



PATIENT SURVEYS

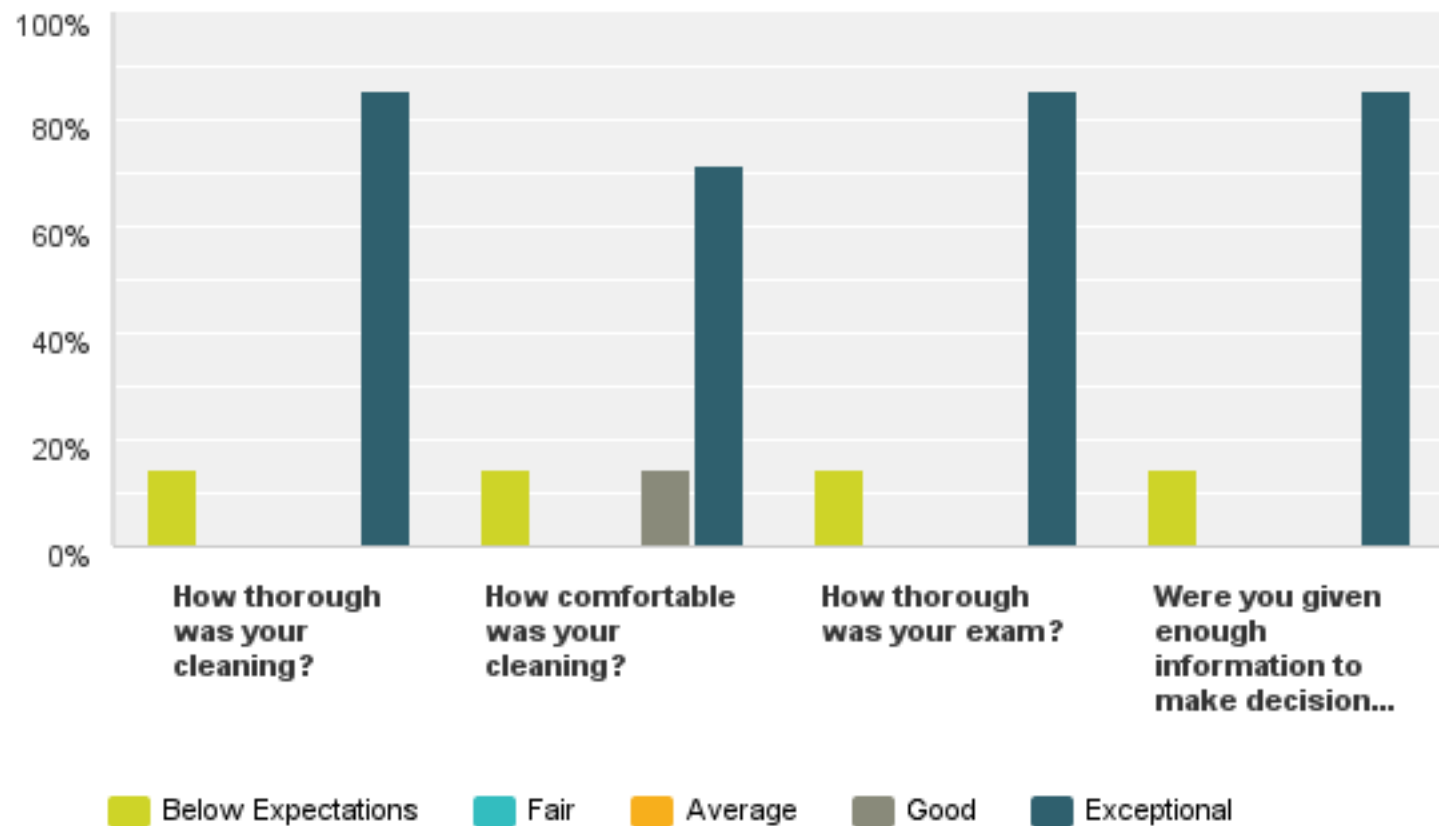
Payson — April 2014

What Do You Want Most From Us?

