



MEDFORD VILLAGE DENTAL CARE, P.C.

June 2010

It has long been a goal of mine to enhance my practice and our facility in order to continue to provide the finest care possible in a state of the art dental facility. As with all things worthwhile, careful planning has been and continues to be a necessary component to the successful achievement of this goal.

Patient surveys are one way to measure our patients' satisfaction with our administrative and clinical skills.

I am proud to share the results with you.

Thank you for your continued trust.

A handwritten signature in black ink that reads "William H. Stiles" followed by a stylized monogram "WHS".

William H. Stiles, D.M.D.

William H. Stiles, D.M.D., F.A.G.D.




















25 North Main Street Medford, New Jersey 08055 Telephone 609.654.0033

SURVEY DETAIL REPORT

SURVEY INFORMATION

Survey Name:	Thank-You web Post-Appointment Survey 031808	Responses:	530
Date Deployed:	Mar 18, 2008 11:25 AM	Invitations Sent:	2057
Last Response Received:	May 25, 2010 5:18 PM	Response Rate:	26%

QUESTION ANALYSIS

1. How would you rate your overall visit?	Responses: 530 of 530
<input type="radio"/> Excellent	 88% 469
<input type="radio"/> Very good	 10% 55
<input type="radio"/> Average	 1% 5
<input type="radio"/> Not so good	 0% 1
2. When your appointment was over did you have a good understanding of your dental situation?	Responses: 529 of 530
<input type="radio"/> Yes	 99% 522
<input type="radio"/> Not really	 0% 1
<input type="radio"/> I wish I knew more	 1% 6
3. Were your financial options explained to you?	Responses: 521 of 530
<input type="radio"/> Yes	 33% 174
<input type="radio"/> No	 5% 24
<input type="radio"/> I already understand my financial options	 62% 323
4. Did you have to wait past your appointment time to be seated? If so, how long?	Responses: 528 of 530
<input type="radio"/> No	 88% 466
<input type="radio"/> 10 to 20 Minutes	 11% 59
<input type="radio"/> Over 20 Minutes	 1% 3
5. Did our team greet you properly?	Responses: 526 of 530
<input type="radio"/> Yes	 99% 523
<input type="radio"/> Not really	 1% 3
<input type="radio"/> I don't recall	 0% 0
6. Would you refer your friends and family to us?	Responses: 529 of 530
<input type="radio"/> Yes	 99% 524
<input type="radio"/> No	 0% 2
<input type="radio"/> I'm not sure	 1% 3
7. Please comment on anyone you met during your visit, things we could change, new services you would like to see, or other ways we can make you feel more comfortable.	