



## PATIENT SURVEYS

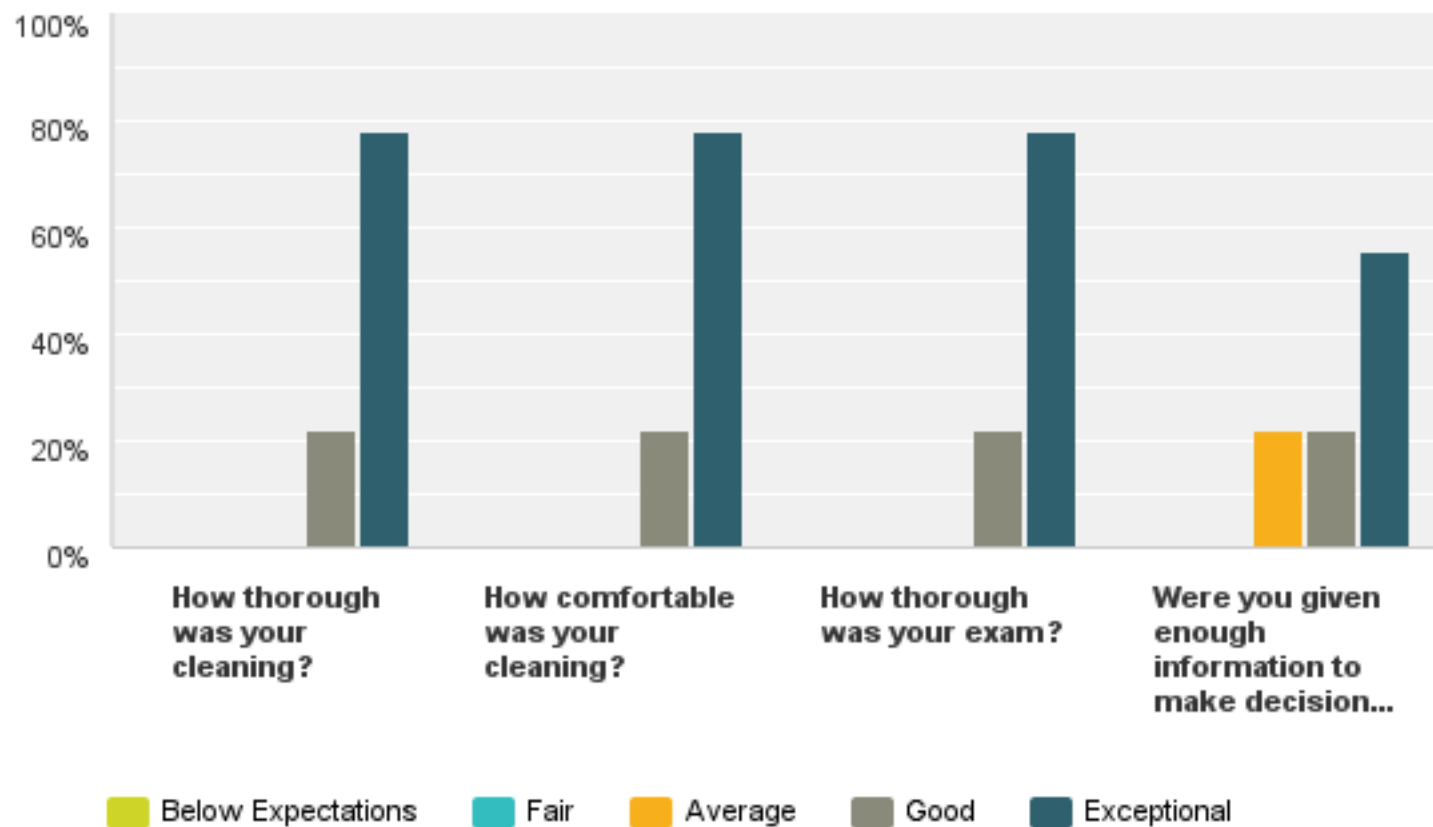
Payson – November 2014

# What Do You Want Most From Us?

- Excellent care, personable greeting, & pleasant surroundings.
- Comfortable cleanings. I got what I wanted today!
- Pain free quality service, nice friendly faces.
- To keep my family's teeth healthy, but also not break the budget. I know I can trust the Dentists to give an honest diagnosis.
- Honest, Patient, kind, friendly
- Quality
- Quality dental work that lasts
- Excellent services
- Healthy teeth and a good experience
- A continuation of the friendly, great service you provide

