



PATIENT SURVEYS

Payson – January 2015

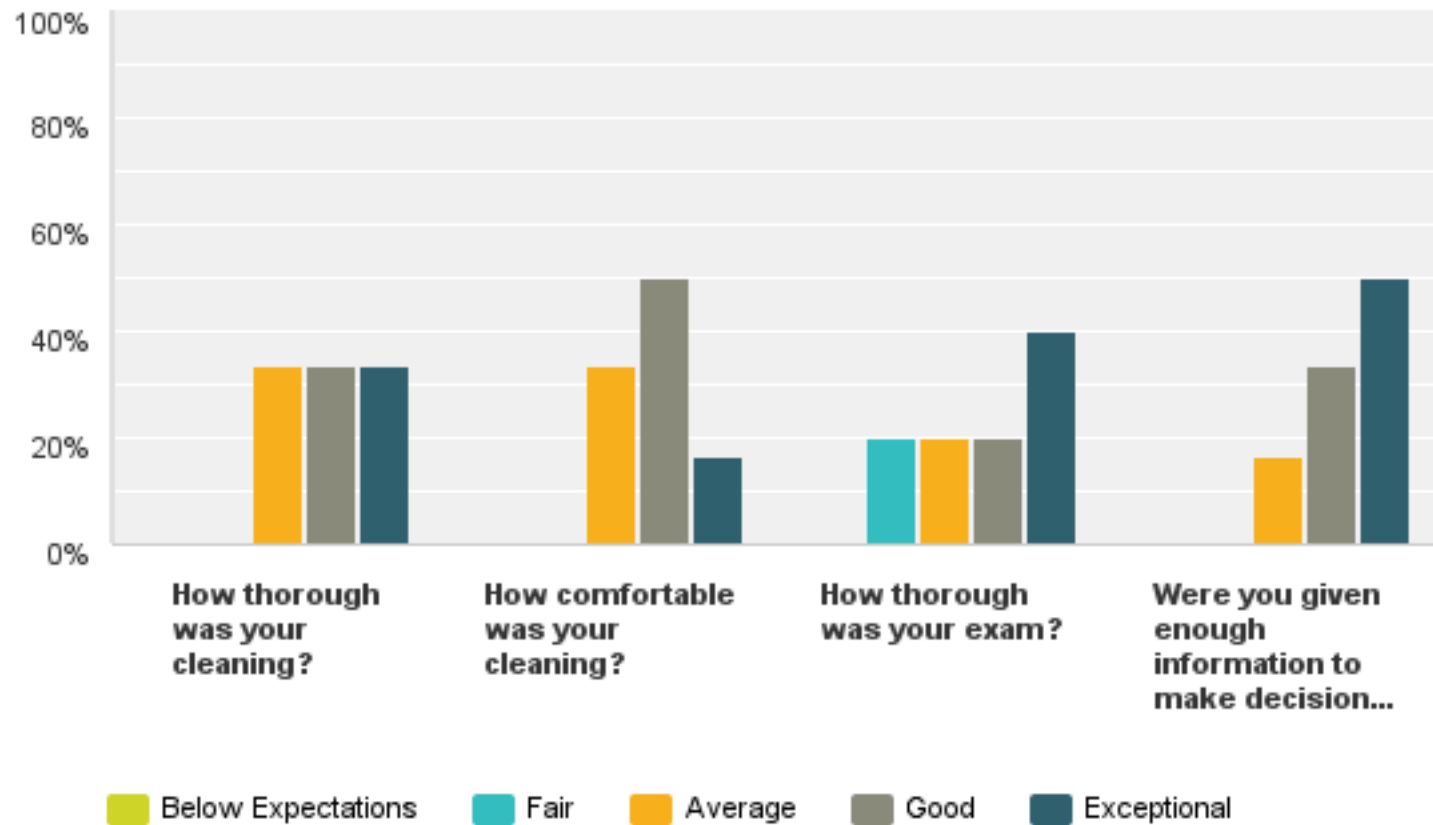
What Do You Want Most From Us?



