

Creekview Orthodontics
Allen, TX

Dear ALL members of Creekview Orthodontics,

We would like to let you know about how pleased we have been with our treatments of Nikita (our daughter) for the last several years. We have yet to find a medical facility (Dr's dentist etc.....) that matches your office.... and here is why:

Professionalism/ Staff Service/Attitude/Freindliness

- Every person in your has been extremely professional. Always smiling.....
- Every office visit was very courteous from the staff when we check in all the way to check out.
- We never had to wait more than 5 minutes for our appointment (that speaks volumes of your office – most of the other medical offices we visit – wait times are up to 45 mins! – what this tells me is your scheduling team is doing an awesome job! and are the Dr's are not only focused on \$\$'s to get as many patients in and out.
- There was a time when we had to reschedule an office vist because Nikita had an exam on the day of her scheduled visit. The office staff were very receptive to reschedule (they showed that they cared and were parents themselves who go through these issues....). We got a call back within 5 minutes with not just one option but several options...again showing that your office truly cares about the patients.
- The open wifi that you have is great for parents (even though wait times are very short) – I wish other Dr's offices would do this too – especially where you have much longer wait times.
- Kid's love the video games that you have – all leading to an overall enjoyable experience.

I hope that you continue what you are doing – treating each patient as if they were your own family! You seem to have a very low turnover of staff, which tells me that it is a enjoyable place to work, which shows in the attitude of everyone in the office and hence a great experinec for all....

Thanks! for providing a beautiful smile to our daughter and hoping you create many more.....

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