



## PATIENT SURVEYS

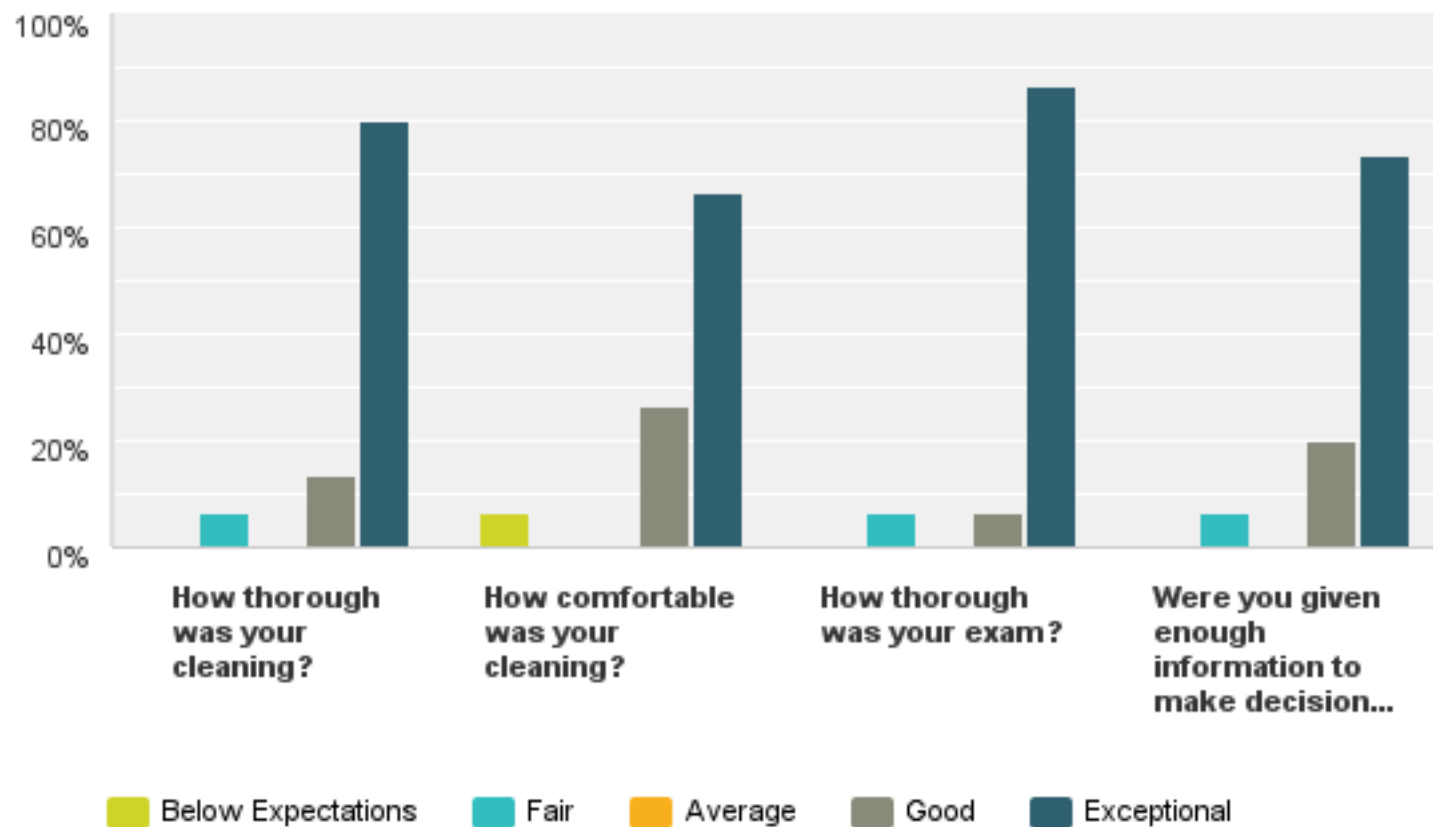
Payson – May 2014

# What Do You Want Most From Us?

- Quality care, honest, all in one place.
- Great dental service and interaction with insurance so I know how much out of pocket I should expect.
- Painless, inexpensive, professional dentistry.
- good dental work, kid friendly
- "truth about how I can better care for my teeth.
- The best treatment available."
- A calm kind compassionate reassuring experience with competent, affordable dental care.
- Good care, Honest opinions about my teeth. Get me in as close to my appointment time as possible. My time is valuable too. So far you have been great at all of the above.
- Be on time with your appointments. I waited for 40 minutes in the waiting room. Then another 15 minutes for the doctor to come in.
- Honesty and open communication
- On time, professional, friendly, correct diagnosis
- I love your office!
- Clear explanation of what to expect during the exam and procedures.

