

DICONO DI NOI

Risultato dell'elaborazione dei questionari di gradimento
relativi all'anno 2024

How did you hear about the Center?

Word of mouth	17 %
Internet search	21 %
Referred by existing patients	35 %
Other	28 %

What is important to you when choosing a dentist?

(Multiple answers allowed)

Expertise	93 %
Friendliness	57 %
Flexible hours	36 %
Proximity	24 %

How do you rate the front desk staff based on your phone conversation? *(Multiple answers allowed)*

Friendly	62 %
Professional	83 %
Clear/Informative	55 %
Rushed	0 %
Cold	0 %
Rude	0 %
Other	0 %

How do you rate the Center's opening hours?

Excellent	52 %
Average	43 %
Poor	3 %

How do you rate the front desk/reception staff?

(Multiple answers allowed)

Friendly	69 %
Professional	86 %
Clear/Informative	62 %
Kind	76 %
Respectful	41 %
Efficient	43 %
Rushed	0 %
Cold	0 %
Rude	0 %
Indifferent	0 %
Unprepared	0 %
Other	0 %

How long did you spend in the waiting room before being called?

Less than 15 minutes	81 %
Between 15 and 30 minutes	17 %
Between 30 and 45 minutes	0 %
More than 45 minutes	0 %

How do you rate the medical staff? *(Multiple answers allowed)*

Friendly	58 %
Professional	93 %
Clear/Informative	81 %
Kind	72 %
Respectful	50 %
Efficient	60 %
Quick	0 %

Cold	0 %
Rude	0 %
Unprepared	0 %
Other	0 %

How do you rate the hygiene staff? (Multiple answers allowed)

Friendly	41 %
Professional	55 %
Clear/Informative	41 %
Kind	48 %
Respectful	34 %
Efficient	33 %
Quick	0 %
Cold	0 %
Rude	0 %
Unprepared	0 %
Other	0 %

How do you rate the assistant staff? (Multiple answers allowed)

Friendly	55 %
Professional	81 %
Clear/Informative	57 %
Kind	72 %
Respectful	52 %
Efficient	48 %
Quick	0 %
Cold	0 %
Rude	0 %
Unprepared	0 %
Other	0 %

Are you satisfied with the information you received during your treatment?

YES	100 %
NO	0 %

What type of treatment did you undergo? (Multiple answers allowed)

Hygiene / Whitening	28 %
Orthodontics	29 %
Implantology	2 %
Oral Surgery	2 %
Endodontics	3 %
Fixed or Removable Prosthetics	3 %
Aesthetic Dentistry	2 %
Pediatric Dentistry	0 %
Gnathology	3 %
Other	34 %

Would you return for treatment here?

YES	100 %
NO	0 %

Would you recommend our Center to a friend or acquaintance?

YES	100 %
NO	0 %

What advice would you like to receive from the Center?

Use of medications	7 %
Oral hygiene maintenance	41 %
Prosthesis maintenance	7 %
Oral prevention	38 %

How to treat TMJ disorders	16 %
Invisible aligners	3 %
Teeth whitening	7 %
Other	2 %