

PATIENT SATISFACTION SURVEY

We are consistently working to improve all aspects of our practice. Would you be so kind as to fill out this satisfaction survey? It is not necessary to include your name on the survey. Just drop this questionnaire in this postage paid envelope and mail it back to our office.

Thank you for your assistance.

- 1) The person who answered my telephone call was:
(Check one or more that apply)

- ☐ Extremely helpful
- ☐ Helpful
- ☐ Rude
- ☐ Acted as if my call interrupted her
- ☐ Seemed rushed
- ☐ Was noticeably unfriendly

- 2) Upon entering the practice I was:
(Check one or more that apply)

- ☐ Genuinely and warmly greeted by name
- ☐ Acknowledge by name
- ☐ Acknowledge but not by name
- ☐ Ignored

- 3) When arriving for my visit, I was:
(Check one or more that apply)

- ☐ Seen by the doctor/hygienist at my appointed time
- ☐ Left waiting for less than 10 minutes
- ☐ Left waiting for less than 20 minutes
- ☐ Left waiting for more than 20 minutes

- 4) The doctor's assistants were:
(Y/N for yes or no)

- ___ Friendly and supportive
- ___ Confident in their tasks
- ___ Preoccupied or distracted
- ___ Rushed

- 5) During my time with the doctor he was:
(Y/N for yes or no)

- ___ Friendly
- ___ Confident
- ___ Focused
- ___ Preoccupied
- ___ Rushed

- 6) During my treatment:
(Y/N for yes or no)

- ___ Ample time was allowed for anesthesia to take effect
- ___ The doctor or staff waited patiently for the anesthesia to take effect
- ___ When treatment began I was completely numb
- ___ The doctor's injection was painless or near painless
- ___ Treatment was as comfortable as could possibly be expected

- 7) When the doctor explained treatment:
(Y/N for yes or no)

- ___ All my questions were answered
- ___ I understood exactly what the doctor had recommended
- ___ I felt pushed to get unwanted treatment
- ___ I was welcomed to go at my own pace
- ___ My questions about price and alternative treatments were answered

8) When scheduling my next appointment:
(Check one that applies)

- ☐ I was offered appointment times that fit my schedule
- ☐ Finding convenient appointment times was a challenge
- ☐ I had to settle for inconvenient appointment times

9) The financial arrangements offered by the practice:

- ☐ Were flexible and fit my needs
- ☐ Failed to provide enough options
- ☐ Were patiently explained to me by a staff member who worked hard to help me fit this treatment into my budget

10) I would recommend this practice to my friends:

- ☐ Without reservation
- ☐ With some misgivings
- ☐ Not at all
- ☐ I would go out to my way to warn others about this practice

Please enter any comments you would like to share that would help us serve you better in the future: