

UF College of Dentistry Patient Satisfaction Survey

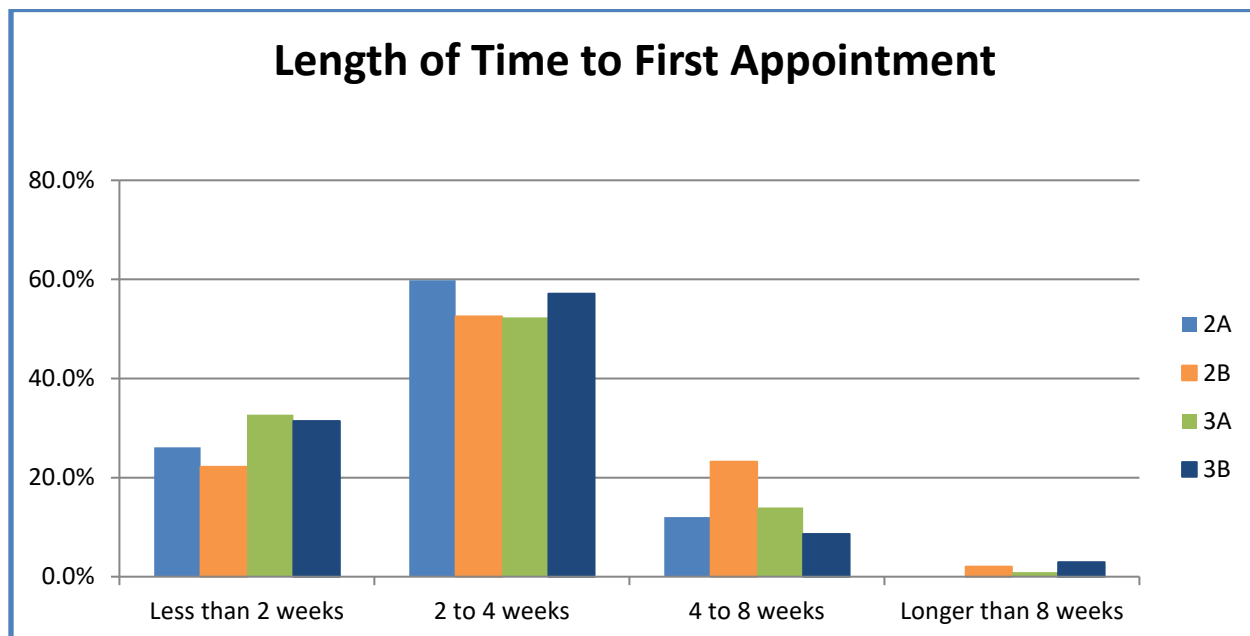
Student Clinics Comparison: 2018



Patient Services

Length of Time to First Appointment

Patients were asked: "How long after initial contact, did it take to get your first appointment?"



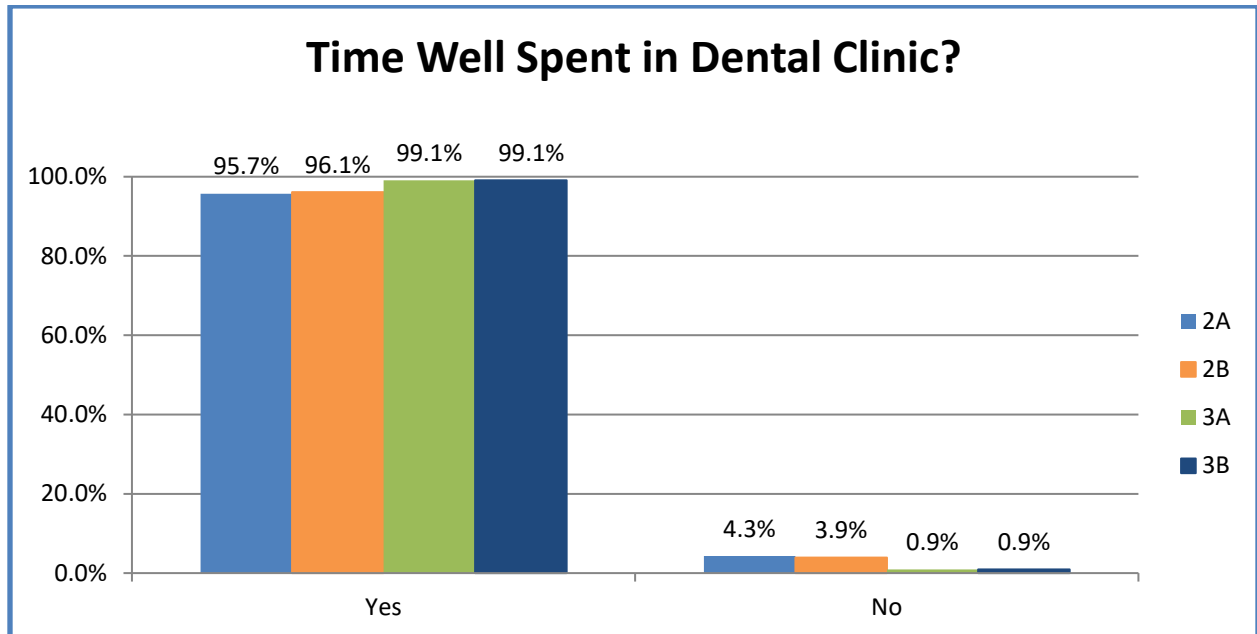
About one-quarter of the respondents reported waiting less than two weeks for their first appointment after initial contact with each of the clinics (2A: 26.1%; 2B: 22.2%; 3A: 32.7%; 3B: 31.4%). About one-half of the patients waited from two to four weeks for their first appointment in Clinics 2B (52.5%) and 3A (52.3%), and about three-fifths waited from two to four weeks in Clinics 2A (59.8%) and 3B (57.1%). About one-quarter (23.2%) of the surveyed patients waited four to eight weeks in Clinic 2B while about one-eighth did so in Clinic 2A (12.0%) and 3B (14.0%); less than one-tenth did so in Clinic 3B (8.6%). Only about one to three percent of surveyed patients waited longer than eight weeks for their first appointment in any of the Clinics.

Patient Satisfaction Survey Results 2018: Student TEAMS Clinics Comparison

Time Spent, Directions, & Registration Information

Patients were next asked a series of questions:

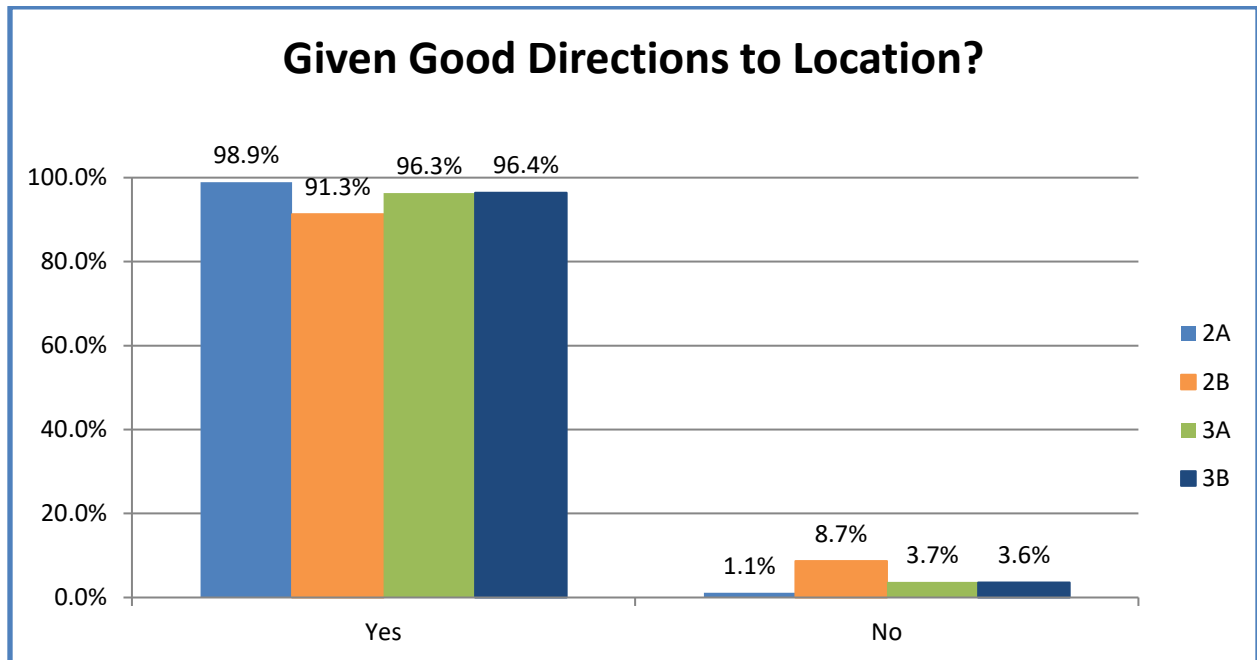
“Do you feel your time is being well spent with our dental clinic?”



Almost all of the patients (95 percent or more) who completed the survey in the four student clinics indicated that they feel that their time is well spent in the dental clinics.

Patient Satisfaction Survey Results 2018: Student TEAMS Clinics Comparison

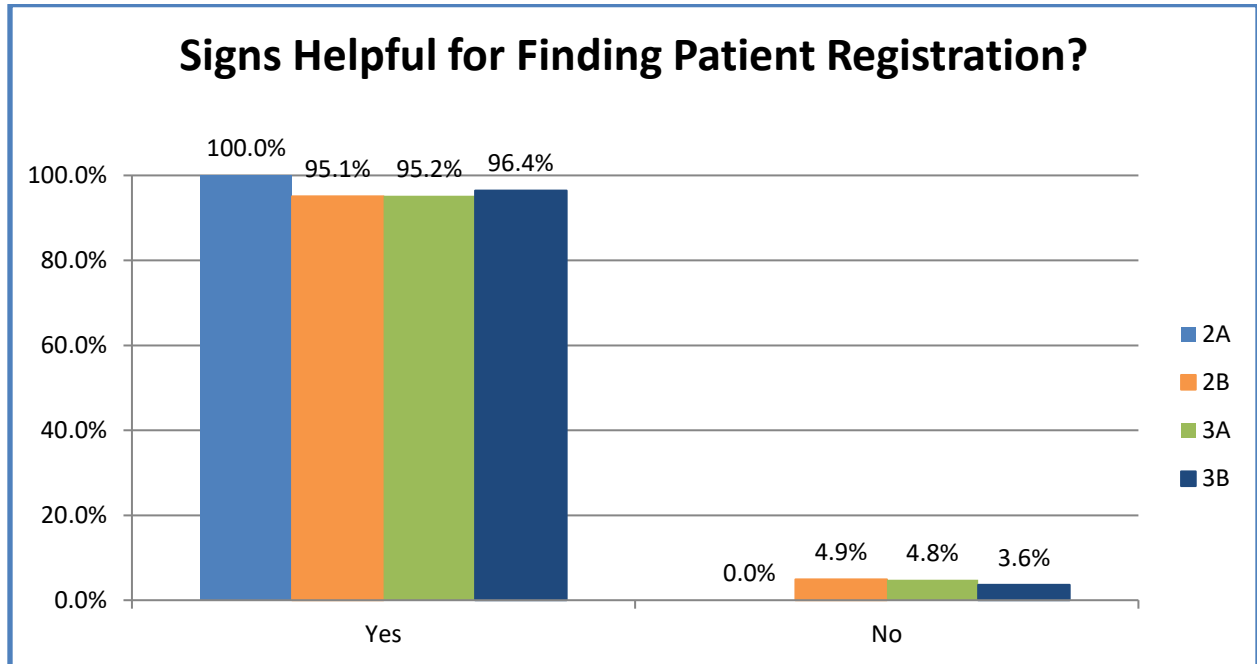
“Were you given good directions for finding us?”



Almost all of the patients (96 percent or more), who completed surveys in student clinics 2A, 3A, and 3B indicated that they were given good directions to find the clinics; this percentage was slightly lower for Clinic 2B (91.3%).

Patient Satisfaction Survey Results 2018: Student TEAMS Clinics Comparison

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

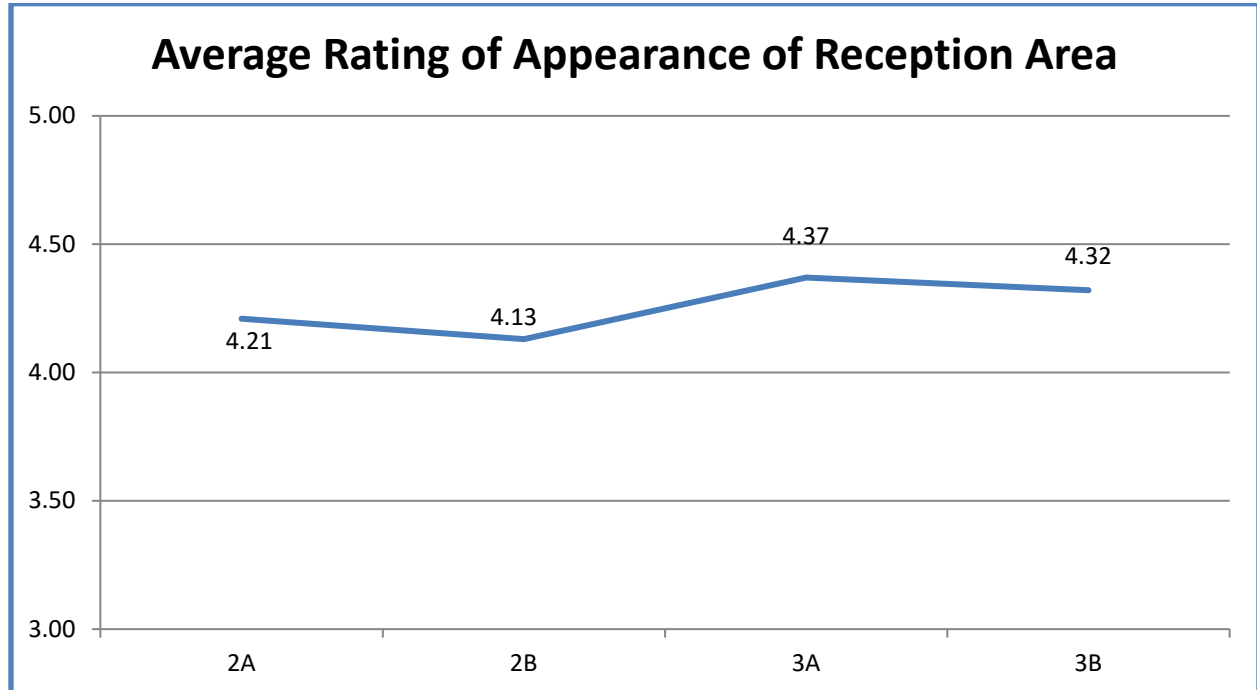
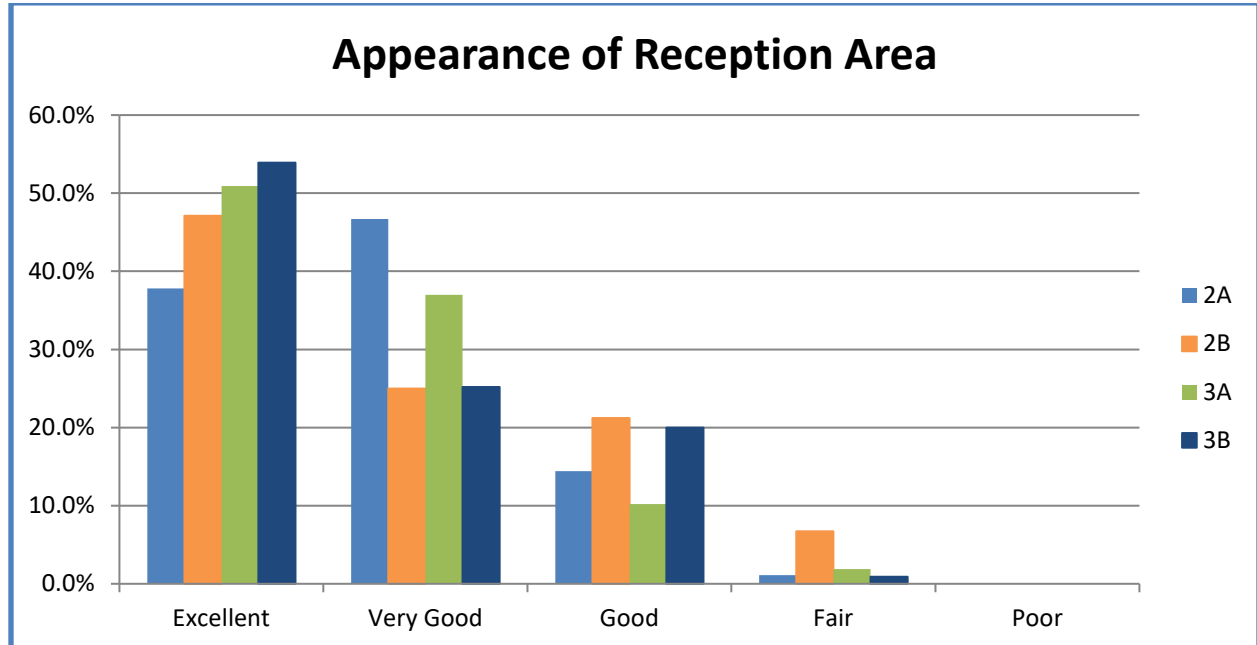


Almost all of the patients (95 percent or more) that visited student dental clinics indicated that the signs were helpful to them for finding dental patient registration.

Patient Satisfaction Survey Results 2018: Student TEAMS Clinics Comparison

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)]

