



**PATIENT SATISFACTION SURVEY**

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](mailto:Info@palm-panek.com) or fax to 616-361-7327.

Oral & Maxillofacial Surgery  
Dental Implants

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**.

Norman V. Palm, D.D.S.  
Richard W. Panek, D.D.S.  
Julie B. Billups, D.D.S.

4349 Sawkaw Dr. NE  
Grand Rapids, MI 49525

120 Marcell NE, Suite C  
Rockford, MI 49341

	Strongly Agree	Agree	Disagree	Strongly Disagree	N/A
There was availability for appointments					
Schedulers are knowledgeable and informative					
Schedulers are friendly and professional					
Time waiting in reception area was tolerable					
Facility was clean and comfortable					
Directions to the office were given and it was easy to find					
My charges and insurance benefits were explained to me					
There are enough options for collecting payment					
Business assistants were friendly and professional					
Doctor's assistants were friendly and professional					
Our website <a href="http://www.palm-panek.com">www.palm-panek.com</a> is user friendly and appealing					
You were informed of what to expect during your appointment					
The doctor's time with me was adequate					
The Doctor's demeanor was professional and friendly					
The Doctor's advice and treatment was understandable					
The surgical assistants listened and answered my questions					
The Doctor listened and answered my questions					
My recovery was explained to me					
My questions were answered					
Follow up care (by mail/phone/visits) was prompt					
I will likely refer my friends and family to the office					
Our fees are competitive compared to other offices					

Location of your appointment: \_\_\_\_\_ Rockford \_\_\_\_\_ Grand Rapids  
 Doctor that you saw: \_\_\_\_\_ Dr. Palm \_\_\_\_\_ Dr. Panek \_\_\_\_\_ Dr. Billups

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!

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Email [info@palm-panek.com](mailto:info@palm-panek.com) or fax 616-361-9882

**Palm & Panek, D.D.S., PC**  
 Grand Rapids • 616-361-7327  
 Rockford • 616-866-4200  
 Fax • 616-361-9882  
 Toll Free • 1-800-762-0365  
[www.palm-panek.com](http://www.palm-panek.com)  
 E-mail: [info@palm-panek.com](mailto:info@palm-panek.com)

