


DOES OUR PRACTICE PASS THE WHITE GLOVE TEST?

YOU
BE
THE
JUDGE!

Thank you for taking the time to take this test. We appreciate your feedback and your trust in our kind of comprehensive dental care. Is there something we can do to make our new patient experience even better? Let us know.

 OUR GOAL IS TO
ALWAYS EXCEED YOUR
EVERY EXPECTATION.

PLEASE ANSWER YES OR NO TO EACH QUESTION.

- Yes No Is the office conveniently located?
- Yes No Is the signage visible?
- Yes No Is parking convenient?
- Yes No Is the entire office clean and inviting?
- Yes No Does it have a pleasing aroma?
- Yes No Is the background music pleasant?
- Yes No Is the office cluttered?
- Yes No Is the entire dental team well groomed?
- Yes No Does the team have smiles reflective of the dentist's work?
- Yes No Did you have a pleasant phone experience the first time you called the practice?
- Yes No Did you hear informative on-hold scripts describing what the office has to offer you?
- Yes No Did a friendly face greet you upon arrival?
- Yes No Is the dental team warm and friendly?
- Yes No Do they make you feel comfortable and at ease?
- Yes No Did you receive an office tour?
- Yes No Did someone explain the office technology and its personal benefits?
- Yes No Did the dentist and/or team clearly explain your treatment options?
- Yes No Is there a separate room and team member to discuss private payment information?
- Yes No Could you access new patients forms on the practice website?
- Yes No Did someone call to see if you knew exactly what to bring to your first appointment?
- Yes No Did you receive a post-treatment phone call and instructions?
- Yes No Do the office and doctor offer what they advertise?