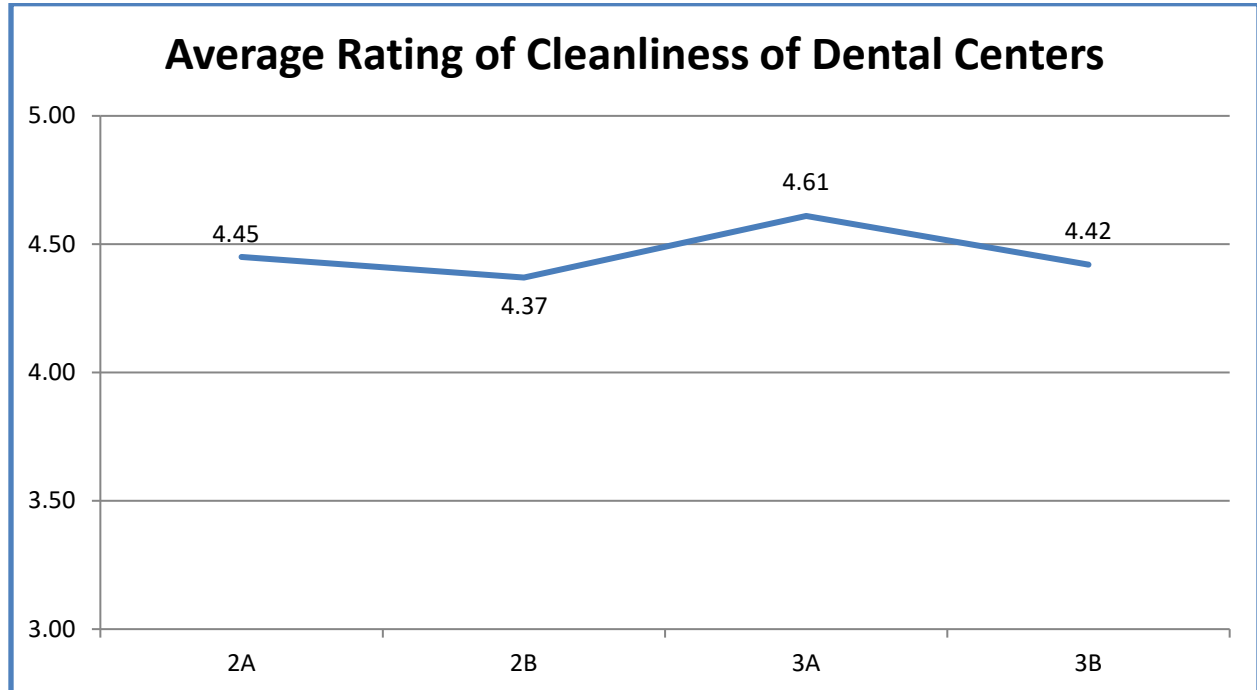
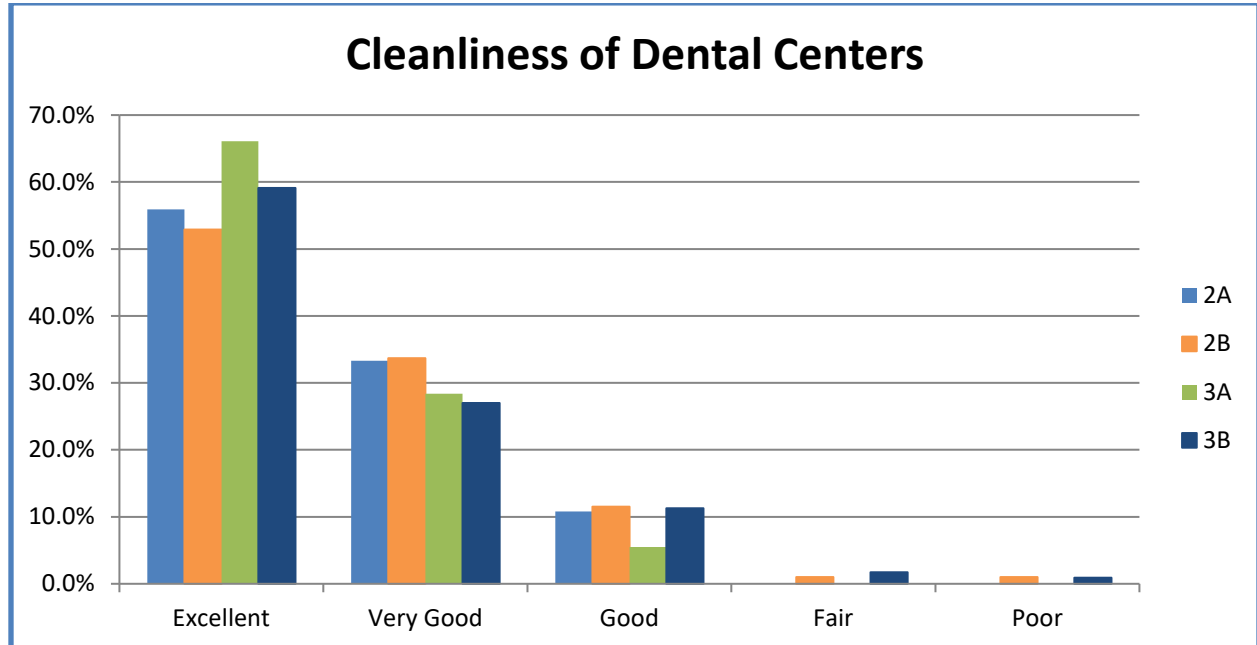


The patients who completed surveys in Clinic 3A gave the highest average scores for the appearance of the reception area (4.37).

Patient Satisfaction Survey Results 2018: Student TEAMS Clinics Comparison

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)]

