

## WHAT PEOPLE SAY ABOUT US...

Results of the analysis of the questionnaires collected in 2025

<b>How did you hear about the Center?</b>	
Family/relatives	34%
Acquaintances/friends	39%
Clinic staff	7%
Google / Center website	12%
Facebook / Instagram	6%
Advertising (Giornale di Vicenza, TVA...)	1%

  

<b>What is important when choosing a dentist?</b>	
Professional expertise	47%
Friendliness	28%
Flexible hours	13%
Proximity	12%

  

<b>How do you rate the front desk staff regarding the phone conversation?</b>	
Friendly	23%
Professional	37%
Clear / thorough	23%
Efficient	15%
Rushed	0%
Cold	1%
Rude	0%

  

<b>How do you rate the Center's opening hours?</b>	
Excellent	68%
Average	31%
Poor	1%

  

<b>How do you rate the reception staff?</b>	
Friendly	17%
Professional	23%
Clear / thorough	14%
Kind	21%
Respectful	13%
Efficient	12%
Rushed – Cold – Rude – Indifferent – Unprepared	0%

  

<b>How long did you wait in the waiting room before being called?</b>	
Less than 15 minutes	91%
Between 15 and 30 minutes	9%
Between 30 and 45 minutes	0%
More than 45 minutes	0%

  

<b>How do you rate the medical staff?</b>	
Friendly	13%
Professional	24%
Clear / thorough	17%
Kind	18%
Respectful	14%
Efficient	14%
Rushed – Cold – Rude – Unprepared	0%

  

<b>How do you rate the dental hygienist staff?</b>	
Friendly	17%
Professional	24%
Clear / thorough	15%
Kind	18%
Respectful	13%

Efficient	13%
Rushed – Cold – Rude – Unprepared	0%

<b>How do you rate the assistants' staff?</b>	
Friendly	15%
Professional	23%
Clear / thorough	15%
Kind	20%
Respectful	14%
Efficient	13%
Rushed – Cold – Rude – Unprepared	0%

<b>Are you satisfied with the information you received during your treatment?</b>	
Yes	100%
No	0%

<b>What type of treatment did you undergo? (multiple answers allowed)</b>	
Dental cleaning / Whitening	46%
Orthodontics	30%
Implantology	14%
Endodontics	3%
Removable or fixed prosthetics	13%
Aesthetic dentistry	5%
Pediatric dentistry	6%
Gnathology	5%
Other	19%

<b>Would you return here for treatment?</b>	
Yes	100%
No	0%

<b>Would you recommend the Center to an acquaintance?</b>	
Yes	100%
No	0%

<b>What advice would you like to receive from the Center? (multiple answers allowed)</b>	
Use of medications	6%
Oral hygiene maintenance	4%
Prosthesis care	13%
Oral prevention	29%
How to care for the TMJ	10%
Invisible aligners	3%
Teeth whitening	13%