

❁ *We'd Like to Hear from You!* ❁

You're very important to us and we value your opinions and comments regarding our dental office. We want to provide you with the highest quality dental service in the most pleasant atmosphere. You can help us make that so by responding to the following questions. Thank you sincerely for your help!

1. When you telephone to make an appointment, is the staff member with whom you speak courteous and helpful finding you a suitable appointment time?

always *most of the time* *sometimes* *seldom*

2. When you come to our office for an appointment, does the receptionist give you a friendly greeting and help make you comfortable in the reception area?

always *most of the time* *sometimes* *seldom*

3. How long do you usually have to wait in the reception area before an appointment with the dentist?

0-10 minutes *10-20 minutes* *20-30 minutes*

4. How long do you usually have to wait in the reception area before an appointment with the dental hygienist?

0-10 minutes *10-20 minutes* *20-30 minutes*

5. Does the dentist take adequate time to explain your treatment and answer your questions?

always *most of the time* *sometimes* *seldom*

6. Who was your treating dentist? _____

7. Are you happy with the way the dentist treats you as a patient? *Yes* *No*

If No, please explain why

7. Who was your dental assistant? _____

8. Are you happy with the way the dental assistant treats you as a patient? *Yes* *No*

If No, please explain why not:

9. Who was your dental hygienist? _____

10. Are you happy with the way the hygienist treats you as a patient? *Yes* *No*

If No, please explain why not:

11. How did you hear about us? _____

COMMENTS: _____