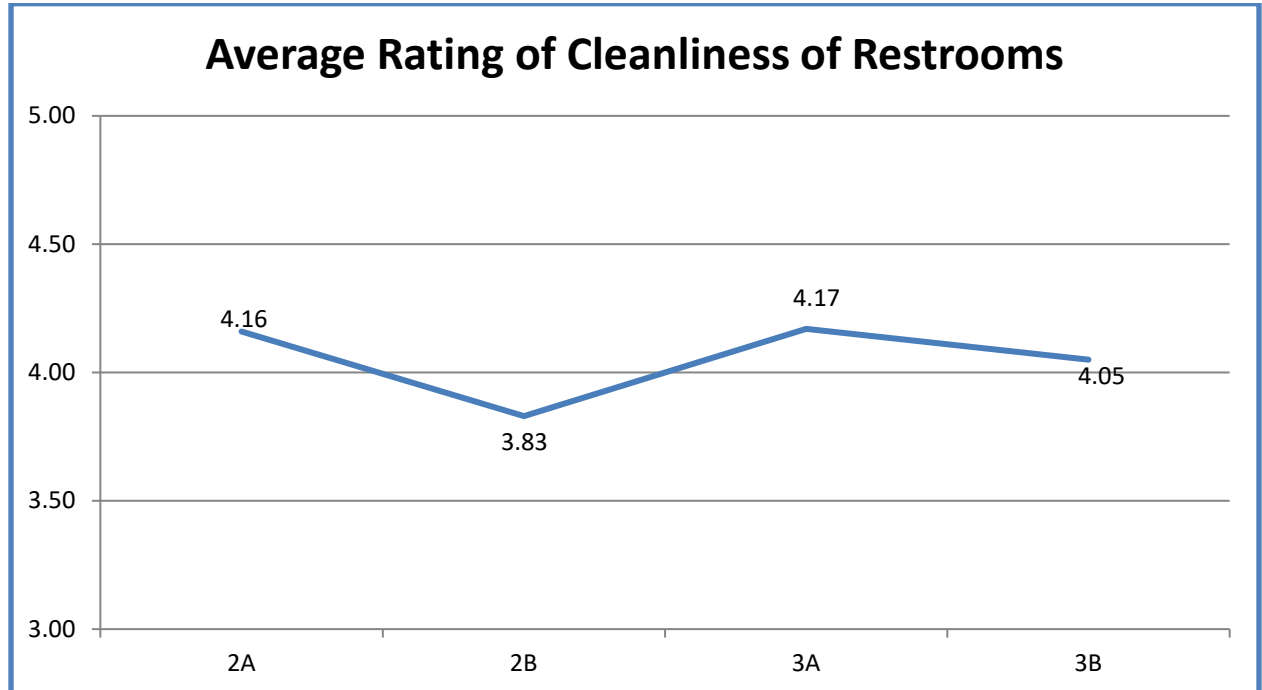
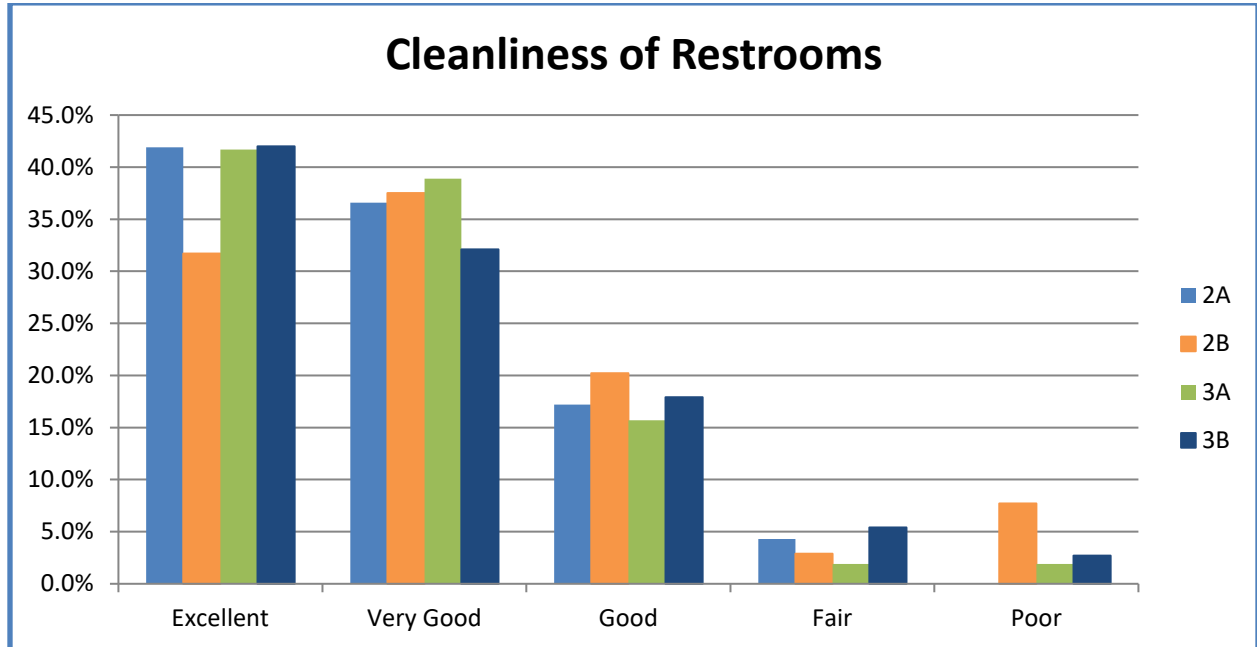


The patients who completed surveys in Clinic 3A gave the highest average scores for the cleanliness of the dental center (4.61).

Patient Satisfaction Survey Results 2018: Student TEAMS Clinics Comparison

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)]

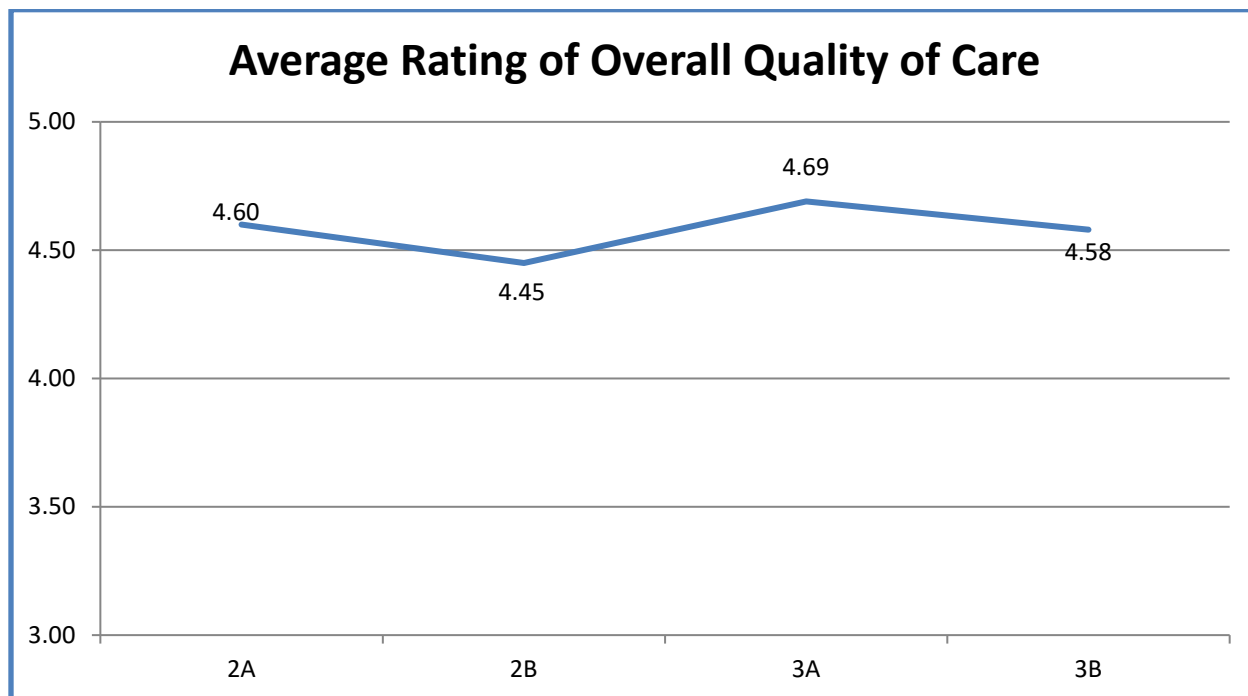
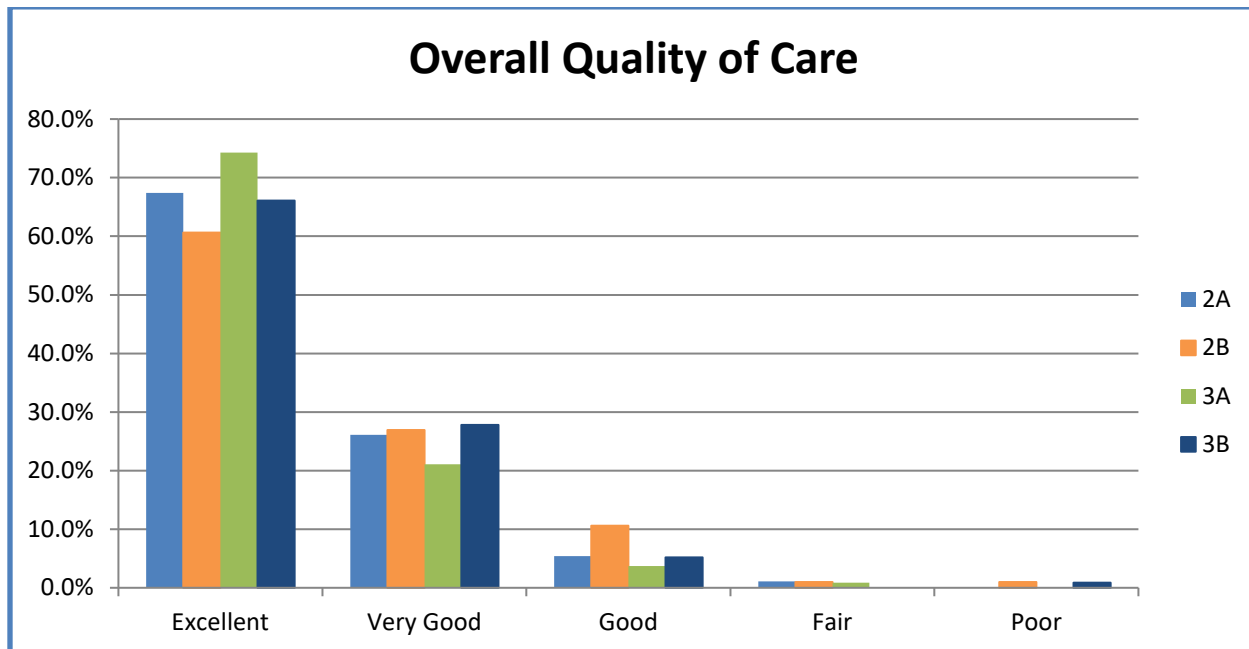


