

## Patient Exit Interview Questions

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 you came to us from Dr. Smith, with a tooth broken below the gum line. You needed an extraction and opted to replace that tooth with an implant. We completed the surgery, and you've healed nicely...". Then, ask the following questions:

- Tell me about your experience so far with our practice.
- 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 treatment?
- How was your recovery?
- 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.

### Additional Feedback & Referrals

If a patient referred from another practice provides positive feedback, encourage them to share their feedback with their referring doctor. Their doctor likely sees many other patients who need the same treatment, and providing feedback that they are highly satisfied with their results could help their doctor feel more confident in recommending this treatment.

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.