



Argus Dental & Vision, Inc. is committed to providing high quality health care services to our Members. As part of our assurance that quality service is received by our Members, we periodically select a random pool of patients and mail them a Member Satisfaction Survey. We place great importance on their candid feedback and want to know how the Members evaluate the quality of care and services they have received from our network providers. This survey helps us learn about their experiences with our network of Providers as well as our Argus Customer Care team.

We are thrilled to report that the 2017 Member Satisfaction Surveys are in! Surveys revealed a 95% satisfaction rate amongst patients when asked how pleased they are with the quality of care they received from you and your staff and their overall experience with your office.

Thank you, our valued partners, for demonstrating your continued dedication to positive patient experience and outcomes and for your participation in the Argus Dental & Vision Provider Network!

Question	Results
Overall, I am satisfied with the dental care received?	93.0%
It was easy to obtain member assistance.	97.5%
The Customer Care Representative was courteous, helpful and knowledgeable.	97.1%
The office <i>location</i> was convenient.	94.4%
The office <i>hours</i> were convenient.	96.6%
The examination was thorough and met my expectation.	93.9%
The office was neat and professional.	97.2%
The waiting time in the provider's office was reasonable.	95.0%
The office staff was friendly and courteous.	96.3%
The time spent with me by the provider and staff answering questions was sufficient.	93.8%
Were you able to schedule an appointment within a timeframe acceptable to you?	96.5%
Would you recommend Argus for a friend or family member?	90.9%
Survey Average	95.2%

ARGUS DENTAL & VISION, INC.

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