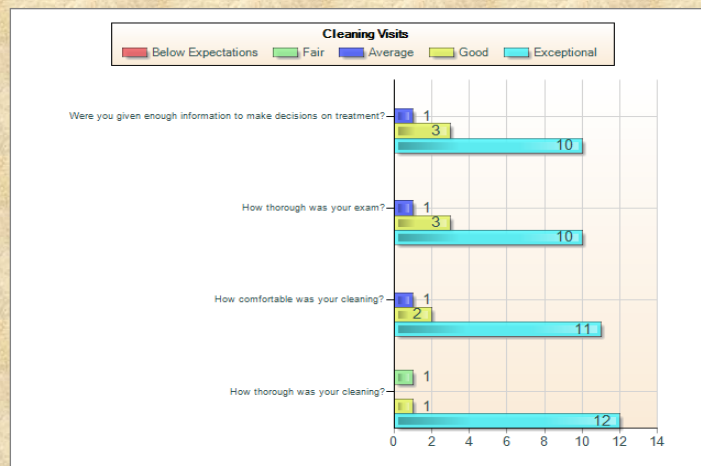




Springville Office
June 2012

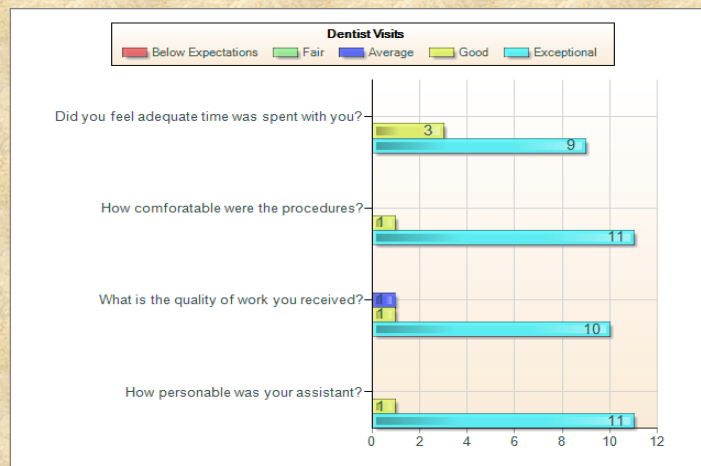
Patient Satisfaction Survey: Cleaning Visits



Comments on Cleaning Visits:

- I love how punctual this office is. Makes my day a lot easier.
- I love how prompt my cleaning was! They had me back within minutes. Everything (x-rays, cleaning, dentist) went sequential without any waiting in-between for a very quick visit!
- didn't have a cleaning visit, but everyone was great there!
- The hygienist who cleaned my teeth (Candy Kidd), was exceptional. I know she is just a temp but her level of: expertise, friendliness, and care made me realize I was in great hands. I also like the massaging chair and tv available for patients. Gook job Candy!! She gave alot of good recommendations for me and wrote them all down so I wouldn't forget.

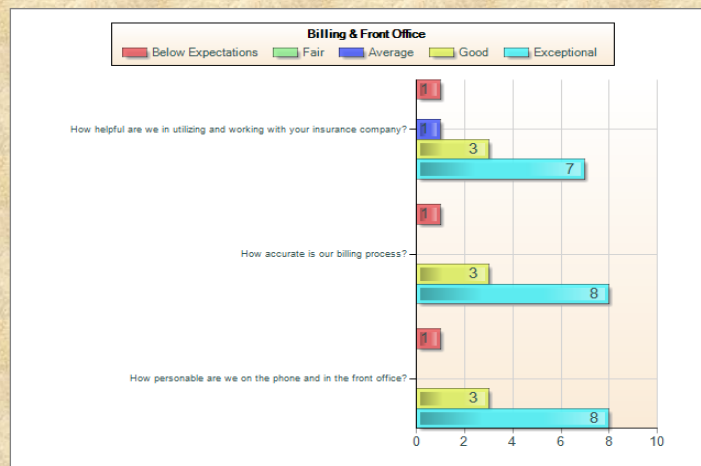
Patient Satisfaction Survey: Dentist Visits



Comments on Dental Visits:

- The dentist was good too.

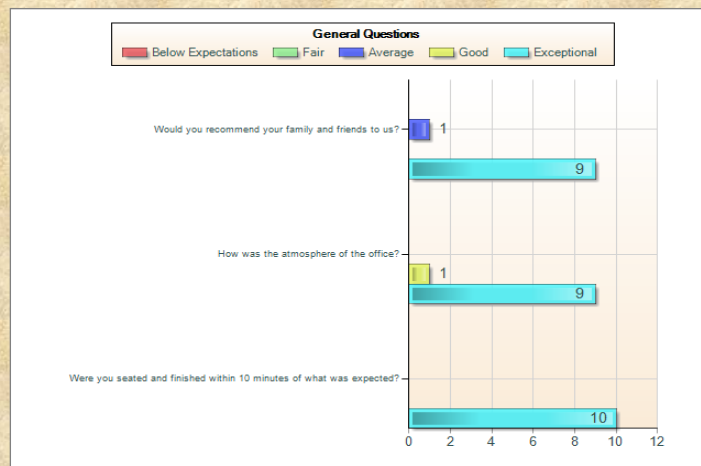
Patient Satisfaction Survey: Billing & Front Office



Billing & Front Desk Comments:

- Never had an issue, but have never needed anything but a cleaning so far.
- There should be no ambiguity between office staff about billing arrangements. The receptionist should know what is required to be paid and why it is required. The assistant who handles the billing needs to communicate better with the reception desk so there is no confusion upon checkout.
- No problems.

Patient Satisfaction Survey: General Questions



How are we *exceeding* your expectations?

- Everyone was really friendly and great, a great overall experience for a place I don't really like being at. Thank You!
- Both girls that worked on my kids were very friendly and great with them. My kids loved their experience and that makes all the difference in bringing them back. Thanks!
- The dentist was very patient and kind. He made the experience pleasant.
- We enjoy the "relaxing" atmosphere of your office.
- Please refer to first comments about Candy Kidd the hypeneist.

How can we make your experience better?

- Office staff shouldn't be so passive aggressive. If something is needed from the patient, they should just say it instead of beating around the bush. It appears that the communication between the office staff is lacking.
- No recommendations.