- Warm friendly care. Honesty.
- keeping my teeth healthy
- good dental care
- Dental care that meets my needs and accuracy from your dentists so that dental problems are taken care of before they have a chance to get worse.
- Friendly service
- I love how friendly and kind everyone has been to me at all of my visits.
- Great staff
- Gentleness, understanding

Q2 Cleaning Visits

Answered: 7 Skipped: 2



Cleaning Visits

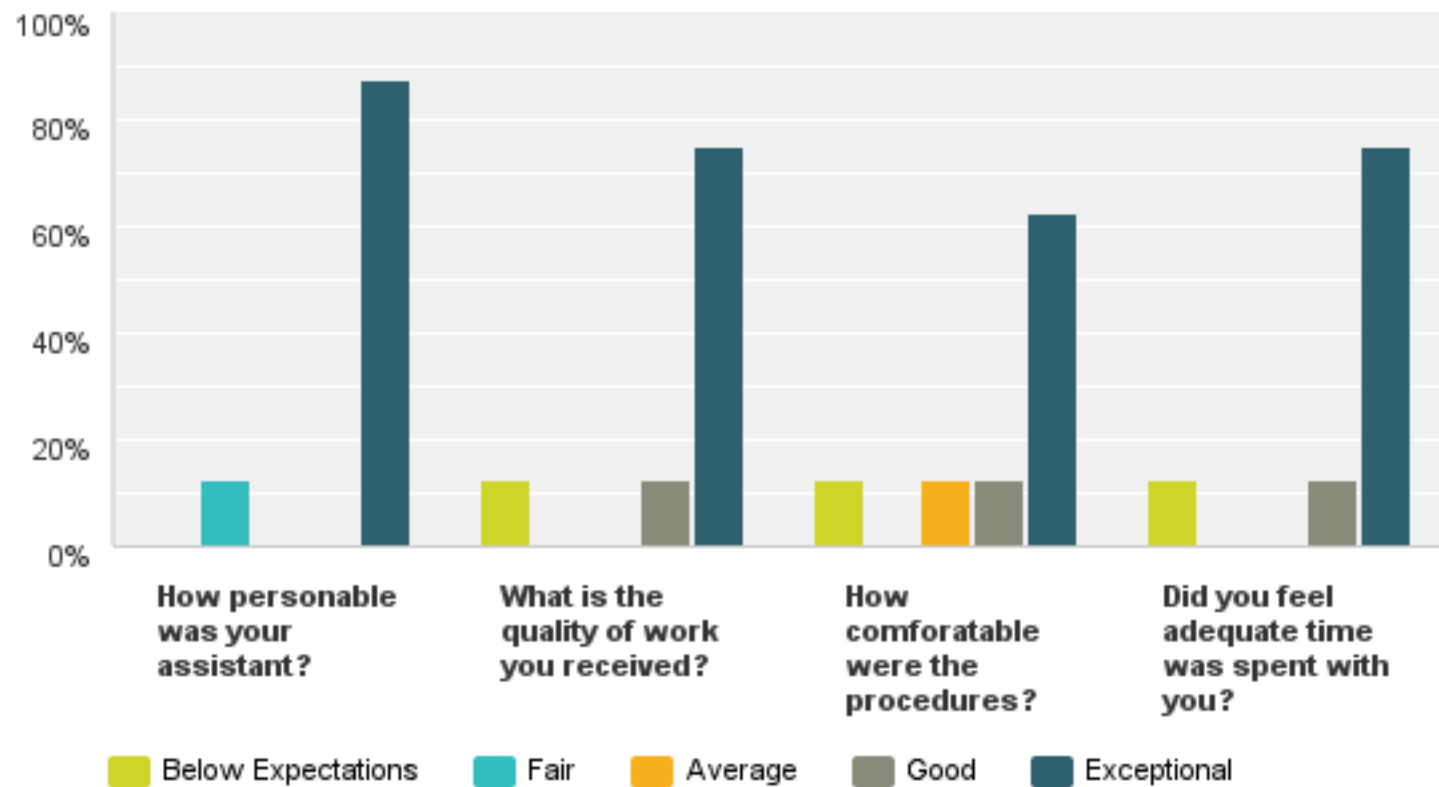
Comments on Cleaning Visits:



