

## Quality Checkup Submissions | Reporting Defaults

### Reporting Defaults

| Submission Date | Your dentist's name | How long has it been since you last saw this dentist? | What did you like most about the staff members? | What did you like least about the staff members? | What did you like most about the dentist?   | What did you like least about the dentist?  | Overall, how would you rate this dental office (1-10)? | We're sorry to hear this! What might the doctor or staff do to make things right? | What, if anything, could the staff or the doctor do to see you again? | Your name and contact information | Comments or question?   |
|-----------------|---------------------|---|---|--|---|---|--|---|---|-----------------------------------|---|
| 03-05-2016      |                     | 6-12 months   | Always friendly                                 |  | Fixed my teeth  | High prices   |  |   |   |                                   |   |
| 03-07-2016      |                     | 1-2 years   |   |  |   |   | 9  |   |   |                                   |   |
| 03-14-2016      |                     | Less than 6 months                                    |   |  |   |   | 10   |   |   |                                   |   |
| 03-14-2016      |                     | Less than 6 months                                    | Friendly, accurate and expeditious              | Uh, nothing!                                     | Same as the staff. Knows his stuff! Punctual.   | He's a dentist! Heh heh!  | 9  |   |   |                                   |   |
| 03-14-2016      |                     | Less than 6 months                                    | Kind, friendly & courteous.                     | N/A  | Kind, friendly & courteous.   | N/A   | 10   |   |   |                                   | Thank you for being patient with me, as I get extremely nervous when I go to the dentist. |
| 03-14-2016      |                     | 6-12 months   | She was very kind.                              | Nothing every one very good to me                | I am comfortable. He. explain what I'm going to be needing. I don't fell nervous am. I fell com | There wasn't nothing that I didn't like about him. I fell that he is a very nice. Can't well say. Never had any bad experience. Its been all go for my slif and my son every like him he'snot even had any bad experience | 10   |   |   |                                   |   |

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|------------|--------------------|--|---|---|---|----|--|
|            |                    |  |   |   | aswell. We think he is very good          |    |  |
| 03-14-2016 | Less than 6 months | ALWAYS CHEERFUL AND PLEASANT. I REALLY HAVE A FRIENDSHIP WITH LYDIA SHE HAS BEEN A GREAT CONSTANT FOR MANY YEARS             | THE LOSS OF ALISE. I GRIEVE SHE WAS THE BEST. | I LOVE THE WAY DR B. IS ALWAYS INTERESTED IN LEARNING THINGS HE IS SO INTERESTING AND IS SO GOOD AT HIS CRAFT | I CANT THINK OF A THING I DONT LIKE       | 9  | I AM STRUGGLING WITH FINDING A HYGENIST FIT. MY SON AND DAUGHTER AND FAMILY SEE DR B. ALSO BUT ARE UNHAPPY WITH THE HYGENIST WE TRIED. HOPEFULLY WE WILL FIND ONE WE LIKE. I KNOW WE CANT REPLACE ALISE SO SAD             |
| 03-14-2016 | 6-12 months        | Warm, friendly, professional and caring  | NA.   | Very kind and interested in the individual. True professional.  | NA.                                       | 10 | Outstanding dentist, staff and office.   |
| 03-14-2016 | Less than 6 months | Very friendly.   | Nothing.                                      | He greets you by name and seems genuinely interested in you.  | Nothing.                                  | 10 |  |
| 03-14-2016 | Less than 6 months | Always friendly and talkative and remember details about my life and ask how my child is doing. They make me feel important. | Nothing. They are all wonderful.              | Very informative. Whenever I have a question he goes into detail and gives great explanations.                | Nothing. Dr B is a great man and dentist. | 10 | I always hear people say they hate going to the dentist, and I never can figure out why they think that! It must be because dr B.s office is amazing and I've never had a bad experience! Truly a great dentist and staff. |
| 03-14-2016 | Less than 6 months | They are friendly and knowledgeable.   |   | He is calm, kind, informative. He treats his staff with respect.  |   | 10 |  |

