

PATIENT SURVEY

Below is the original survey that your patient submitted.

RESPONDENT INFORMATION

Patient Name: Mcconnell, Conni **Invite Sent:** Sep 2, 2009 10:45 AM
Response Received: Sep 2, 2009 7:23 PM

SURVEY RESULTS

1. As a result of your experience with our office recently, please indicate which of the followingt Best describes your feelings or concerns.

- I am very satisfied with the information and service I received.
- I am still trying to decide whether or not to continue with treatment.
- I need more information about my treatment.
- I decided to postpone the treatment due to financial circumstances.
- I have chosen another Dentist.

2. Please rate your satisfaction with the INITIAL PHONE HANDLING OR RECEPTION.

- Excellent
- Very good
- Average
- Not so good

3. Please rate your satisfaction with the FINANCIAL AND TREATMENT PLAN OPTIONS.

- Excellent
- Very good
- Average
- Not so good

4. Please rate your satisfaction with the Dental Examination.

- Excellent
- Very good
- Average
- Not so good

5. If you decided NOT to have your dental treatment done by us, please indicate the MOST important facctor in that decision.

- Not applicable. I will have my dental treatment done here.
- I felt uncomfortable with the Dentist
- The cost was too high.
- The financing options discussed with me were inadequate.
- The Staff were unprofessional.
- Other

6. We are particularly interested in knowing your reaction to our COMMUNICATION with you. Were you satisfied with the information given by the RECEPTIONIST?

- Yes
- No
- Did not received

7. Were you satisfied with the information given by the DENTAL ASSISTANT?

- Yes
- No
- Did not received

8. Were you satisfied with the information given by the TREATMENT COORDINATOR?

- Yes
- No
- Did not received

9. Were you satisfied with the information given by the DENTIST?

- Yes
- No
- Did not received

10.Overall, how would you rate your recent visit with us?

- Excellent
- Very good
- Average
- Not so good

11.Please comments.



This had been 1 of the best dental offices I've been to, great job!