



Mona Liza Smiles

Satisfaction Index Survey

Satisfaction (5 = highly satisfied, 1 = not satisfied)	Score (90.9%)
1. Was it easy to schedule a convenient appointment ?	5 - Highly Satisfied
2. Were you greeted in a prompt and friendly manner ?	5 - Highly Satisfied
3. Was the dentist and/or hygienist sensitive to your needs ?	5 - Highly Satisfied
4. Was your waiting time in the reception area reasonable ?	5 - Highly Satisfied
5. Was your treatment explained to your satisfaction ?	5 - Highly Satisfied
6. How would you rate the cleanliness of the dental facility ?	5 - Highly Satisfied
7. Was your dental treatment completed to your satisfaction ?	5 - Highly Satisfied
8. How would you rate your overall experience ?	4
9. Did the office explain all fees ahead of time? ?	4
10. Was there patient education playing in the lobby? ?	2
11. Did you feel your health was the most important? ?	5 - Highly Satisfied
9. Would you return to our dental practice for future treatment ?	Yes
10. Would you refer a friend to our dental practice in the future ?	Yes

Private Comments

Can we contact you with any negative reveiws to help us not make the same mistakes with other patien

the only negitive items i could say are 1 the tv in the lobby telling how your teeth could fall out if you do any of the following ..plus it was to much volume with the music in the other areas....the only other complaint would be the 7 minutes i waited from xrays to the time the dds showed up....it was no big but just if explained that the dds just got back or is seeing someone else etc and she will be with you in 5 min or so...

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