



## **Meridian Client survey questions**

### **Endodontics, Periodontics, and Implant Dentistry**

- What type of services did Meridian complete for you?
- What factors influenced your decision to seek care?
- How did you first become aware of Meridian?
- If Meridian was one option in your referrals, why did you choose Meridian? What made them stand out in your mind?
- In your opinion, what sets Meridian apart from others in the area?
- What were the most significant concerns you had in choosing Meridian?
- Did you consider other options in your search for a healthcare provider? If yes, who else have you considered?
- What aspects of your treatment do you find most valuable or beneficial?
- What matters to you the most in a health service provider like Meridian: service, experience, innovation, cost, flexibility, timing, the people you work with?
- Have you had any prior experiences with other dental practices offering similar services? If so, how does Meridian compare in terms of service quality and patient care?
- Have you experienced any challenges or obstacles during your treatment process? If yes, how were they addressed by Meridian's team?
- How well-informed did you feel about the procedures and treatments involved in your care?
- Did you receive clear explanations about the potential risks and benefits of the recommended treatments?
- How would you rate the overall professionalism and friendliness of the Meridian team during your visits?
- What improvements, if any, would you suggest for enhancing the patient experience at the Meridian practice?
- How likely are you to recommend Meridian to family and friends? What aspects influenced your decision to recommend or not recommend them?



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- Are there any specific treatments or procedures you would like to see offered or expanded upon?
- How would you rate the communication channels and responsiveness of Meridian for scheduling appointments, addressing inquiries, or providing follow-up care?
- Were you satisfied with the overall cost and billing process for your care and treatments? Is there any feedback you'd like to share about payment options or billing procedures?
- Do you feel that the treatments you received have had a positive impact on your dental health and overall well-being?
- Did you review Meridian's website before you made your choice to work with them?
- If you were searching for Meridian's services online which Key Words would you use to find their services?
- Did you review other service providers' websites before you selected Meridian? If so, who?
- What type of information would you like to see on the website to help you make a decision when choosing your health service provider?
- What would you look for on their website that would compel you to make an appointment?
- Would you choose to work with Meridian again if needed?
- Are there any other comments or suggestions you would like to share about your experiences with Meridian?