## Q2 Cleaning Visits

Answered: 9 Skipped: 1



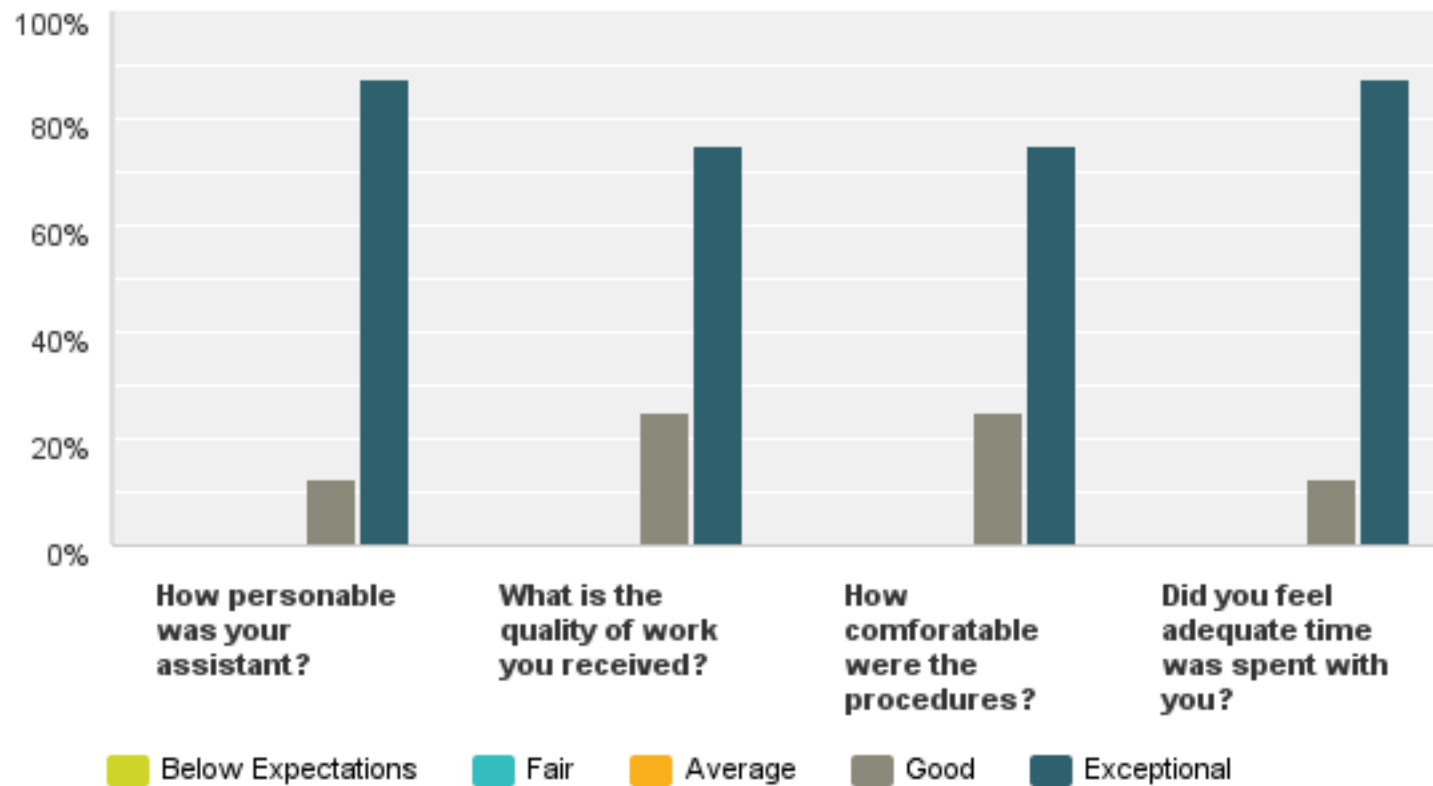
Cleaning Visits

# Comments on Cleaning Visits:

- Apply Sav to lips to remove chance of splits and chapness. Info what she is doing at each step would be helpful.
- In all the years I've been to the dentist I've never had an oral cancer screening. (That's what it's called, I think). I was so impressed the dentist took time to do that and TELL me what he was doing.
- Thank you for working with the busy schedules of our family. We love your hygienists.
- My teeth felt great. They were so clean and smooth. I really liked it.
- Hygienists were fantastic!!
- excellent and friendly service
- I appreciate the gentle and thorough cleanings as well as the information provided during the cleanings.