- Amanda was fabulous.
- Lindsey was amazing!! it was a great cleaning!!
- great service by Suzy in both quality of work and answering questions about dental care. Wonderful personality.
- No one told me this but I have had to assume that a separate appointment was necessary in addition to a checkup...I was not offered an appointment for a cleaning.
- Didn't have a cleaning today
- Suzy is fantastic!

Q4 Dentist Visits

Answered: 8 Skipped: 1



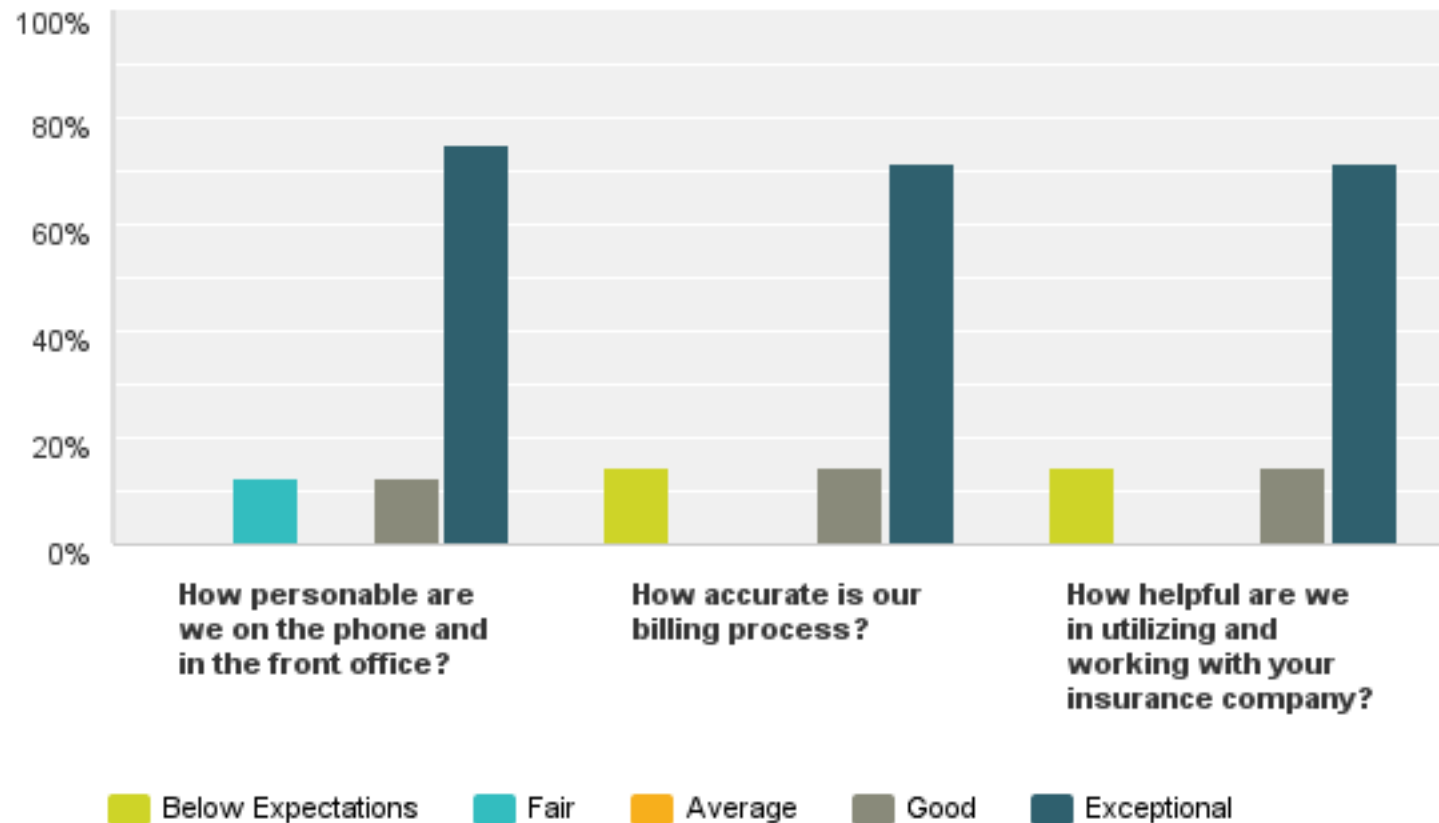
Dental Visits

Comments on Dental Visits:

- Dr Baird was upbeat and great with myself and my child. I was really pleased.
- very friendly staff!!
- The dentist looked at my x-ray and told me that I needed a root canal on a tooth that I had just had filled and crowned about 3 months earlier. He didn't even look in my mouth to see if there was something he could do to help the swelling and pain before he told me to go make an appointment for 3 weeks in the future.
- The doctor was very good at introducing himself, spending time with me, and making recommendations and answering questions.

