

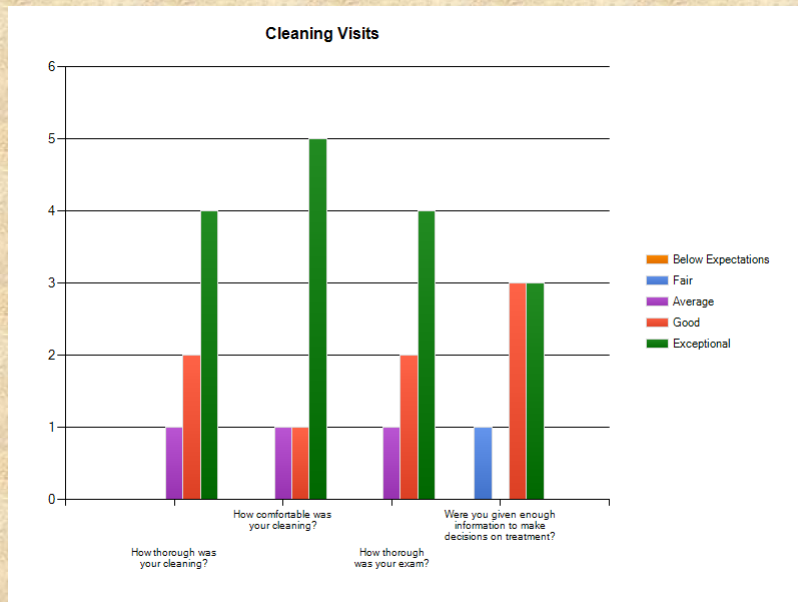


Payson Office
October 2012

What Do You Want Most From Us?

- Quality affordable dental care in an environment that is patient friendly and informative.
- Great workmanship in a friendly time conscious environment.
- Good dental care with a reasonable price
- Family dentist
- To be in and out quickly
- Affordable dental care
- Professional, prompt service.
- Your friendliness like always. I enjoy the fact that you try to communicate with me as a deaf person.

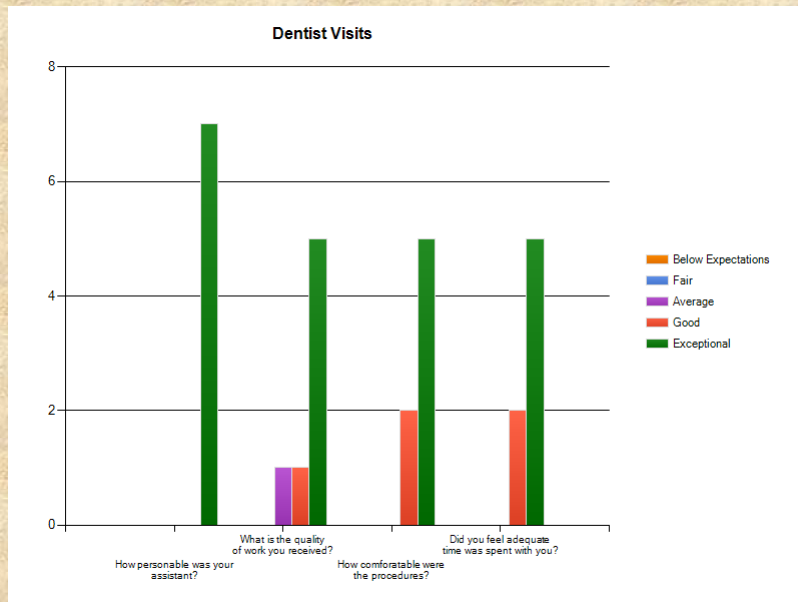
Payson Patient Satisfaction Survey: Cleaning Visits



Comments on Cleaning Visits:

- I love those massage chairs cuz it calms me down. ;)
- Your staff helps us feel really comfortable and gives additional education on cleaning as needed! Thanks!!
- Hygienists were great!
- It was a great visit, very friendly. Helped point out areas that my 10 year old needed to pay more attention to, also complemented where she was doing a good job.
- It would be nice if when you suggest treatment options you don't just state the cost but notify me of ways to decrease the cost by eliminating unnecessary parts of the procedure. (not applicable in all cases)

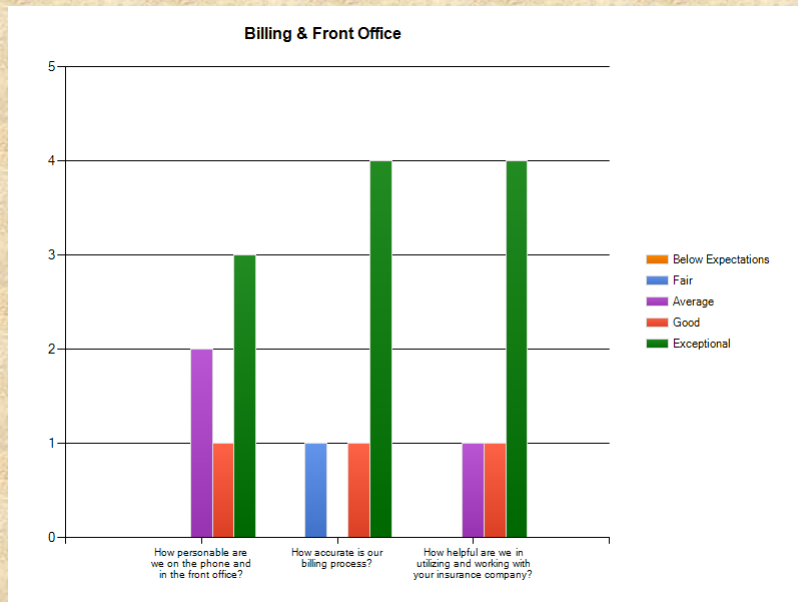
Payson Patient Satisfaction Survey: Dentist Visits



Comments on Dental Visits:

- My daughter said both the assistant and dentist were super nice and friendly. And funny too!
- Thorough, friendly and prompt! Thanks
- Thanks!

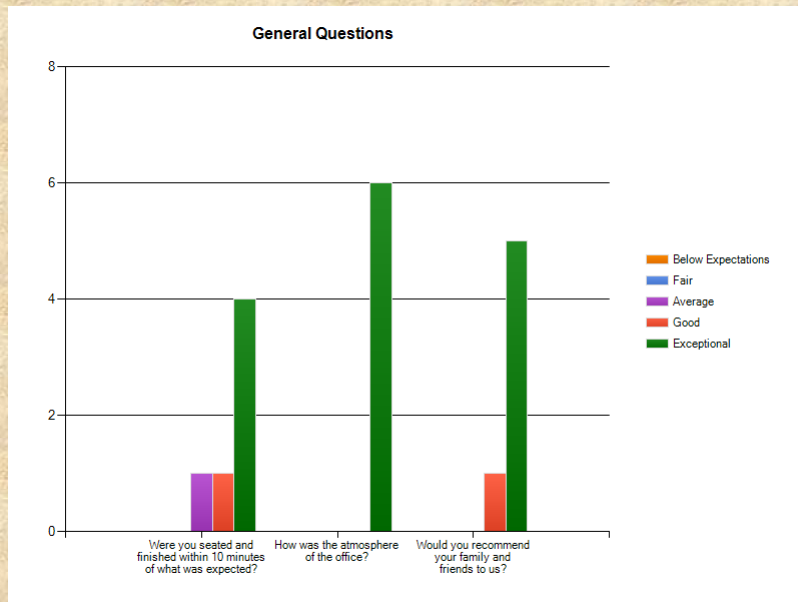
Payson Patient Satisfaction Survey: Billing & Front Office



Billing & Front Desk Comments:

- E-mails help!
- Very helpful and attentive!
- I like how I usually get a printed treatment plan with expected costs.

Payson Patient Satisfaction Survey: General Questions



Any specific comments about team members or doctors in exceeding your expectations?

- My 2 year old wanted nothing to do with an exam today but after watching his older brother and having a very friendly hygienist, he sat on my lap and let her clean his teeth with a toothbrush! That's great progress! Especially for my little one!
- I felt like you guys cared and that makes me trust you guys easily by your kind actions and focusing on us while trying to do your job.
- The hygienist with long brown curly hair and a big smile always does a great job and is good at educating us on our dental care. Dr. Baird is very reassuring and accommodating. Never condescending.

How can we make your experience better?

- Just keep doing what you're doing! It's great!
- Help me understand where I can save costs
- My kids have had their teeth sealed there and both of them have had cavities under the sealants. So I'm wondering if they were sealed properly. I'm not very happy about it.
- There isn't any, I am a satisfied customer! ;)