



## Positive Responses

Thank you for taking the time to share your feedback with us. We're thrilled to hear about the success of your visit with Dr. \_\_\_\_!

Glad to hear you benefited from your recent experience with our team. If there's anything else you need, please don't hesitate to let us know!

Thank you for sharing! We're glad to hear your appointment went well.

Thank you for taking the time to share your review and we look forward to seeing you at your next appointment. If you have any additional questions or concerns, please call...

We appreciate the kind words about our team. It's our pleasure to help you get back to doing what you love.

We're glad to hear you enjoyed your experience with Dr. \_\_\_\_ at your recent visit. Hope all is well and thank you for sharing!

## Negative Responses

Due to privacy regulations, we can't discuss specifics about your comments online but we encourage you to call [NAME] at [NUMBER] during normal business hours so we can obtain more details and address your concerns. We are committed to providing patients the highest quality care and take your feedback seriously. We look forward to hearing from you soon.

We are committed to providing patients the highest quality care and take your feedback seriously. Please call [NAME] at [NUMBER] during normal business hours so we can obtain more details about your experience and address your concerns for future patients.

Patient care is our number one concern and we thank you for sharing your feedback. Please contact [NAME] at [NUMBER] as soon as possible so we can work to resolve your concerns offline while protecting your patient privacy.

We appreciate your feedback and encourage you to call [NAME] at [NUMBER] during normal business hours so we may learn more about what happened and how we can improve for future patients while protecting your patient privacy.