The patients who completed surveys in Clinic 3A gave the highest average scores for the cleanliness of the restrooms (4.17).

Patient Satisfaction Survey Results 2018: Student TEAMS Clinics Comparison

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)]

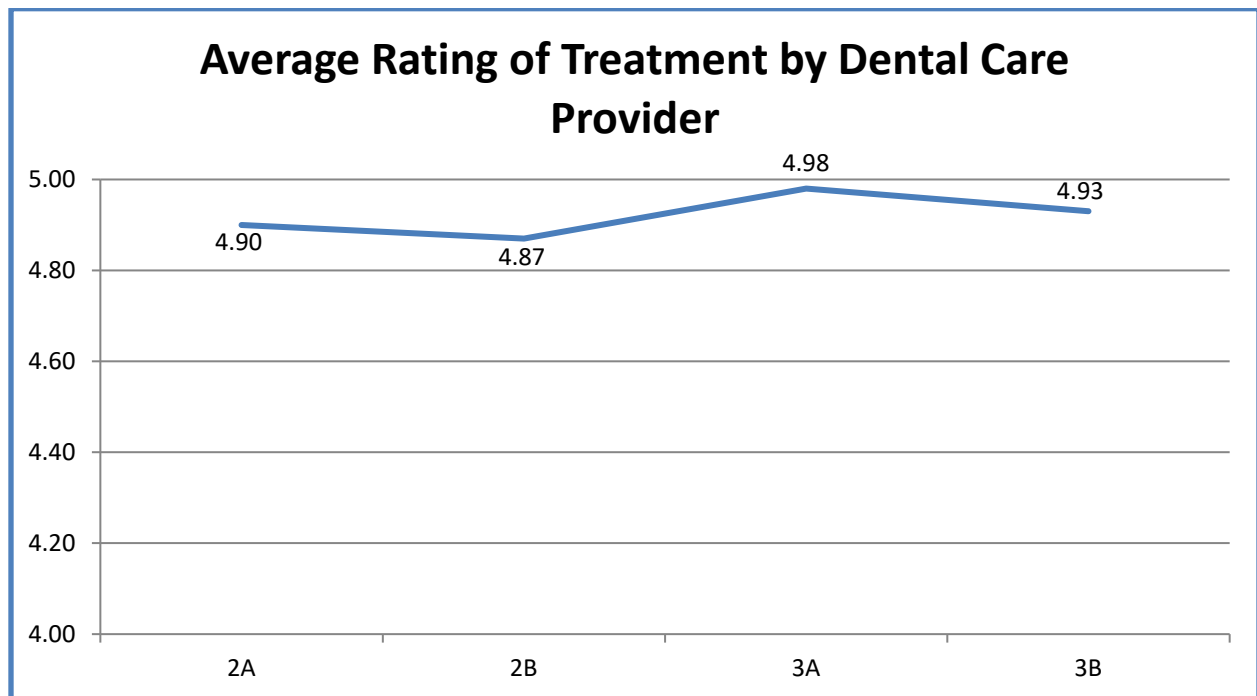
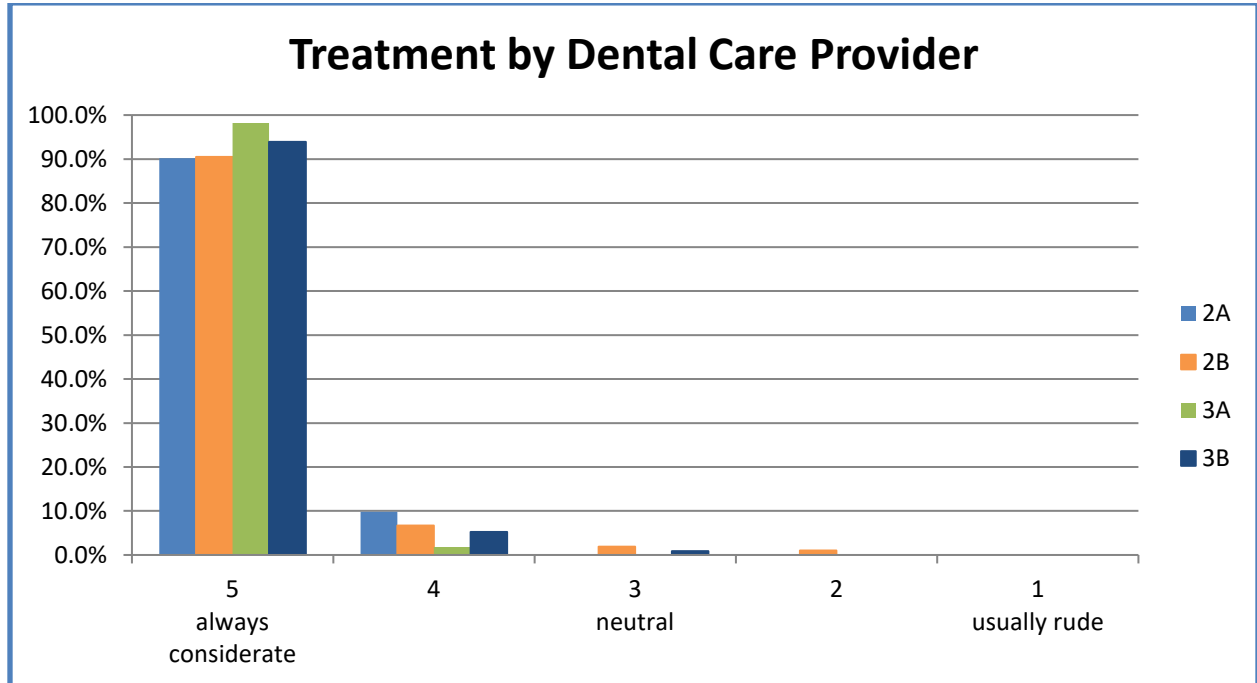