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| 03-14-2016 | Less than 6 months | personable and friendly   |  | competent and friendly   |  | 9  |  |
| 03-14-2016 | Less than 6 months | The receptionist professionalism  | seem to have lack of experience. sure miss Elyse   | keeping my appointment time  | NA   | 7  |  |
| 03-14-2016 | Less than 6 months | Very professional.  | n/a  | Available for appointments very easily. (Fillings)   | n/a  | 10 | n/a  |
| 03-14-2016 | 3 or more years    | The staff is always very courteous  |  | Dr. B. has been very professional and courteous. I've been a patient since 1995...   |  | 9  | It sure would be nice to re-employ Anees back!!                        |
| 03-14-2016 | 6-12 months        | Staff members are exceptionally friendly and welcoming! I feel that they really care about me personally. |  | Dr. B. is very calming presence. He is relaxed and confident. He has a warm and caring personality and I enjoy our interactions. |  | 10 | Appointments are convenient and prompt. The reminders are nice.        |
| 03-14-2016 | Less than 6 months | They are all so professional and I feel like family!  | Nothing  | Dr. B. describes everything he is doing!   | Nothing  | 10 | I love going to this office  |
| 03-14-2016 | Less than 6 months | Personable, informative and patient   | ...  | He's pleasant.   |  | 9  |  |
| 03-14-2016 | Less than 6 months | They always use your name and they smile. Very nice people that genuinely care.                           | There is no least!   | He is a gentle, Godly man.   | Again, there is no least!  | 10 | If Warren quit density my teeth would fall out!!<br><br>Love you guys! |
| 03-14-2016 | Less than 6 months | They are extremely kind and very professional.  | No dislikes.   | He is very caring, professional and just a great person.   | No dislikes.   | 10 | Dr. B. is the best!  |
| 03-14-2016 | Less than 6 months | Friendly, clear instructions as to the steps they were going to take                                      | Sometimes it is difficult to understand the terminology used (not explained in lame terms) | Friendly, clear instructions as to the steps they were going to take, clear instructions to improve dental health                | Sometimes it is difficult to understand the terminology used (not explained in lame terms) | 9  |  |
| 03-14-2016 | 1-2 years          | Quality care with comfort in actual practice.   | Nothing!   | His concern and taking time to make sure you are getting the best care possible.   | Nothing!   | 10 | Just make sure I make the next appointment before I                    |

|            |                    |  |   |   |  |    |   |                                |
|------------|--------------------|--|---|---|--|----|---|--------------------------------|
|            |                    |  |   |   |  |    | leave the office and then remind me in a timely manner like they always do. |                                |
| 03-14-2016 | 3 or more years    | Very professional and cordial                |   | Very gentle n soft spoken   |  | 10 |   |                                |
| 03-14-2016 | 6-12 months        | Friendly and Professional                    | Can't think of anything   | Professional, calm, conservative re treatments  | Nothing comes to mind  | 10 |   |                                |
| 03-14-2016 | Less than 6 months | Knowledgeable and friendly                   |   | I've been a patient of Dr. B.'s for years and find him to be knowledgeable, helpful, friendly, and in all around great dentist. |  | 10 |   |                                |
| 03-14-2016 | Less than 6 months | Friendly and soft hands                      | Change in my hygienist due to employment changes  | Calm and very knowledgeable. No pain with injection.  | None   | 10 |   |                                |
| 03-14-2016 | 6-12 months        | Friendliness                                 | Recently, lack of knowledge to questions asked. Before now, no complaints.              | Friendliness  | Recently, I no longer feel like my dentist even knows me... I preferred how the office used to feel. | 7  |   |                                |
| 03-14-2016 | 3 or more years    | Friendly, helpful, organized and efficient   | Everyone is wonderful except the last time the hygienist was a little too rough for me. | Very thorough.  | Nothing  | 10 | I have had scheduled appointments every 6 months for at least 25 years.     | Wonderful dentist and staff!!! |
| 03-14-2016 | Less than 6 months | Very friendly                                |   | Took time to explain what needed to be done   |  | 10 |   |                                |
| 03-15-2016 | Less than 6 months | Friendly, professional                       |   | Gentle  |  | 10 |   |                                |
| 03-15-2016 | Less than 6 months | They were friendly, helpful, and efficient.  | Can not think of a one.   | Did a good job with the least expense for the problem.  | He is great already.   | 10 |   |                                |
| 03-15-2016 | Less than 6 months | always friendly, accommodating and competent |   | Dr B. is very focused and gets us in and out in a timely manner. He is a competent professional.                                |  | 10 |   |                                |

