

# Customer Service Registration

Patricia Gilleran, D.D.S., P.C. Amy M. Van Fossen, D.D.S.  
25 East Washington, Suite 1101, Chicago, IL 60602 PHONE:312-368-8771 FAX 312-368-0567

**We truly believe in great Customer Service.  
Answering these questions will help us to provide the service you are looking for.**

Name: \_\_\_\_\_ Please call me: (e.g. John, Mr. Doe, Dr. Doe) \_\_\_\_\_

1. In general, what is the best way to contact you?

E-mail  Work phone  Home phone  Cell phone

2. When you're due for your regular checkup how much encouragement do you want from us?

A lot  A little  Not too much!

How?  E-mail  Work phone  Home phone  Cell phone

3. If you have insurance, you will receive out-of-network benefits. How influential is insurance coverage to your treatment decisions?

A lot  A little  Not at all

4. We respect that your dental health is only one of many areas in your life that you are balancing. Help us understand where dental health fits into your life right now.

It's a great time for me to get in 'perfect dental health'  
 I'd like a perfect mouth, but now is not the time  
 I'm generally the 'fix it if it's broken' kind-of-person  
 I'll do what's necessary to have healthy teeth and gums

5. New patients: What brings you to our office today? Or, if you are already a patient, what keeps you coming back?:

<input type="checkbox"/> Good about staying on time	<input type="checkbox"/> They're nice	<input type="checkbox"/> Dr. Gilleran
<input type="checkbox"/> Always offers options	<input type="checkbox"/> Convenient	<input type="checkbox"/> Dr. Van Fossen
<input type="checkbox"/> Trust treatment recommendations	<input type="checkbox"/> Competent	<input type="checkbox"/> Jean (Hygienist)
<input type="checkbox"/> Very Ethical	<input type="checkbox"/> Doesn't Hurt	<input type="checkbox"/> Angie (Hygienist)
<input type="checkbox"/> Fair Pricing	<input type="checkbox"/> Financial Policies	<input type="checkbox"/> Great Staff
<input type="checkbox"/> Other: _____		

6. New patients: Why are you at a new dentist?

New to Chicago  
 Leaving current dentist. Do you mind telling us why you are leaving your dentist?  
\_\_\_\_\_

7. We are great cosmetic dentists, but don't want to push any treatment you don't want.  
Please indicate your interest in cosmetic work.

Please don't bring it up with me. I'll let you know if I'm interested  
 I'm not that aware of cosmetics but I'm receptive to any suggestions  
 I'm a little interested, if it's something simple  
 I may want work, but I'm hesitant to ask  
 Tell me everything