

**El Rio Community Health Center
Special Immunology Associates/Dental Department**

Dental Patient Satisfaction Survey

We work continuously to improve our services for our patients. We want to know how we are doing! If you would answer these questions for us, we can find out how to serve you better. **Do not put your name on the survey; all answers are confidential.** You are the most important person in our clinic and we want to hear what you have to say.

For each question circle the number that describes the dental services you received at El Rio Dental Department.

1. How long did you wait for your first appointment?

1 24-48 hours	2 Less than one week
3 Less than one month	4 More than one month

2. How long did you typically wait in the waiting room?

1 1-14 minutes	2 15-20 minutes
3 21-25 minutes	4 More than 25 minutes

3. The clinic hours and location are convenient for me. Please circle: Main Clinic
Northwest Southwest

1 Excellent	2 Good
3 Fair	4 Does not apply to me

4. The staff is courteous to me.

1 Excellent	2 Good
3 Fair	4 Does not apply to me

5. My phone calls are returned within 48 hours.

1 Yes	2 No
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6. I received a caring attitude from my dentist and the staff.

1 Excellent	2 Good
3 Fair	4 Does not apply to me

7. I understood the explanations of the dental procedures my dentist or hygienist gave me.

1 Excellent	2 Good
3 Fair	4 Does not apply to me

8. My dentist or hygienist informed of the consequences of not following his or her advice.

1 Excellent

2 Good

3 Fair

4 Does not apply to me

9. I believe my care was kept confidential and private.

1 Yes

2 No

10. I believe my dental health provider is knowledgeable about HIV/AIDS issues.

1 Yes

2 No

11. I am satisfied with the dental care I have received at El Rio.

1 Yes

2 No

Thank you!