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Post-Webinar Test Questions:

Dr's Allen, Brown, Brian & Meeske – Why Don't Patients Come Back? - The Crucial Role of Patient Experience in Clinical Outcomes and Practice Success

1. Patient experience is the sum of all interactions, across a patient's journey, that drive loyalty and trust.
 - a. True
 - b. False
2. According to the evidence shared, a patient's experience can impact clinician outcomes.
 - a. True
 - b. False
3. Ways that you can measure patient experience include:
 - a. Call/survey patients
 - b. Focus Groups/Patient Panels
 - c. Inquiring about cosmetic and additional aesthetic care
 - d. Compliments and Complaints
 - e. All of the above
4. Anonymous feedback can empower patients to provide feedback, both positive and negative.
 - a. True
 - b. False

Name: _____ Degree: _____ Date: _____
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Please email your completed test to info@elevateoralcare.com for grading and recording.

An AGD Pace Completion Certificate, or corrections to the answers, are needed to obtain a passing score of 80%. This certificate will be emailed to your address above within three weeks for continuing education credit. Please call us at 877-866-9113 for any questions.