

# **Dental Care Center of South Kansas City**

13643-A Holmes • Kansas City, MO 64145

816-941-7788

*Dear Patient,*

*We are constantly working to improve all aspects of our practice. Your completion of this satisfaction survey will help us to better serve you and your family.*

*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
- Noticeably unfriendly

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

- Genuinely and warmly greeted by name
- Acknowledged by name
- Acknowledged, 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 for yes / N for no)

- Friendly and supportive
- Confident in their tasks
- Pre-occupied or distracted
- Rushed

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

- Friendly
- Confident
- Focused
- Pre-occupied
- Rushed

**6** When the doctor explained treatment (Y for yes / N for no)

- All of my questions were answered
- I understood exactly what the doctor had recommended
- I felt pushed into getting unwanted treatment
- I was overwhelmed by the amount of treatment recommended
- I was welcomed to go at my own pace
- My questions about price and alternative treatments were answered

**7** During my treatment: (Y for yes / N for no)

- Ample time was allowed for anesthesia to take affect
- The doctor or staff waited patiently for anesthesia to take affect
- 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

**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 be 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 of my way to warn others about this practice
- Rushed

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

---

---

---