



KHL ORTHODONTICS PATIENT SURVEY QUESTIONNAIRE

Congratulations!

Now that you have completed your orthodontic journey, we need your input on how we can better serve you. Your feedback on this questionnaire will tell us what you know about our practice as well as what you think. You do not need to put your name on the questionnaire to ensure confidentiality.

	<i>Consistently</i>	<i>Sometimes</i>	<i>Never</i>
When you telephoned to make an appointment, was our staff member was courteous and helpful in finding a suitable time?			
Upon arrival, were you greeted in a friendly manner and made to feel comfortable?			
Is our office environment suitable in regards to cleanliness, comfort, lighting, and temperature?			
Were you seated by your appointment time or advised of any delays?			
Did Dr. Hyon take the time to listen to and understand your concerns?			
Do you trust Dr. Hyon to make decisions/recommendations that are in your best interest?			
Did Dr. Hyon help you understand your condition should you have had any?			
Did Dr. Hyon take the time to adequately explain the treatment plan and answer your questions?			
Did you feel that you understood the prescribed treatment and all of your questions were answered to your satisfaction?			
Do you feel Dr. Hyon spent an appropriate amount of time with you?			
Were you satisfied with payment options and plans discussed?			
If you had a concern during your last visit, do you think it was properly handled by our staff?			
During your last visit, did you feel that our staff was concerned about your overall well being as a person and not just your dental condition?			
Are you comfortable with the level of technology used in the office?			



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Using the rating of 1 to 5, with 5 being the highest score, how do you rate our office?	1	2	3	4	5
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	YES	NO
Are you aware that we are accepting new patients?		
Is there anything you would like to change about your smile?		
Would you refer a friend or family member to our office?		

Suggestions for Improvement

We are always striving to improve our services. Your comments are important to us. How may we serve you better?

Thank you for taking the time.