## Q2 Cleaning Visits

Answered: 15 Skipped: 0



Cleaning Visits

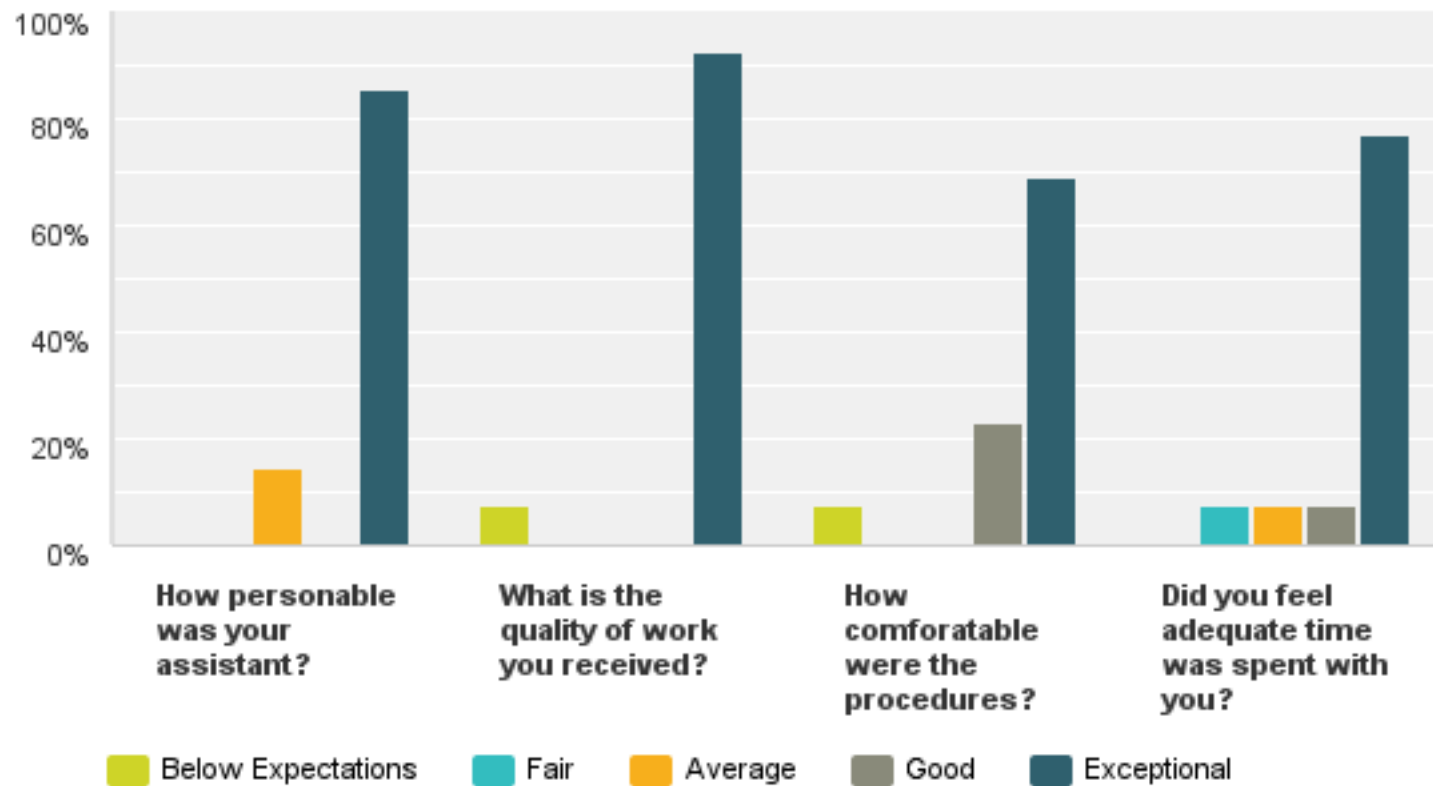
# Comments on Cleaning Visits:



- Love the staff and the thorough job done.
- Suzy was great. It took us two full hours start to finish. I've never had a cleaning that took more than about 45 minutes before. It was most definitely too long.
- It is never a pleasant experience but you do make it worth the effort to come in. Your staff is efficient and friendly, fast. Great Job too.
- Excellent Service during the cleaning. Friendly and informative.
- Hygienists are friendly and quick. Doctors are thorough and friendly, explaining everything.
- Suzy is my favorite hygienist! I always request her and love the way my teeth feel after she cleans them