## Q4 Dentist Visits

Answered: 8 Skipped: 2



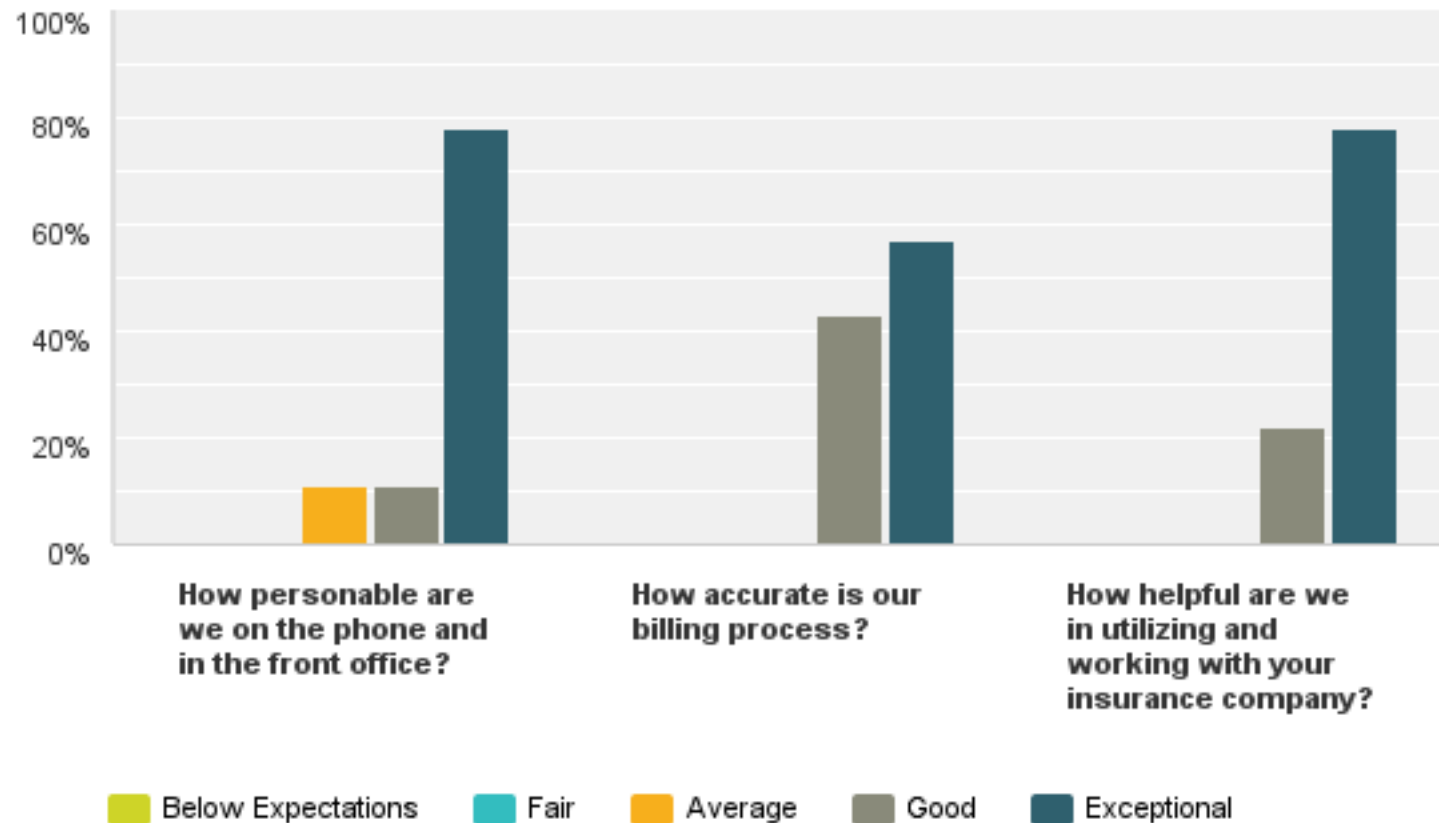
Dental Visits

# Comments on Dental Visits:

- They always make me feel right at home.
- Dr. Allred you are the best I will not go to anyone else. Like, you are the most patient ever out of anyone else. Like, you are very honest, like very honest, very very honest. The best one ever. And, you make me comfortable there. I know it's not a hassle but a challenge sometimes for me. I gag a lot and put my tongue in the way and I sneezed on the assistant during my shot. Sorry about that. Thanks for being patient with me. I really, really appreciate it a thousand times appreciate it. You are the best! Thank you for everything. It was the best day of my life. I really like it. Love, Bryson Cornaby
- The kids said they loved how gentle everyone was with them.
- The last time I had work done was a while back. There was some problems that lingered and I was grateful to have taken care of for free later on. I felt very well taken care of.

