

## Patient Exit Interview Questions for General Practices

Before you complete an exit interview, it is important to notify the patient in advance. When the patient is making their next-to-last appointment, inform them that you'll spend a few minutes at the end of their final appointment to wrap everything up. At their last appointment, add 5 minutes to the end of their appointment to complete the exit interview.

### Questions

Start by recapping the patient's full experience. For example, you might say "It looks like we referred you to Dr. Smith because of a tooth broken below the gum line. You needed an extraction and opted to replace that tooth with an implant. Dr. Smith completed the surgery, and you've healed nicely, so you're ready for your next step—permanent restoration of the tooth." Then, ask the following questions:

- What issues related to your dental health were you experiencing before you came into our practice?
- Did these issues improve with the doctor's recommended treatment plan?
- How was your experience with the treatment planning?
- How was your treatment?
- How was your recovery?
- How was the restoration?
- Are you glad that you completed the treatment?

Some patients may need additional prompting to open up and provide more detail. You do not have to ask all of the questions above, but it is important to have the patient think through their full experience—from their pain and discomfort before they came in up to the present moment. Once the patient provides their feedback, thank them for sharing. If they've had a positive experience, ask the patient to write a review.

### Asking for a Review

Don't forget to ask a patient who has had a positive experience to leave a review. Use the Patient Review Prompts sheet to ask for a review, and provide them with all the information they need in order to easily leave their review.

Offer referral cards to any patients who openly state that they have a friend or family member who needs an implant or other treatment. If you do not have a referral card, provide them with a business card and write a note for a free consultation for the friend or family member.