

Dental Practice Evaluation

In-office evaluations are important to help us improve your experience at our dental practice. In this evaluation, mark your responses to the questions regarding the following: treatment, financing, operations, patient relations, hygiene and scheduling. Please help us serve you better by answering each question.

always sometimes rarely never unsure

	always	sometimes	rarely	never	unsure
Treatment					
1. Did the dentist explain treatment clearly and use terms that I understand?					
2. Did I feel comfortable and trust the recommendations presented to me by the dentist?					
3. Did the dentist complete the procedures quickly?					
4. Did the dentist help me feel as comfortable as possible during all treatments?					
5. Did the dentist listen to me and take my concerns seriously?					
6. Did the dental hygienist make sure that the treatment he/she recommended worked effectively for me?					
7. Was the dental assistant attentive to my needs during my treatment?					
Financing					
8. Did the staff listen to my personal financial concerns about paying for the suggested treatment?					
9. When I received treatment at the office, was I given several financial options for payment?					
Operations					
10. Did the staff submit my insurance claims in a timely manner?					
Patient Relations					
11. When I call, does a staff member answer immediately or at least by the third ring?					
12. When I call, does a staff member state the name of the practice and his/her name?					
13. When I call, does it seem like the person on the other end of the phone is happy to talk to me?					
14. When I call with an emergency, does it seem like the person on the other end of the phone is empathetic and responsive to my situation?					
15. When I call, does the staff member show enthusiasm for the practice and reassure me that I have called the right office?					
16. When I call, does the person on the other end of the phone say, "How may I help you?" which shows that he/she really wants to be helpful?					
Hygiene					
17. Did the dental hygienist discuss ways that I can properly take care of my periodontal (gum) health?					
18. Did the dental hygienist give recommendations for treatment for any periodontal (gum) related issues?					
Scheduling					
19. To maintain my overall dental health does my dentist's office reach out to me twice a year to schedule an appointment?					
20. Does the office schedule appointments so that I receive treatment in a timely manner?					
Total:					

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