- ❑ High quality service provided by polite people who will educate me on the work they are doing and demonstrate integrity in their practice.
- ❑ Care for my teeth
- ❑ Honesty and availability
- ❑ Good service and good pricing
- ❑ Over all a good experience
- ❑ Friendly staff who care.
- ❑ to be able to help figure out my best options for treatments

Q2 Cleaning Visits

Answered: 6 Skipped: 1



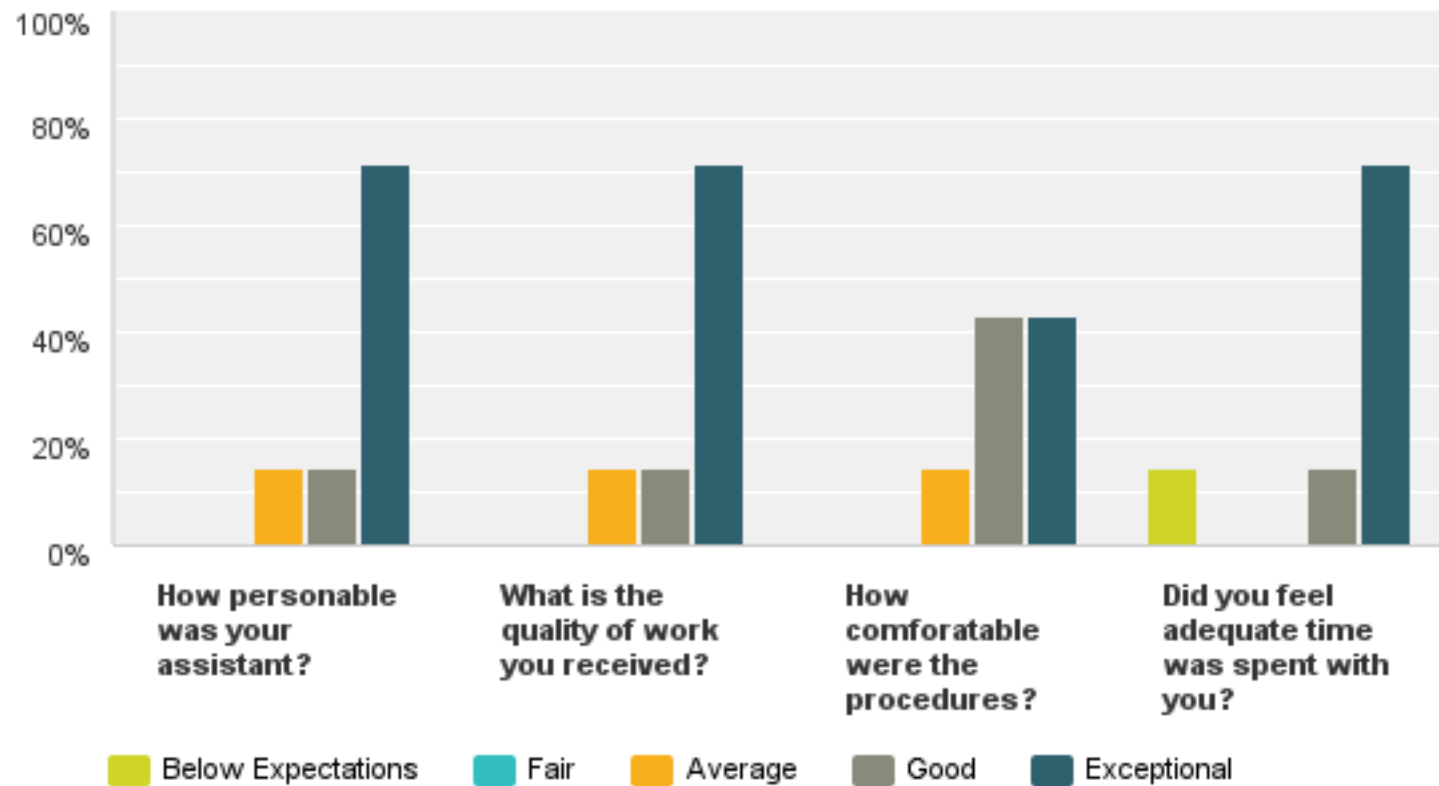
Cleaning Visits

Comments on Cleaning Visits:

- ❑ My hygienist was excellent. She is thorough and careful and always willing to take time to educate me. The dentist was polite but seemed a little rushed and impersonal.
- ❑ Techniques have changed so much but I guess that's good.
- ❑ I feel rushed
- ❑ I did not have a cleaning, but my exam was great.