## Q4 Dentist Visits

Answered: 14 Skipped: 1



Dental Visits

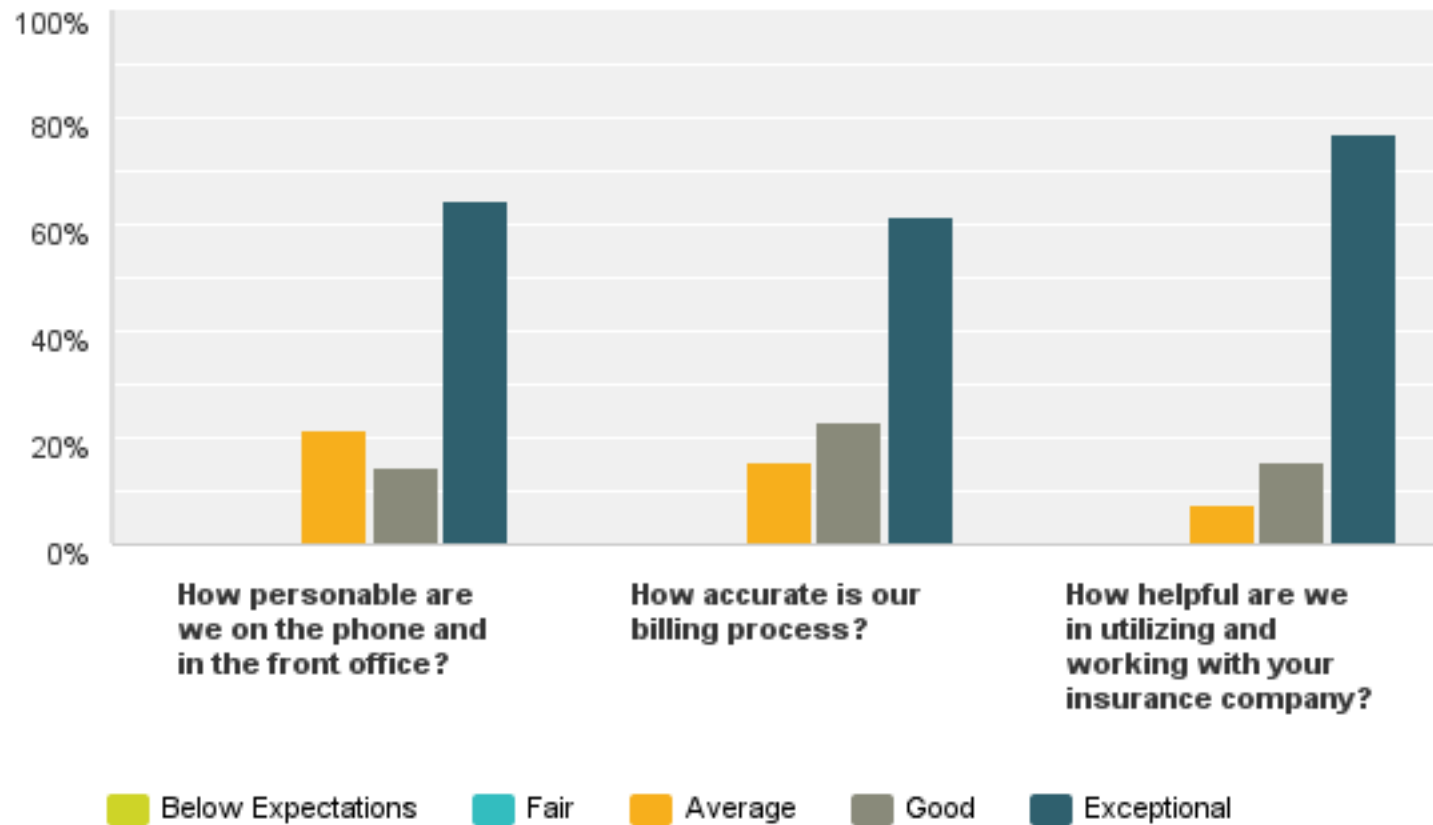
# Comments on Dental Visits:



- We had a cleaning only.
- In and out. No cavities It doesn't get better than tha

