

# Survey

We at Pediatric Dentistry of Sunset Hills are committed to providing total quality dental care. We value your opinions to learn how to serve you better in the future. Please take a few moments to fill out this questionnaire at your convenience and either return to our office or e-mail to the address below. All feedback or suggestions are greatly appreciated.

Excellent 10	Satisfactory 5	Poor 1
1. Friendliness and helpfulness of telephone contact.		_____
2. Cleanliness of reception area.		_____
3. Promptness and friendliness of reception coordinators at arrival.		_____
4. Time spent waiting for the doctor.		_____
5. Friendliness and helpfulness of the dental assistant		_____
6. Cleanliness of the clinical area and doctor's office.		_____
7. Concern shown for my child or children by the doctor.		_____
8. Explanation of child's condition by the doctor.		_____
9. Explanations of preventive health care by doctor and staff.		_____
10. Opportunity to ask questions about my child or children.		_____
11. Have we helped improve the oral health of your child or children?		_____
12. Professional appearance of doctors and staff.		_____
13. Promptness of check-out and exiting process.		_____
14. Clarity of itemized statement.		_____
15. Service fees versus quality (Value)-please circle one		10 9 8 7 6 5 4 3 2 1
16. Which doctor did you see? (please circle one)		
Dr. Craig Hollander	Dr. Mark Fernandez	
Dr. Daniel Autry	Dr. Emily Price	