## Q6 Billing & Front Office

Answered: 9 Skipped: 1



Billing & Front Office

# Billing & Front Desk Comments:

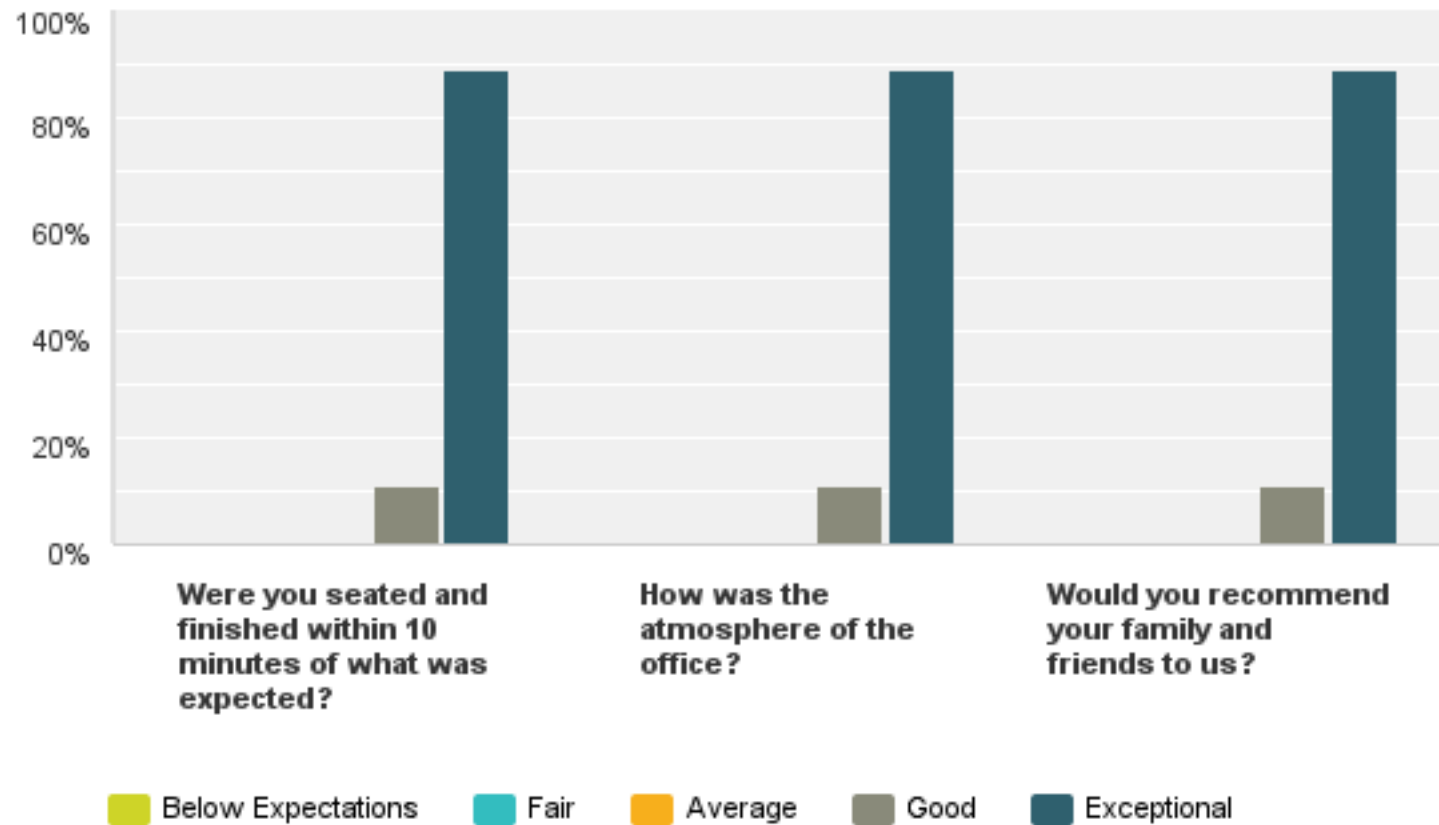


- ❑ I like how you all work as a team to make sure our insurance covers everything and work with us on paying what it doesn't
- ❑ I like your wif
- ❑ Very helpful, friendly, and efficient
- ❑ Cleanings are paid in full by my ins and additional work has been a while, so I left the accuracy question blank.



## Q8 General Questions

Answered: 9 Skipped: 1



General Questions

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

- Dr Winward was fantastic. And I love Lauren! She's the best hygienist you have!!
- Thank you for the quick service with my broken tooth. The staff was friendly and made me feel welcomed without an appointment.
- My kids wish for more time in the treehouse. Everyone makes the whole experience comfortable. We feel at home. A LOT different from my childhood Dentist.
- I love Dr. Allred so much. He is the best.
- I told them I needed to be out within an hour to get to my child's school class. They were very accommodating and got me out extremely quick. I really appreciated it
- Thank you for being so personal in your work!

## How can we make your experience better?



- The headrests on the chairs are very uncomfortable. Lauren and I tried adjusting it several times through the appointment and it never felt comfortable.