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| 03-15-2016 | Less than 6 months | Professional, kind   | Nothing   | Professional, good with patients   | Nothing   | 9  |                                       |   |
| 03-16-2016 | Less than 6 months | they are very kind and professional  | I honestly can't  | my dentist is very kind, professional and informative when I ask him what he is looking at and doing             | Again, I honestly can't   | 10 |                                       | I appreciate everyone at Dental office  |
| 03-16-2016 | 3 or more years    | Very friendly and helpful  | Can't think of one..everyone is great   | Very informative, kind, gentle.  | Can't think of one...he's been great  | 10 | I'd come in if I had dental coverage. |   |
| 03-16-2016 | Less than 6 months | His whole hygiene staff has changed, they are awful. one talks too low, cant understand her. One offered to take off the remainder of bonding on my teeth, although her technique was good, doing something like that without the Dr's permission is almost barbaric.She scared me | Recently I asked to pay half, for a procedure I had not done yet. They charged me the whole price. I ended up doing the lesser costly procedure, and have asked, nicely, for a refund of the money. Instead of refunding, they charged me again, and said a double refund was coming. Now I have to freeze my account for 15 days to resolve the issue. | He is focused, has good conversation I have had no issues with him.  | He could be more congenial, friendly. It seems that after the procedure is over, instead of reassurance, he just shuts down, loses interest in completing the procedure. I had bonding done. I wasn't consulted on color, not allowed to see until it was over, or asked if I wanted any adjustments. Just see ya! I even said goodbye to him on the way out, and he did not respond. | 7  |                                       | I'm not trying to be angry or mean. just constructive. I am a retired RDA. Ive worked for the best, and the worst. I want this office to do well, we depend on them for cleanings, but if this keeps up we may need to make a change. |
| 03-16-2016 | Less than 6 months | Professionalism  | Nothing I can't think of anything to improve.   | ProfessionalismNon   | Nothing I can't think of anything to improve.   | 10 |                                       | None  |
| 03-16-2016 | 6-12 months        | They are very helpful and kind. All accommodations at their office is very nice.   | Alerting patients to the various ways we can better help ourselves. Little things that we can do at home e.i. How to whiten our teeth.  | He's very calm, cool and collected. Very helpful offering any suggestions or ideas to help me care for my teeth. | Pass out the newest literature on how to care for our teeth. Keep us informed.  | 10 |                                       | I'm very comfortable with the staff and Dr. B.  |
| 03-17-2016 | 3 or more          | Courteous, competent,  |   | Very competent and   | Not sure at this point as   | 9  | We are coming back                    | none  |

|            |                 |                    |   |   |  |   |   |  |
|------------|-----------------|--------------------|---|---|--|---|---|--|
|            |                 | years              | efficient office staff... the dental hygienist this visit was lacking in skill compared to our previous one who left. Eg, didn't measure the gum line and teeth, didn't offer fluoride rinse or mouthwash, didn't state BP after taking it...didn't ask if we wanted to see Dr. Well below the bar that is usual protocol at this office. | compassionate.  | he has personally been excellent. He may have a closer look at DHs re training as they represent him and the practice. |   | as he has been family dentist for many years and I am sure that this experience was an outlier. |  |
| 03-17-2016 |                 | Less than 6 months | They are nice   | I can not think of anything else  | He keeps me informed   | Have Friday appt  | 10  |  |
| 03-18-2016 |                 | 6-12 months        | The staff is always warm and is very caring   |   | For me it is such a calm office, it just makes the experience very relaxing  |   | 10  |  |
| 03-19-2016 |                 | Less than 6 months | Great and friendly  | The lady the cleans my teeth is to harsh and messy, don't like the way she does it.   | He is wonderful and can understand him   | Ask us more about the assistance that help him so he don't loose customers.   | 10  | Would like someone else to clean my teeth next time. |
| 03-19-2016 |                 | Less than 6 months | Their pleasant manner.  |   | I appreciate his caring manner.  |   | 9   |  |
| 03-30-2016 | Dr. Warren Barr | Less than 6 months | Friendly and mostly capable   | Billing is definitely an issue. I have to keep on top of every charge. I've been over-billed around \$50 on 3 different occasions. I recommend an audit. It might be honest mistakes or embezzlement. | Excellent work by the dentist, and also the six month cleaning   | I had 8 or nine crowns in the past 2+ years, all but 1, suggested by me. Dr. B could suggest work to patients that are nearing the time when they might be losing dental insurance. Save the patient some money, and increase his business. | 8   |  |

