

Your comments will be appreciated, either here or in a separate envelope.

Thank you for your help.

**Please return your completed questionnaire in the enclosed envelope to:
Patient Satisfaction Research Center
PO Box 75688
Seattle, WA 98125**

Patient Satisfaction Survey



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In order to provide you with the best dental services possible, we want to know how well we are doing now and what we might do better from your point of view. Please take a couple of minutes to provide us with important information to assist us in our effort to better serve you.

Q1 How likely are you to recommend this dentist/dental office to your family and friends?

- 1 MOST LIKELY
- 2 SOMEWHAT LIKELY
- 3 SOMEWHAT UNLIKELY
- 4 MOST UNLIKELY

Q2 How likely are you to return to this dentist?

- 1 MOST LIKELY
- 2 SOMEWHAT LIKELY
- 3 SOMEWHAT UNLIKELY
- 4 MOST UNLIKELY

Please indicate how satisfied you are with the following aspects of our service using the scale below:

VS ----VERY SATISFIED
 S ----SATISFIED
 DS ----DISSATISFIED
 VD ----VERY DISSATISFIED
 NA ----NOT APPLICABLE

Q3 General appearance of the dental office.....VS S DS VD NA

Q4 Overall performance of the dentistVS S DS VD NA

Q5 Overall performance of the hygienistVS S DS VD NA

Q6 Overall performance of the front office staff.....VS S DS VD NA

Q7 Ease of scheduling appointments.....VS S DS VD NA

Q8 Ease of scheduling emergency appointmentsVS S DS VD NA

Q9 Ability to help with any special needs you might have (disabilities, medications, etc.).....VS S DS VD NA

Q10 The way the office handled billingVS S DS VD NA

Q11 Amount of time dentist spent with you.....VS S DS VD NA

Q12 Explanations provided by the dentist.....VS S DS VD NA

Q13 Convenience of the office's hoursVS S DS VD NA

Q14 Convenience of the office locationVS S DS VD NA

Q15 Parking arrangement provided by the office.....VS S DS VD NA

Q16 Level of pain you experienced during the visit:

- 1 VERY HIGH
- 2 HIGH
- 3 NONE
- 4 LOW
- 5 VERY LOW

Q17 What is your present age?

- 1 UNDER 26 YEARS
- 2 26-35 YEARS
- 3 36-45 YEARS
- 4 46-55 YEARS
- 5 56-65 YEARS
- 6 OVER 65 YEARS