Q4 Dentist Visits

Answered: 7 Skipped: 0



Dental Visits

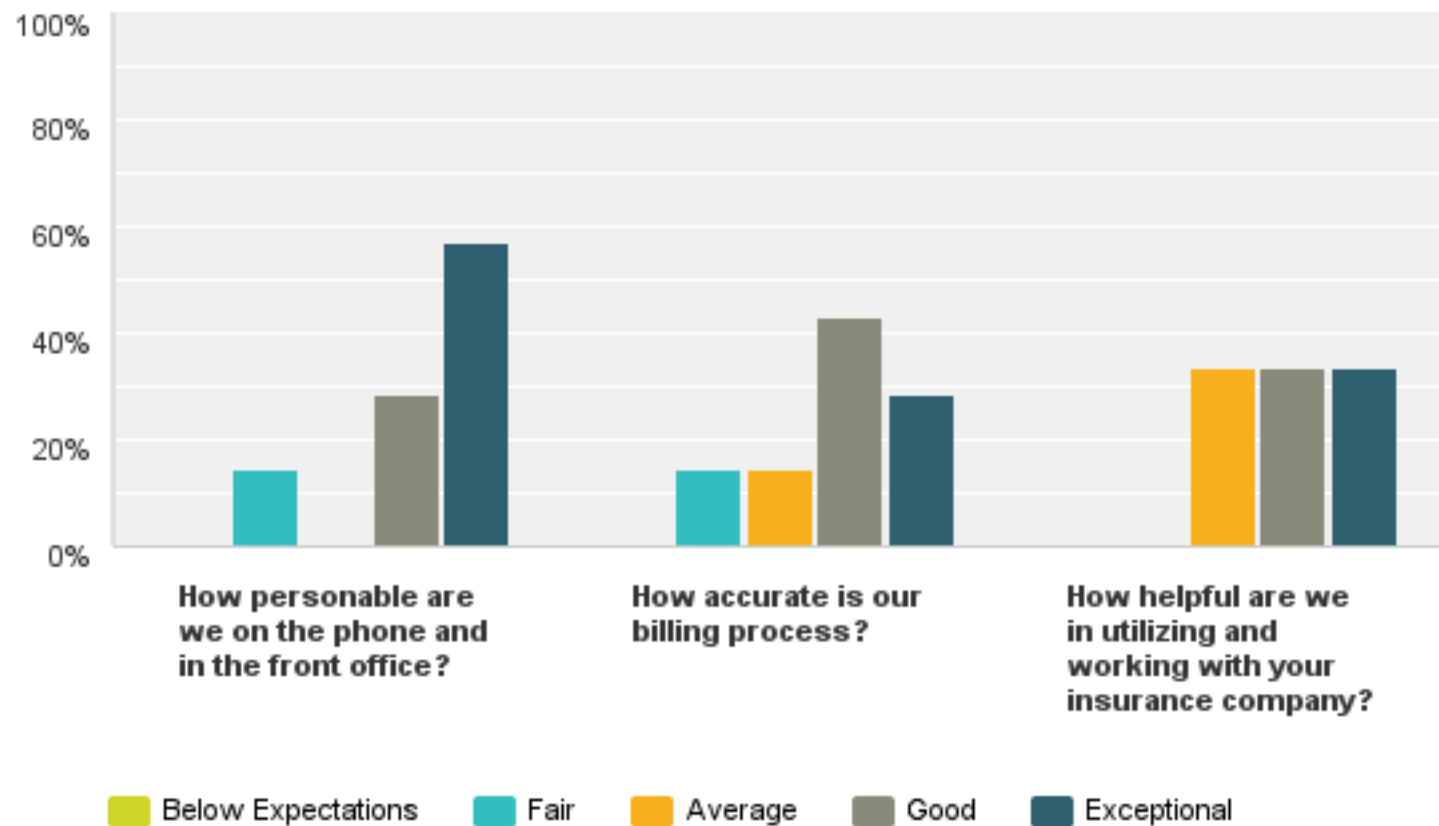
Comments on Dental Visits:



- The hygienist who took care of me and my daughter was exceptional though my husband and sons were seen by someone else whom they felt did fine but was not as helpful or personable as mine had been.
- Hygienist was great. I really like her.
- Very pleased
- The visit was great! I feel like the took adequate time to get to know me and recommend the best treatments for me.

