

1) When you called to schedule your appointment, was our staff helpful? Yes \_\_\_ No \_\_\_

2) How long did you wait to be seen for your appointment once you arrived at our office? Under 5 minutes \_\_\_ Over 5 minutes \_\_\_

3) Did the dentist/staff take the time to explain everything completely? Yes \_\_\_ No \_\_\_

4) Was your cleaning and polishing as gentle and comfortable as you expected? Yes \_\_\_ No \_\_\_

5) How would you rate your overall experience at Richmond Smile Design?

Very Satisfactory \_\_\_ Somewhat satisfactory \_\_\_ Satisfactory \_\_\_  
Below satisfactory \_\_\_

6) Would you recommend a friend or family member to Richmond Smile Design? Yes \_\_\_ No \_\_\_

7) Do you have any recommendations as to how we can improve our level of patient care? Yes \_\_\_ No \_\_\_

If yes, please explain \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# RICHMOND *Smile* DESIGN

*Comprehensive, personalized dentistry for the whole family.*

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*(Located just off Lancaster Road  
near the University Bookstore)*

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