

WILLIAM B. BOHANNAN DDS, MD

A PROFESSIONAL CORPORATION

Testimonials

Thank you for offering to provide us with a testimonial of your experience. Our ultimate goal is to ensure that our patients have a positive experience in our office. We know that most patients do not wish to have surgery, but we pride ourselves on making the experience as pleasant as possible.

Our practice is built upon our reputation. Since patients are often nervous about going to a surgeon's office, testimonials and feedback from other patients can help us to ease their anxiety. Many patients are willing to provide a testimonial, unsure of what to say. What to say is very simple. In your own words, describe your experience. If you need some guidelines, you can simply use the following questions to create your testimonial.

- Was the office presentable (clean and neat) ?
- Was the staff professional and friendly ?
- Was the consultation thorough and informative ?
- Were all of your questions answered ?
- Was Dr. Bohannan professional and courteous ?
- Did the procedure go as described and meet or exceed you expectations ?
- Were the financial and insurance issues handled in a professional manner ?
- Would you recommend Dr. Bohannan to your friends and family ?

These are simply guidelines. The most important thing is that you tell your story in your own words and describe your pleasant experience.

An example (from an actual patient):

I was referred to Dr. Bohannan from my dentist for the extraction of my wisdom teeth. I was nervous, obviously, but walking into his office I felt a little better. The office was clean, I was greeted warmly, and the staff was very nice and courteous. During the consultation, I was thoroughly informed about my procedure and what was to be expected. Dr. Bohannan was warm and professional and covered EVERYTHING. I knew exactly what to do and when to do it both before and after surgery. The documentation was also a very helpful reminder. I left his office ready to have the procedure and left my worries behind. On the day of the procedure, I was nervous, but once again the staff and Dr. Bohannan put me at ease. I don't even remember the I.V., as they used some cold spray, and the next thing I knew I was going home. I didn't feel a thing after surgery. I only had one day of soreness and I can say that Dr.



1750 El Camino Real Suite 403
Burlingame, CA 94010
650-692-1530
650-692-2655 fax

2025 Forest Ave Suite 6
San Jose, CA 95128
408-286-1553
408-286-8511 fax

WILLIAM B. BOHANNAN DDS, MD

A PROFESSIONAL CORPORATION

Bohannan and his staff far exceeded my expectations and made the whole experience a good one (as I really don't like going to the dentist). Without a doubt, anyone who needs to have any oral surgery, I will recommend Dr. Bohannan. Thank you !!!!!

There are three types of testimonials. One is written, one is voice/audio, and the other is a video testimonial. Written testimonials can be a letter, fax or commonly an email. The other testimonial form is audio. For an audio testimonial, you will be provided with a 1-800 number you can call and record your testimonial. The other form is video. A short video of your testimonial is recorded in the office. However, some web savvy patients have recorded their own testimonials and sent them to us via email or posted the testimonial on a video site such as [YouTube](http://www.youtube.com). We prefer video and audio testimonials but any testimonial is greatly appreciated.

Thank you again for your time and consideration and feel free to contact the office should you have any questions regarding the testimonial process.

Kind regards,

William B. Bohannan DDS, MD

Diplomate of the American Board of Oral and Maxillofacial Surgery

If you are willing to provide an audio testimonial (they are greatly appreciated---all you have to do is say your first name and last initial and the city you are from. Then just tell your story... All you do is call 800-961-5970 and record your message.

If you wish to fax us a testimonial, you can do so at 650-692-2655 for Burlingame and for San Jose 408-286-8511.

You can send your testimonials to:

drbohannan@comcast.net

And once again.....Thank you.....



1750 El Camino Real Suite 403
Burlingame, CA 94010
650-692-1530
650-692-2655 fax

2025 Forest Ave Suite 6
San Jose, CA 95128
408-286-1553
408-286-8511 fax