



Patient Satisfaction Survey

Please take a moment to tell us about your visits. This will help us continue to improve and better meet your needs.

When you enter our office for a dental appointment, do you receive a friendly greeting from the receptionist and/or other members of the office staff?

- ☐ Always ☐ Usually ☐ Occasionally ☐ Rarely ☐ Never

When you call to make or change an appointment, is the office staff polite, courteous, and helpful in finding you an available appointment date and time?

- ☐ Always ☐ Usually ☐ Occasionally ☐ Rarely ☐ Never

Does the dentist and assistants take an adequate amount of time to explain your proposed treatment, ensure that you understand, and take time to answer your questions?

- ☐ Always ☐ Usually ☐ Occasionally ☐ Rarely ☐ Never

When you visit our office, how long do you usually wait in the reception area (after the scheduled time of your appointment) before you are seated in the dental chair?

- ☐ Little or no time ☐ 1-10 minutes ☐ 10-20 minutes ☐ 20+ minutes

After being seated in the dental chair, how long do you usually wait before seeing the dentist, dental hygienist, or other staff for treatment?

- ☐ Little or no time ☐ 1-10 minutes ☐ 10-20 minutes ☐ 20+ minutes

How would you rate the professionalism of the dentist(s) in our practice?

- ☐ Very professional ☐ Average ☐ Too casual ☐ Not professional

How would you rate the professionalism of the dental hygienist(s) and dental assistant(s) in our practice?

- ☐ Very professional ☐ Average ☐ Too casual ☐ Not professional

How would you rate the professionalism of the receptionist(s) and other members of the office staff?

- ☐ Very professional ☐ Average ☐ Too casual ☐ Not professional

ROBERT M. SCHWAN, DMD

606 EAST MARSHALL STREET

SUITE 202

WEST CHESTER PA

(610)431-0700

www.drschwan.com



Are you satisfied with the way you are treated as an individual and a patient in our dental office?

☐ Yes ☐ No

If no, please explain:

What can we do to make your visits with us more pleasant and enjoyable?

Response Date: