



Payson Office
November 2012

What Do You Want Most From Us?

- The honesty and great treatment you always give us
- Great customer service
- Service was great. Couldn't ask for anything else
- Quality care
- Quality, affordable dental care
- Quality care

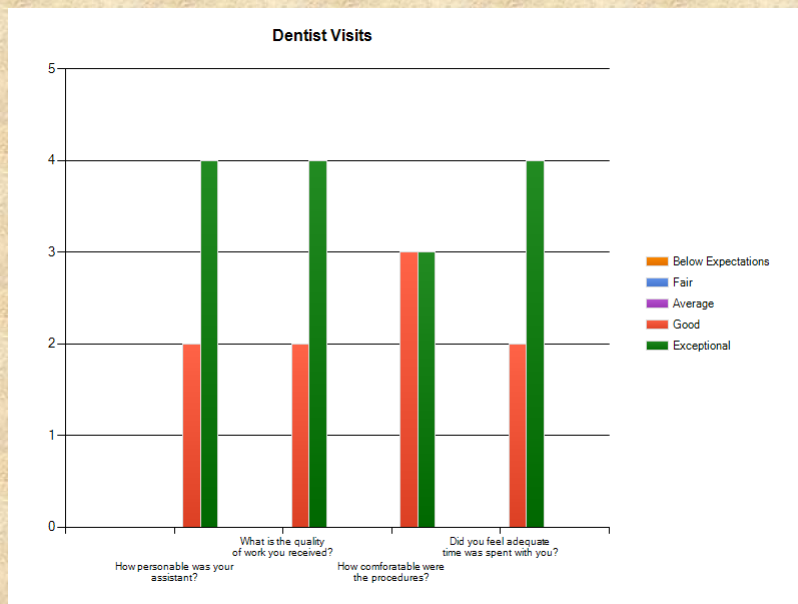
Payson Patient Satisfaction Survey: Cleaning Visits



Comments on Cleaning Visits:

- We love Katie the hygienist. She truly makes the experience bearable.
- 7 year old had a tooth extraction not a cleaning...great office...so good we pulled our whole family from our family dentist and now we all drive from Springville to come to your office. You are all amazing and should be proud!
- Everything was great

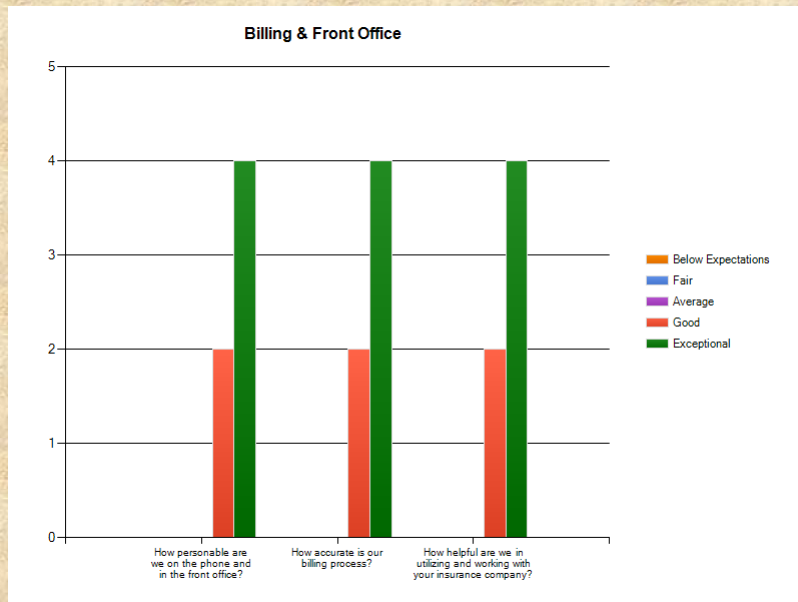
Payson Patient Satisfaction Survey: Dentist Visits



Comments on Dental Visits:

- Fantastic. We love Dr. Johnson
- Visit was great

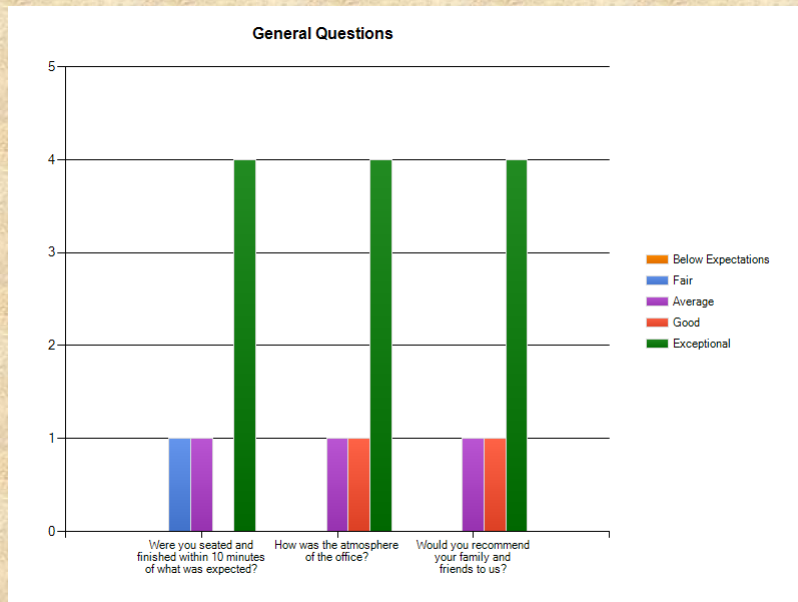
Payson Patient Satisfaction Survey: Billing & Front Office



Billing & Front Desk Comments:

- I appreciated that when they took x-rays before they checked what our insurance covered , they were willing to write it off. Thank you. E-mails help!
- Fit us in on short notice! thank you thank you thank you
- Billing was explained very well
- I recieved a phone call, a text, and an email reminding me of visits. While I appreciate the reminders - one is sufficient - after that I start to get annoyed.

Payson Patient Satisfaction Survey: General Questions



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

- I love how good they are especially with my kids.
- Quick and efficient

How can we make your experience better?

- I think you guys are great. If you have a way of convincing my hubby to make his 6 mo. appts. that would be awesome. J/k. Thanks for everything.
- Nothing I can think of. Visit was great.
- Only one reminder - a text is fine OR a phone call