The patients who completed surveys in Clinic 3A gave the highest average scores for the overall quality of care (4.69).

Patient Satisfaction Survey Results 2018: Student TEAMS Clinics Comparison

Treatment by Dental Care Provider

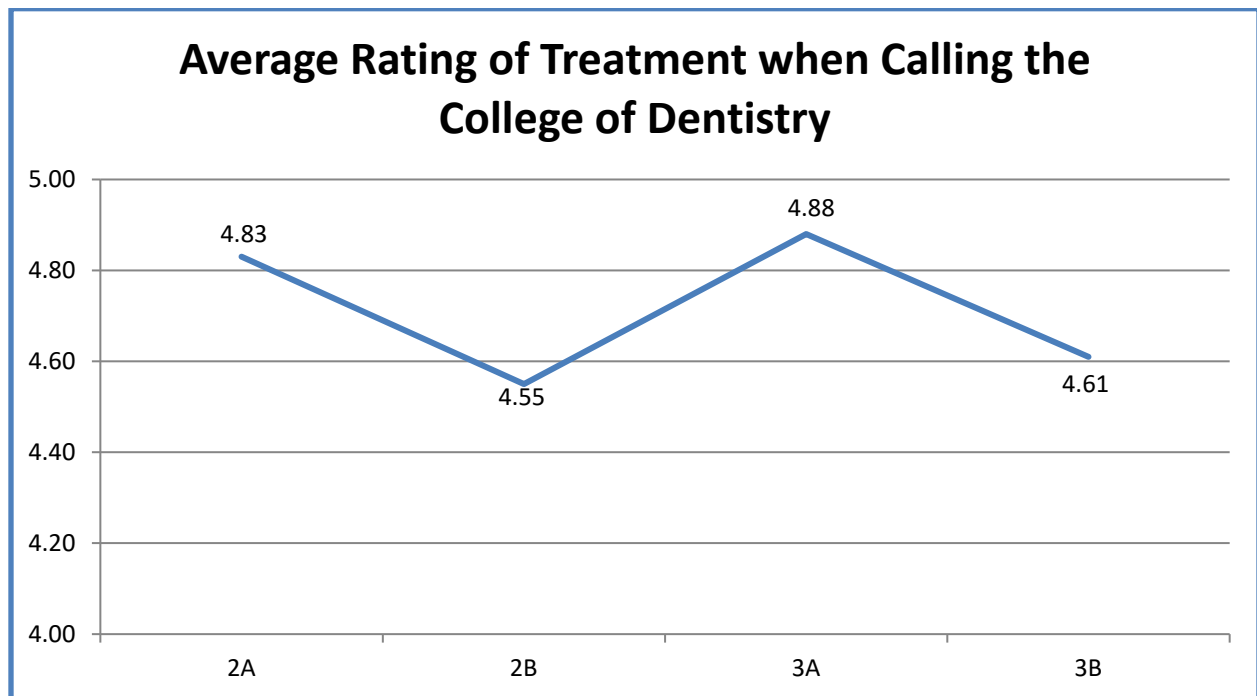
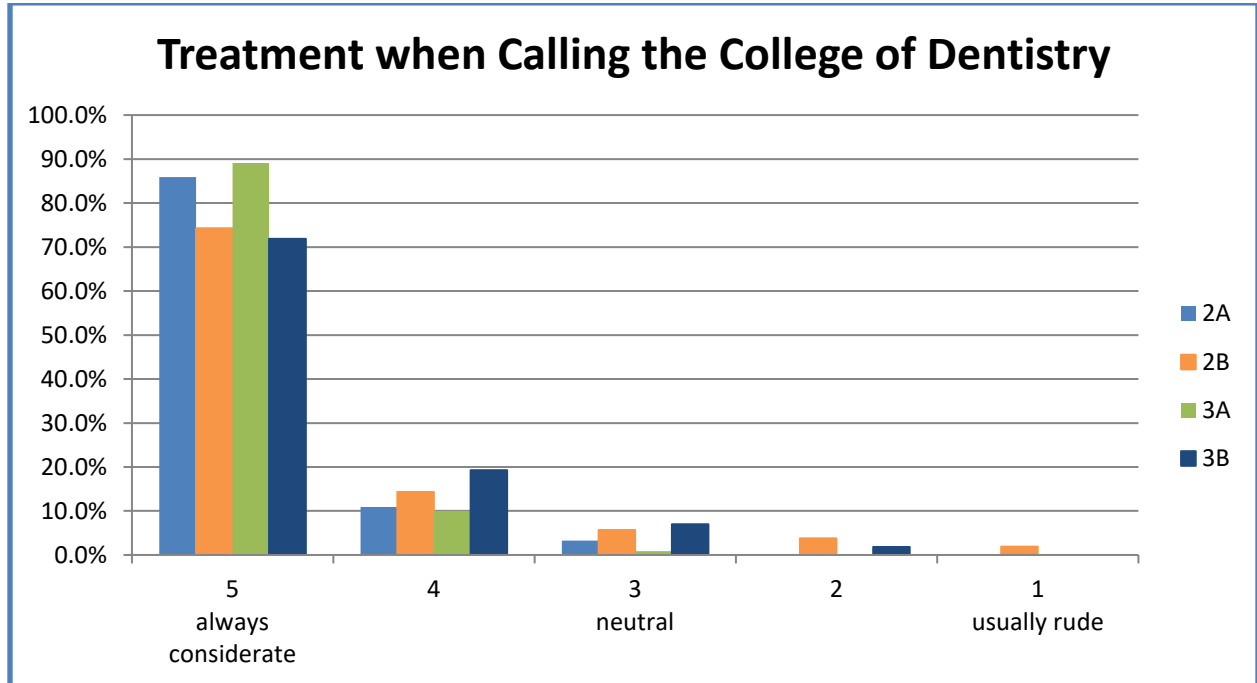
Patients were asked: "Using a scale from 5 (always considerate and caring) to 1 (usually rude), how would you describe the way your dental care provider treats you?"



