

Orthodontist ID #: **Office #:** **Google Negative Review #:** **Yelp Negative Review #:** **Rating:**

Pt indicated transfer (100)

WHO (check all that apply)

Orthodontist (1) Clinical Assistants (2) Reception/Office Manager/Billing (3) N.S.(4)

WHEN (check all that apply)

- Pre-Appointment (1) (11) (21) (31) (41)
- Recall (2) (12) (22) (32) (42)
- Exam / Consult / Records (3) (13) (23) (33) (43)
- 2nd Opinion (4) (14) (24) (34) (44)
- During Tx (5) (15) (25) (35) (45)
- Retention / Post phase 2/comp Tx (6) (16) (26) (36) (46)
- Emergency Appt (7) (17) (27) (37) (47)
- Not Specified / In General (8) (18) (28) (38) (48)

WHAT (check all that apply)

- TIME**
- Long in waiting room/ Running behind/ rushed/ waiting for Dr. (11) (111) (211) (311) (411)
 - Tx. Appt - Too long (12) (112) (212) (312) (412)
 - Tx duration too long (13) (113) (213) (313) (413)
 - Too many appts/ too frequent (14) (114) (214) (314) (414)
 - Schedule appts - poor avail. / inflexible scheduling (15) (115) (215) (315) (415)
 - Scheduling errors, changes (16) (116) (216) (316) (416)
 - Disrespect / inconsiderate of people's time (17) (117) (217) (317) (417)
 - Too much time between appointments (18) (118) (218) (318) (418)
 - Other (10) (110) (210) (310) (410)

If Other, Describe Here (10): _____

MONEY/FINANCIAL

- Too (very) expensive/ Tx not worth \$\$ (21) (121) (221) (321) (421)
- Re-Tx too expensive (22) (122) (222) (322) (422)
- More \$ than others (23) (123) (223) (323) (423)
- Extra (hidden) cost/ price change/incorrect quotes/ overcharge (24) (124) (224) (324) (424)
- \$\$ before patients/ Greedy (25) (125) (225) (325) (425)
- Billing/Insurance/ Flex Spending Account Problems (26) (126) (226) (326) (426)
- Hard Sell/ Salesman/ 'pushy' rushed to start (27) (127) (227) (327) (427)
- Paid for service not delivered/ completed/ No Refund (28) (128) (228) (328) (428)
- Transfer costs (29) (129) (229) (329) (429)
- Harass for money / send to collections (30) (130) (230) (330) (430)
- Costs are not transparent / unclear / no breakdown (31) (131) (231) (331) (431)
- Inflexible financing / no refinancing options (32) (132) (232) (332) (432)
- Other (20) (120) (220) (320) (420)

If Other, Describe Here (20): _____

COMMUNICATION

- Doesn't Listen to Pt. / misunderstands Pt. (41) (141) (241) (341) (441)
- Didn't explain well / gave inaccurate information (42) (142) (242) (342) (442)
- Didn't answer questions (in-person/phone) / didn't return call (43) (143) (243) (343) (443)
- Tx details/options/Tx Plan not explained-given/ no Tx updates (44) (144) (244) (344) (444)
- Inaccessible (no answer phone)/ don't acknowledge/no check-in (45) (145) (245) (345) (445)
- No reminder phone calls/ appointment Alerts (46) (146) (246) (346) (446)
- Other (40) (140) (240) (340) (440)

If Other, Describe Here (40): _____

INTERPERSONAL

- Poor Personality/ Poor Social Skills/ Awkward/ Not friendly (51) (151) (251) (351) (451)
- Dishonest/Lie/ Distrust/ Cheated/Lie for financial gain (52) (152) (252) (352) (452)
- Uncaring/ Pt not priority/ Not accommodating/ Ignored (53) (153) (253) (353) (453)
- Insensitive (& ethnic, cultural)/ Inconsiderate/ Judgmental (54) (154) (254) (354) (454)
- Disrespectful/ Demeaning/ Condescending (55) (155) (255) (355) (455)
- Aggressive/ Argue/ Angry/ Harass (56) (156) (256) (356) (456)
- Impolite/ Rude/ Mean/ Arrogant/ Insulting/ Humiliate (57) (157) (257) (357) (457)
- Comments about prior Tx; critical of other clinician opinions (58) (158) (258) (358) (458)
- Blaming Patient for results/ tardiness/ crooked teeth (59) (159) (259) (359) (459)
- Too much unnecessary chit-chat hinders work (60) (160) (260) (360) (460)
- Psychologically disturbed / unfit for job (61) (161) (261) (361) (461)
- Other (50) (150) (250) (350) (450)

If Other, Describe here: _____

QUALITY OF CARE / SERVICE

- Disagree with: Plan/ Approach/ Judgment/ Need for tx (71) (171) (271) (371) (471)
- Poor Interdisciplinary care /Poor referral/ Poor sending records (72) (172) (272) (372) (472)
- Not hygienic/ sanitary/ re-using single use only (73) (173) (273) (373) (473)
- No time for pt/ Factory environ/ Inattentive/ Don't see main ortho (74) (174) (274) (374) (474)
- Bad outcome (not relapse): complication/ not finish/poor progress (75) (175) (275) (375) (475)
- Pain Complaints/ Procedures uncomfortable (76) (176) (276) (376) (476)
- Broken (or poor quality) appliance/Brackets/ wire (77) (177) (277) (377) (477)
- Poor skill, ability, office organization/coordination; Errors (78) (178) (278) (378) (478)
- Tx not Individualized (79) (179) (279) (379) (479)
- Other (70) (170) (270) (370) (470)

If Other, Describe here: _____

HIPAA (check all that apply)

- (180) (280) (380) (480)

UNPROFESSIONAL (check all that apply)

- (190) (290) (390) (490)

MISCELLANEOUS (50-55) (check all that apply)

- Retainer - Lost / Broken / Replace / Relapse (50) (50) No Identifiable Complaint (51) (51)
- Poor Customer Service (52) (52) Refusal to treat (or continue to treat) (53) (53)
- Formal complaints filed or threatened / legal action (54) (54)
- Other (55). If Other, Describe here: _____

OFFICE CHARACTERISTICS (60-71) (check all that apply)

- Office Layout / Office design (60) (60) Automated Patient contact (61) (61)
- Bad parking / poor office accessibility (62) (62) Multiple providers (too many) / high staff turnover (63) (63)
- Office cleanliness / shabby (64) (64) Office catered towards only children / adults (65) (65)
- Office is too nice / too fancy (66) (66) Outdated technology / methods / not modern (67) (67)
- Lack of privacy during treatment (68) (68) Inconvenient location (69) (69)
- Poor office hours / days open (70) (70)
- Other (71). If Other, Describe here: _____

Office Response (92-97) (check all that apply)

- Type of Office Response: Apologetic (92) Defensive (93) Thanking (94) Argumentative (95)
- Explanatory / Informative (96) Questioning validity of review (97)