

PATIENT SURVEY

Below is the original survey that your patient submitted.

 An alert was generated for this option

RESPONDENT INFORMATION

Patient Name: Sterbins, Lisa (

Invite Sent:

Jan 16, 2011 10:00 AM

Response Received:

Jan 24, 2011 10:50 AM

SURVEY RESULTS

1. How would you rate your overall visit?

- Excellent
- Very good
- Average
- Not so good

2. When your appointment was over did you have a good understanding of your dental situation?

- Yes
- Not really
- I wish I knew more

3. Were your financial options explained to you?

- Yes
-  No
- I already understand my financial options

4. Did you have to wait past your appointment time to be seated? If so, how long?

- No
- 15 to 30 Minutes
- 30 to 45 Minutes
- Over 45 Minutes

5. Did our team greet you properly?

- Yes
- Not really
- I don't recall

6. Would you refer your friends and family to us?

- Yes
- No
- I'm not sure

7. Please comment on anyone you met during your visit, things we could change, new services you would like to see, or other ways we can make you feel more comfortable.

 The service was excellent. Dr. Eslampour was very thorough and gentle. His receptionist was kind and welcoming. Re: financial options - I was disappointed when I was informed that I owed an additional \$88 dollars for xrays, because I was initially informed over the telephone and in person that the visit and xrays were \$96.00 total. I am not insured at this time and was not able to pay the additional amount at the time of service. My suggestion is if additional fees will be charged for xrays/services, the patient should be informed prior to receiving the xray/service that is over the amount originally quoted so they can make an informed decision. Overall, I was very satisfied with the service and recommended a friend that asked for a dental referral yesterday. Sincerely, Lisa Sterbins