UF College of Dentistry Patient Satisfaction Survey

Student Clinics Comparison: 2014

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# Patient Services

## Length of Time to First Appointment

Patients were asked: “*How long after initial contact, did it take to get your first appointment with the dental clinic?*”

About one-third (34.4%) of the respondents reported waiting less than two weeks for their first appointment after initial contact with Clinic 2A, an4d about one-quarter of the respondents reported waiting less than two weeks for their first appointment after initial contact with Clinics 2B (26.3%), 3A (24.7%), and 3B (27.9%). Between two-fifths and one-half of the patients waited from two to four weeks for their first appointment in Clinics 2A (39.6%), 2B (45.9%), 3A (45.2%), and 3B (48.1%). About one-fifth of the surveyed patients waited four to eight weeks in Clinics 2A (18.8%), 2B (20.3%), 3A (22.6%), and 3B (22.1%). Less than one-tenth of surveyed patients waited longer than eight weeks for their first appointment in any of the student clinics.

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## Time Spent, Directions, & Registration Information

Patients were next asked a series of questions:

*“Do you feel your time is being well spent with our dental clinic?”*

Almost all of the patients who completed the survey in the four student clinics indicated that they feel that their time is well spent in the dental clinics. All of the respondents in Clinics 2A and 3B, about 99 percent of respondents in Clinic 3A, and about 97 percent of those from Clinic 2A did so.

*“Were you given good directions for finding us?”*

Almost all of the patients, between 96 and 99 percent, who completed surveys in student clinics indicated that they were given good directions to find the clinics.

*“Were the signs helpful to you for finding dental patient registration?”*

Almost all of the patients that visited student dental clinics indicated that the signs were helpful to them for finding dental patient registration. All of those who visited TEAMS Clinic 3B reported that the signs were helpful, while about 97 to 99 percent of those in Clinics 2A, 2B, and 3A did so.

## Appearance of Reception Area

Patients were asked: “*How would you rate the appearance of our patient reception area?*”

[Excellent (5), Very Good (4), Good (3), Fair (2), or Poor (1)]

The patients who completed surveys in Clinic 2B gave the lowest average scores for the appearance of the reception area (4.32).

## Cleanliness of Dental Centers

Patients were asked: “*How would you rate the cleanliness of the dental center(s)?*”

[Excellent (5), Very Good (4), Good (3), Fair (2), or Poor (1)]

The patients who completed surveys in Clinic 2A gave the highest average scores for the cleanliness of the dental center (4.76).

## Cleanliness of Restrooms

Patients were asked: “*How would you rate the cleanliness of our restroom(s)?*”

[Excellent (5), Very Good (4), Good (3), Fair (2), or Poor (1)]

The patients who completed surveys in Clinic 3B gave the highest average scores for the cleanliness of the restrooms (4.32).

## Overall Quality of Care

Patients were asked: “*How would you rate the overall quality of the dental care you receive here?*”

[Excellent (5), Very Good (4), Good (3), Fair (2), or Poor (1)]

The patients who completed surveys in Clinic 3B gave the highest average scores for the overall quality of care (4.83).

## Treatment by Dental Care Provider

Patients were asked: “*Using a scale from 5 (always considerate and caring) to 1 (usually rude), how would you describe the way your dental care provider treats you?*”

The patients who completed surveys in Clinic 2A gave the highest average scores for treatment by dental care provider (5.00).

## Treatment when Calling the College of Dentistry

Patients were asked: “*When you call the College of Dentistry, you are greeted by someone who is… 5 (always considerate and caring) to 1 (usually rude).*”

The patients who completed surveys in Clinic 2A gave the highest average scores for treatment when calling the UF College of Dentistry (4.89).

## Treatment by Staff

Patients were asked: “*During appointments, you feel that the staff are… 5 (always considerate and caring) to 1 (usually rude).*”

The patients who completed surveys in Clinic 2A gave the highest average scores for treatment by staff (4.96).