



DENTAL OFFICE SATISFACTION SURVEY

Oral & Maxillofacial Surgery
Dental Implants

Your feelings and observations about our office are important to us. We want to meet your needs, and your responses will help us design our office to serve you. All of your responses are confidential and anonymous. When you have completed the survey, please return it to our office via email @ info@palm-panek.com or fax to 616-361-7327.

Thank you for your time. We truly value your input!

Directions

For each office activity described below, put an "X" in the column that best describes your experience with our office. Please indicate whether you **Strongly Agree, Agree, Disagree** or **Strongly Disagree** with statement. If the activity does not apply to you, please mark **NA** for **Not Applicable**.

■ 4349 Sawkaw Dr. NE
Grand Rapids, MI 49525

■ 120 Marcell NE, Suite C
Rockford, MI 49341

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
Schedulers are knowledgeable and informative					
Schedulers are professional					
Schedulers are friendly					
Phone calls are answered promptly					
Appointments are available as needed					
Our locations are a positive factor when referring patients					
Our maps & directions to our Grand Rapids office are clear					
Our maps & directions to our Rockford office are clear					
Our triplicate referral slips are helpful					
Our auxiliary team is professional					
Our auxiliary team is friendly					
Your questions are answered in a timely manner					
Information to you regarding your patients' care are adequate					
Letters to you regarding your patients' care is adequate					
Your patients are satisfied with their care in our office					
You are satisfied with your patients' care in our office					
Doctor to doctor communication is timely					
Doctor to doctor communication is complete					
Office to office communication is timely					
Office to office communication is complete					
Mailing referrals & x-rays to our office is easy					
Emailing our office is effective					
Our fees are competitive compared to other offices					
Insurance plans that we participate with are sufficient					
Our web site (www.palm-panek.com) is complete & easy to use					
Continuing education offered by us is useful					
Visits or lunch with our staff are useful					

Palm & Panek, D.D.S., PC

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Rockford • 616-866-4200

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www.palm-panek.com

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Please add any additional comments or suggestions you would like to share in the space below.

We welcome your comments. Thank you for your time and input!

Email info@palm-panek.com or fax 616-361-9882

