easy to find and parking was plentiful
  - I got lost/directions were confusing
  - Your staff was friendly and welcoming
  - I felt ignored
8. How long did you sit before you were seated for treatment?
  - I was seen right away
  - The wait was short – less than 10 minutes
  - It was longer than expected but I was informed how long it would be
  - It wasn't your fault, I was late
  - I waited forever and it was very irritating

**About your treatment:**

9. I saw:
  - Doctor \_\_\_\_\_
  - Hygienist \_\_\_\_\_
10. The office and treatment room were:
  - Spotless
  - Warm and comfortable
  - It seemed shabby and outdated
  - I was too hot/cold
11. The hygienist: (if applicable)
  - Answered all my questions
  - Seemed to really listen and care
  - Was professional and helpful
  - Did everything to make me comfortable
  - Was a little rough
  - Lectured me
  - Raced through treatment
12. The doctor: (if applicable)
  - Was professional and pleasant
  - Was gentle and concerned about my comfort
  - Seems interested in people, not just patients
  - Explained all of my options for care
  - Explained everything they were doing during any treatment
  - Was a little rough
  - Didn't seem to listen to my questions and concerns
13. The doctor and this office:
  - Keep up with what's new
  - Likes to try out new treatments
  - Involves me in my own treatment
  - Seems a little old fashioned
  - I have no way of knowing how good he is
14. The technology in this office is:
  - Really advanced – I'm impressed!
  - About average with most offices

- Outdated
- Non-existent

### Value for my Care/Financial Matters

15. Dental charges may vary depending on the amount of time it takes the dentist to do the procedure, the materials needed to restore the teeth, or the level of advanced training necessary to complete the work.
- I felt like I got my money's worth today
  - This was just another dental visit – could have gotten the same work at any office for less money
  - I felt taken advantage of
16. About financial matters:
- My fees and payments were thoroughly discussed prior to today's visit
  - I was offered assistance with filing/processing my insurance
  - I was confused about my obligation
  - Your approach was kind and understanding of my situation
  - I felt like I was surprised by the finances related to today's visit
17. About my insurance:
- You made it easy to file my claim
  - The team was very helpful explaining my coverage
  - No one could help me understand my coverage
  - You don't participate in my plan but I love coming here so it doesn't matter
  - You don't participate in my plan and it's making me think about finding a new dentist

### Coming Back

18. My most common reason for *not* going to the dentist is:
- I don't like the dentist
  - Fear of pain
  - Cost of care
  - Location/Transportation
  - There is nothing wrong with my teeth
19. Would you recommend us to a friend?  
Yes    No
20. Are you aware that we are accepting new patients?  
Yes    No
21. One of the things I like best about your office is:
22. However, you could improve on:
23. We offer a wide range of dental care to serve all your oral health needs. Please check any services you were **NOT** aware that we provided.
- Regular Exams, Cleanings & Check-Ups
  - Periodontal Care
  - Sealants
  - Fluoride
  - Metal-Free Fillings & Restorations
  - Crowns

- Bridges
- Dentures
- Root Canal Therapy
- Dental Implants
- Sedation Dentistry
- Smile Whitening
- Smile Makeover
- Porcelain Veneers
- Cosmetic Bonding
- Gum Contouring
- TMJ Treatment