Q6 Billing & Front Office

Answered: 7 Skipped: 0



Billing & Front Office

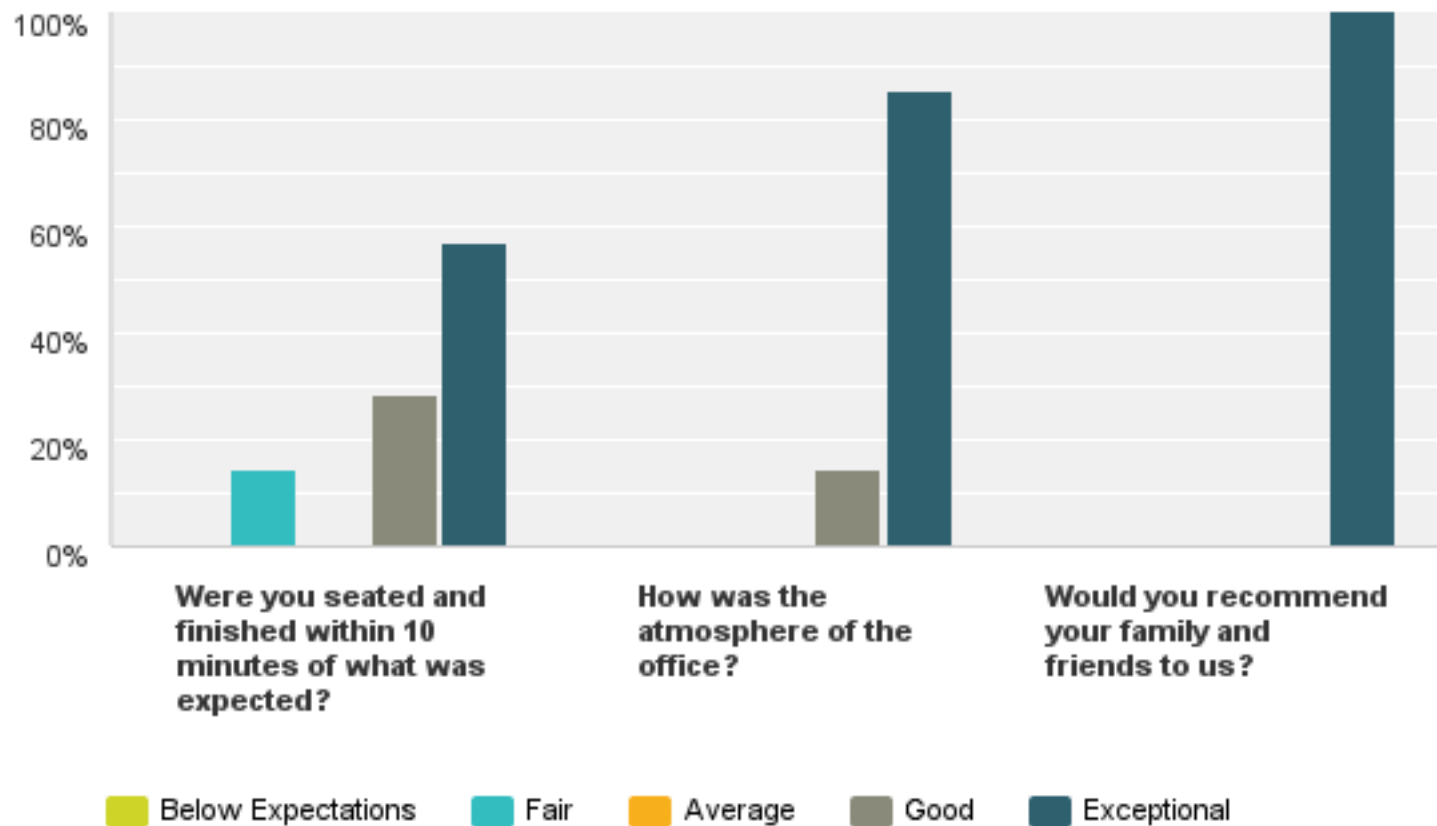
Billing & Front Desk Comments:



- ❑ Mistakes have been rare and they are always great to work with. I love knowing what to expect to pay before hand.
- ❑ Not outstanding
- ❑ There was some confusion but all is good. I appreciate the gal who helped me and we will get it right.
- ❑ I do not have insurance so I cannot comment on that, but everything else was great!

Q8 General Questions

Answered: 7 Skipped: 0



General Questions

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



- I have already mentioned the hygienist. I just wish I could remember her name. She has long curly light brown hair, looks fairly young, nice smile. She consistently exceeds expectations.
- Slow down and please care
- The receptionist, assistant and Dentist were very friendly and was able to recommend things to me that matched my situation.

How can we make your experience better?



- ☐ It would be nice to be able to see the same dentist consistently.
- ☐ Personalize the experience.
- ☐ It was all great!