## Q6 Billing & Front Office

Answered: 14 Skipped: 1



Billing & Front Office

# Billing & Front Desk Comments:

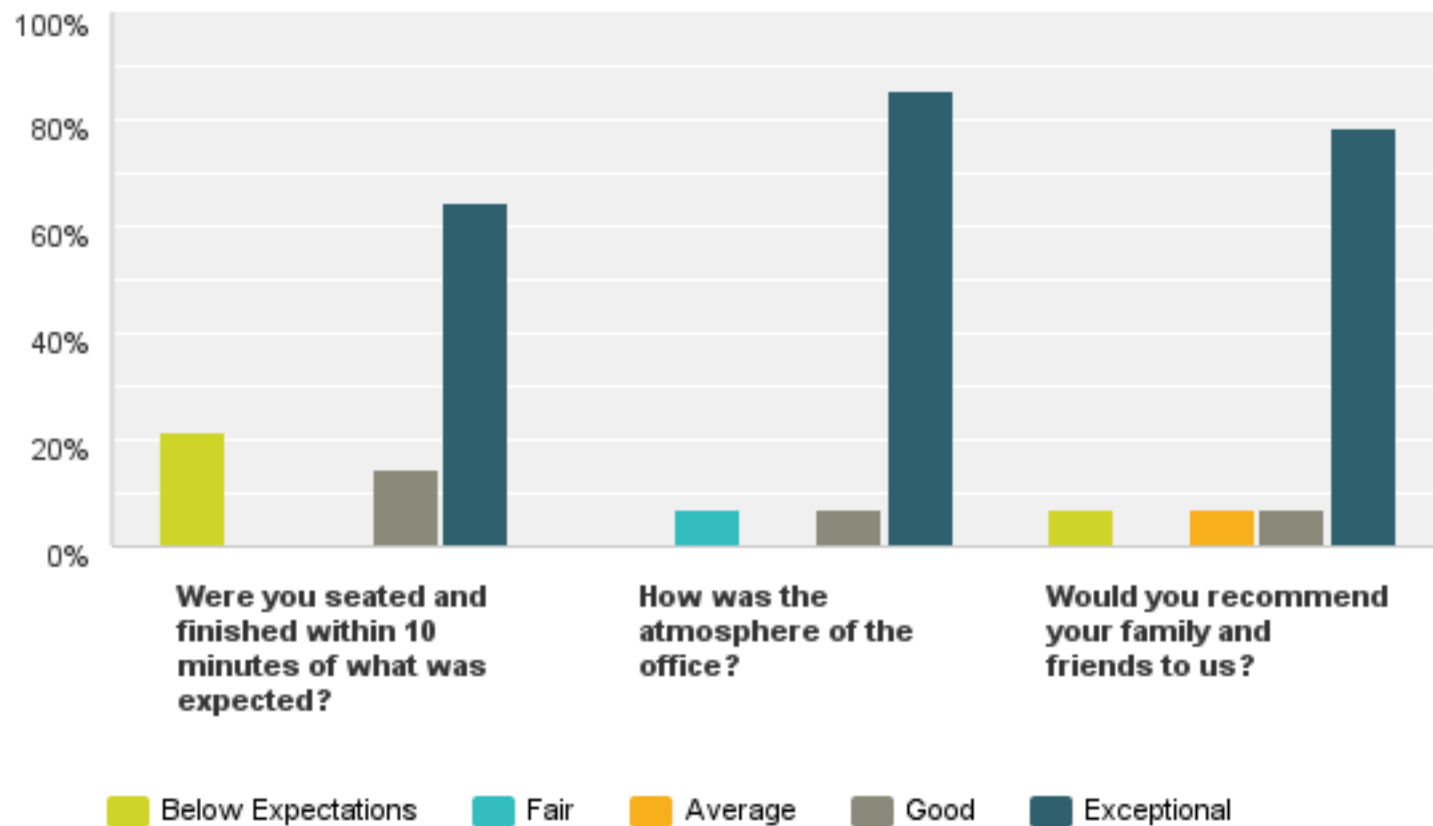


- ❑ Not applicable yet
- ❑ They do a great job.



## Q8 General Questions

Answered: 14 Skipped: 1



General Questions

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

- Love them all
- I appreciated them taking the time to cement a permanent retainer back on.
- you staff is always friendly and fast. I know that I am not going to wait a while when I get there and the service will be exceptional
- Informing us about our wait time, letting us know that they were hurrying but that they were behind would have been helpful. Offering to reschedule because they were 40 minutes behind.
- As I said before I love Suzy and the work she does!

## How can we make your experience better?



- Nothing Just keep doing what you are doing. I liked the new offices, they have the same comfortable feeling as the old one only more spacious. Feel like home.
- Have more communication. Making sure my kids are comfortable or understand the procedure. Making sure they are understanding of what you are going to do to them before you do it.