Q6 Billing & Front Office

Answered: 8 Skipped: 1



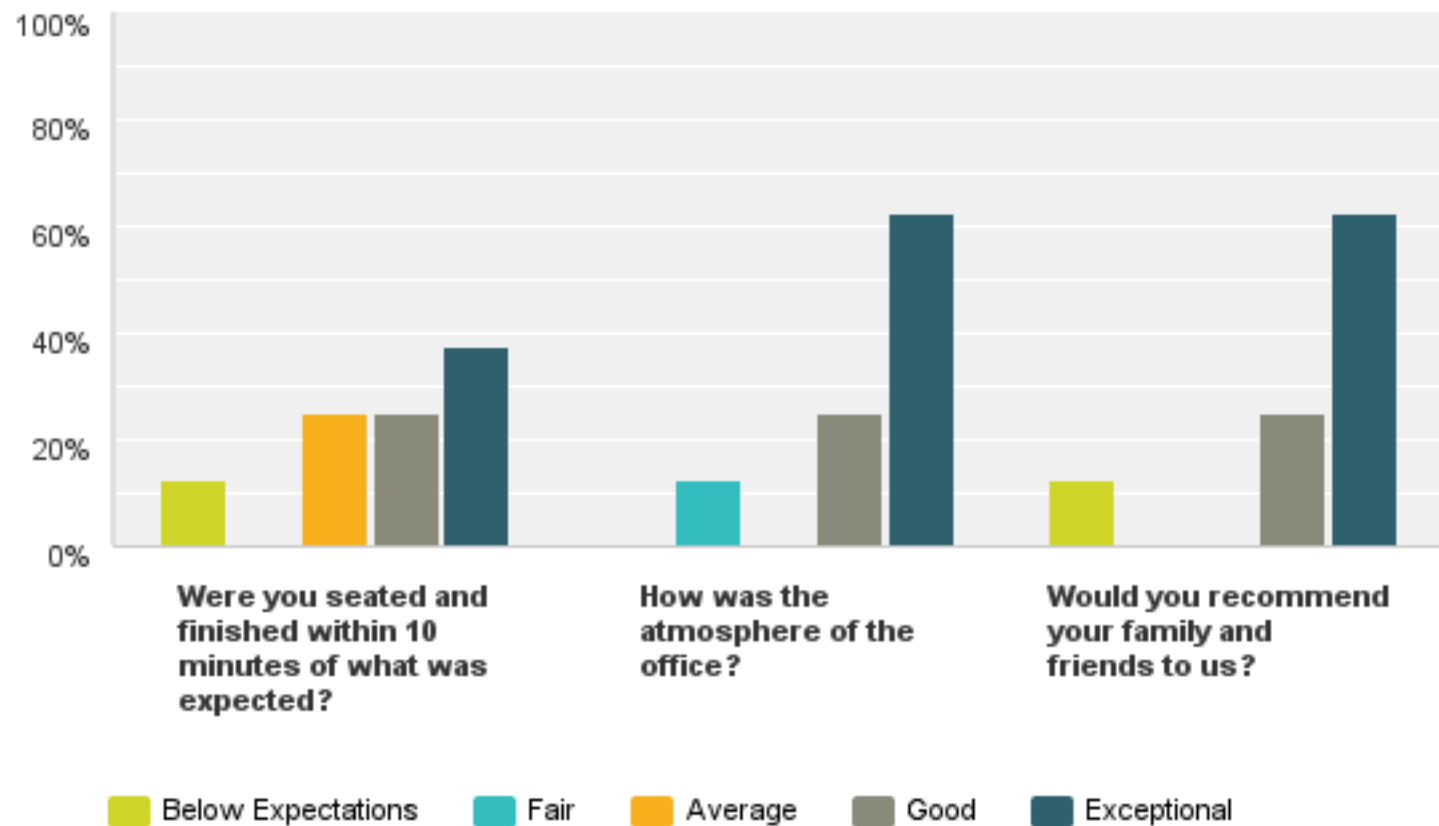
Billing & Front Office

Billing & Front Desk Comments:

- ❑ I haven't had any experience yet with billing and/or insurance.
- ❑ Very friendly and warm. I did over hear gossip between staff members about other staff.
- ❑ front office staff is very nice and fun to talk to
- ❑ Automatic charges to our card were never billed at the same time each month when they were expected...something that could wreak havoc in the financial lives of most people. This caused us to go into overdraft a few times.
- ❑ Your ladies at the billing and front office are wonderful. It is because you have such great staff that we keep coming back!

Q8 General Questions

Answered: 8 Skipped: 1



General Questions

Any specific comments about team members or doctors that exceeded your expectations?

- Everyone did a great job.
- Dr Baird was genuine. I loved the no cavity club and how well taken care of my toddler was. The dentist was a fun experience for him.
- I have high expectations and they were met.
- I am very disappointed in Dr. Heid. She should have just done the root canal in the first place instead of having me come back and have to pay more money to redo that tooth. I have also never had this bad of an infection in a tooth that needed a root canal...my face is still puffy 3 days later. The dentist I saw on 4/3/14 seemed to have no more than 5 minutes for me. He suggested that I come back later for the root canal. He seemed not to realize the difficulty that would cause me personally. I had gotten a babysitter at the last minute to make it to the appointment and it seemed that he and the dental assistant were suggesting that I go pick up my child, go home and find another babysitter and make arrangements for other kids after school just so that I could come back at a more convenient time for them. I called the office back a few minutes after leaving to see if that appointment was still available...I figured that I would just have to do whatever was necessary to get the tooth fixed even if it was more than inconvenient for me...of course the time slot had been filled and I would be unable to get help for a couple weeks. Fortunately, I was able to find another dentist to help me. It took no longer than 20 minutes of actual work from the dentist to drill into the tooth and release the pressure. He put medication in the infection and temporarily closed the tooth...this was exactly what I had expected you to do for me so that I could get on an antibiotic and the swelling in my face would go down before I went out of town.
- A fabulous team! I especially love working with Suzi but the whole team is great!

How can we make your experience better?

- it was excellent care. No recommendations
- "I would appreciate it if someone could contact me regarding this survey. I would also like a partial refund because it seems that your office neglected to take care of my tooth the first time I had it fixed. An explanation of why the dentist couldn't help me then would be appreciated also. You can reach me at slsyne2@gmail.com.
- Very disappointed, Stephanie Syme"
- N/A