

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:

You guys are doing a great job!

Keep up the good work! I Love it.

R Hett Fowler

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Best I've ever seen!

Thanks for the best treatment I've ever had,
Michael Ross

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I always avoided dentists - not now! I have finally
found my dentist - would gladly have my car
as a Bill Board for this office - 😊