The patients who completed surveys in Clinic 3A gave the highest average scores for treatment by dental care provider (4.98).

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)."

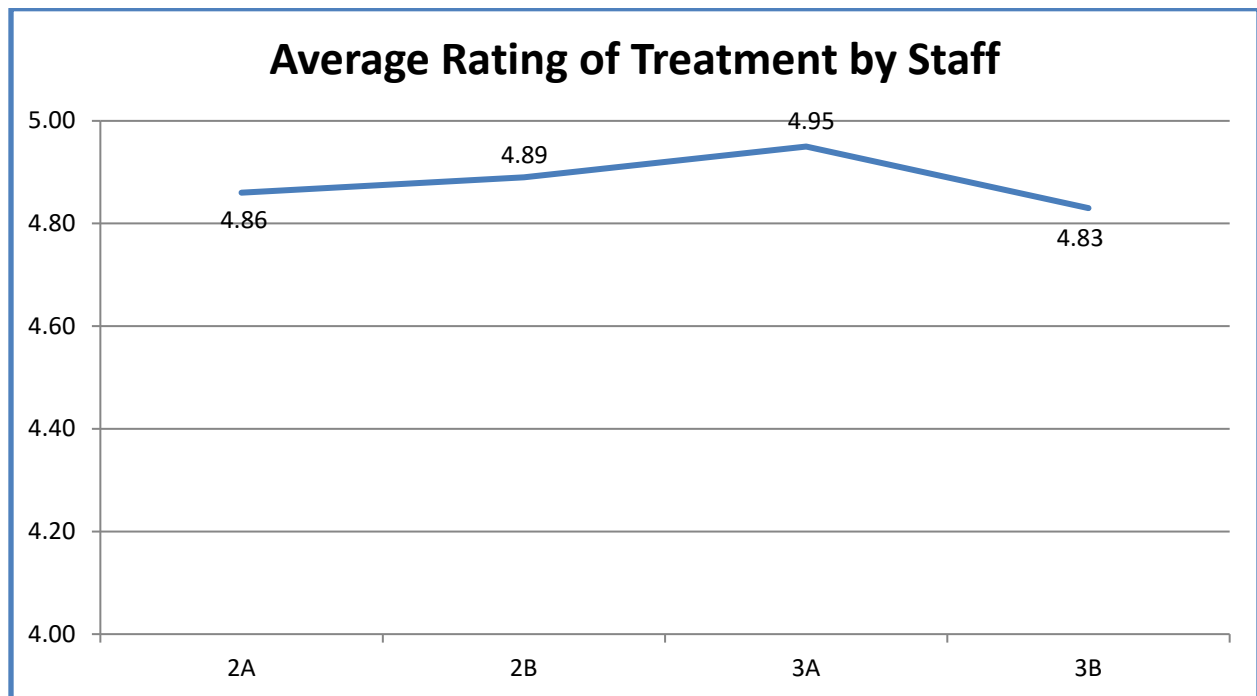
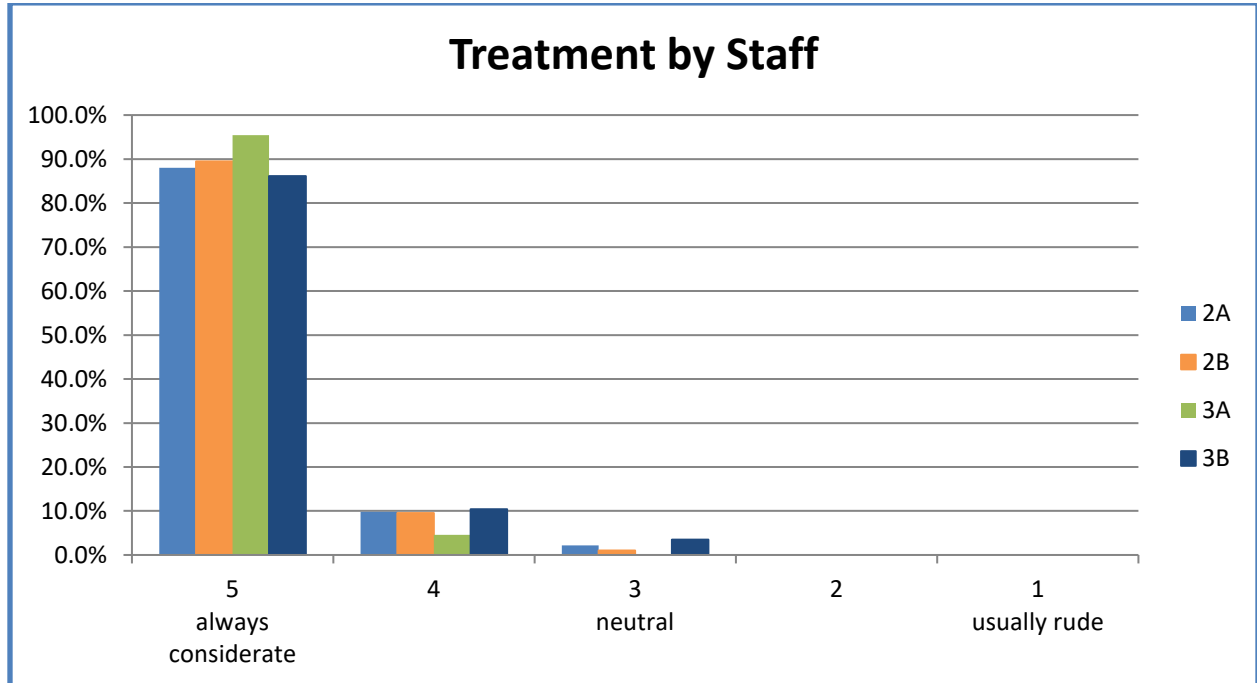


The patients who completed surveys in Clinic 3A gave the highest average scores for treatment when calling the UF College of Dentistry (4.88).

Patient Satisfaction Survey Results 2018: Student TEAMS Clinics Comparison

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 3A gave the highest average scores for treatment by staff (4.95).