



PATIENT SURVEYS

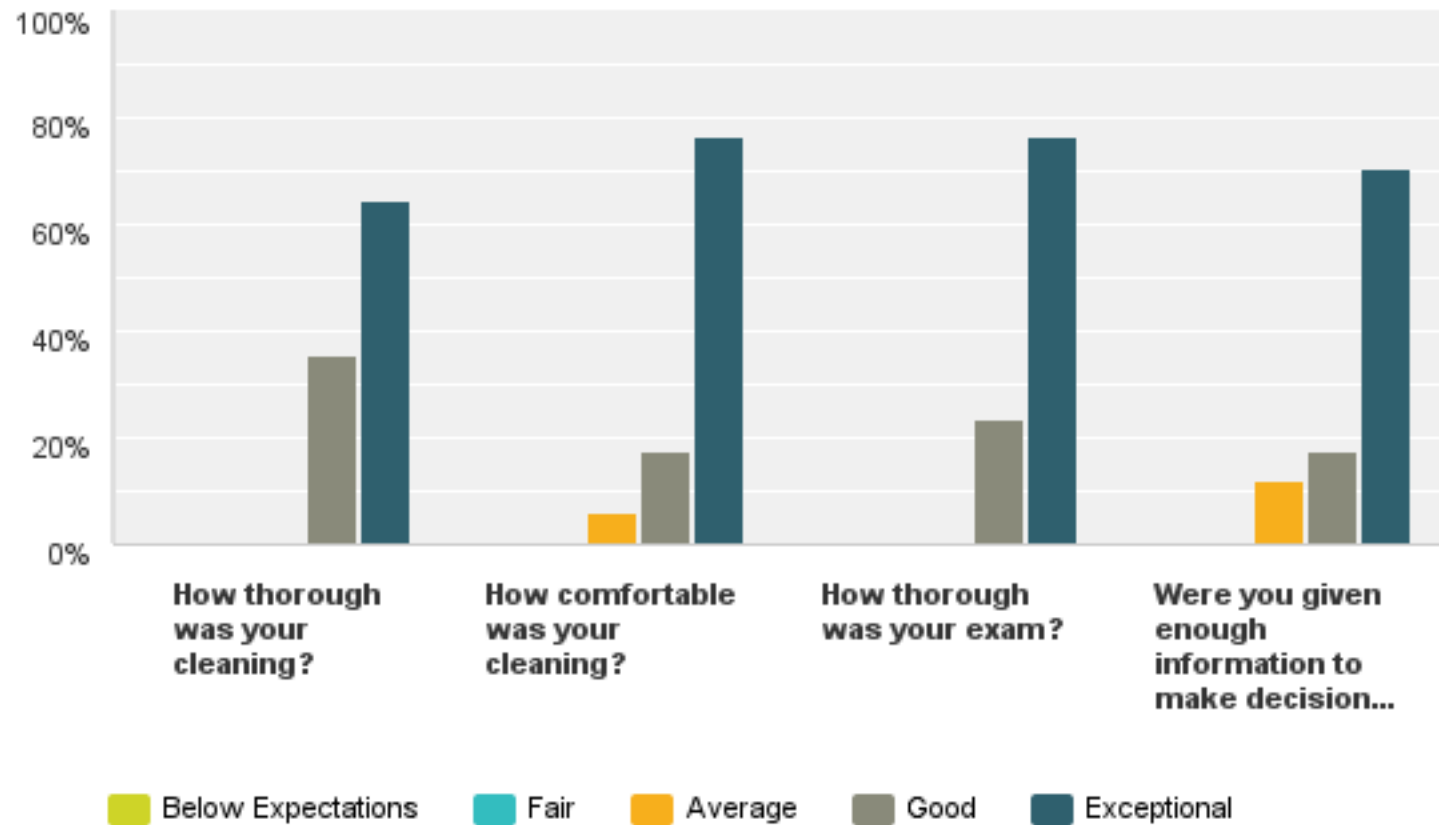
Payson — JULY 2015

What Do You Want Most From Us?

- Friendly competent service
- not to be just a number
- Quick, efficient, and professional quality work.
- Clean teeth, a good job at whatever the task is.
- Fast, friendly and affordable dental care.
- Good customer service. Friendly staff. Good dental work. Specifically, I really am looking for dentist that does not do any unnecessary care or work and really has my interest in mind.
- Quality dental care, easy appointments,
- Quality "state of the art" dental care and advice
- The best care possible.
- Assistance and your knowledge about good dental health
- Knowledgeable dentists, friendly and relaxed atmosphere
- Pain free teeth and clean teeth
- Quick and quality work
- Positive service especially for our little children; Competence in caring for our teeth helping us be able to use and care for our teeth as long as possible
- Good dental care with low cost. Good staff and caring dentist.

Q2 Cleaning Visits

Answered: 17 Skipped: 0



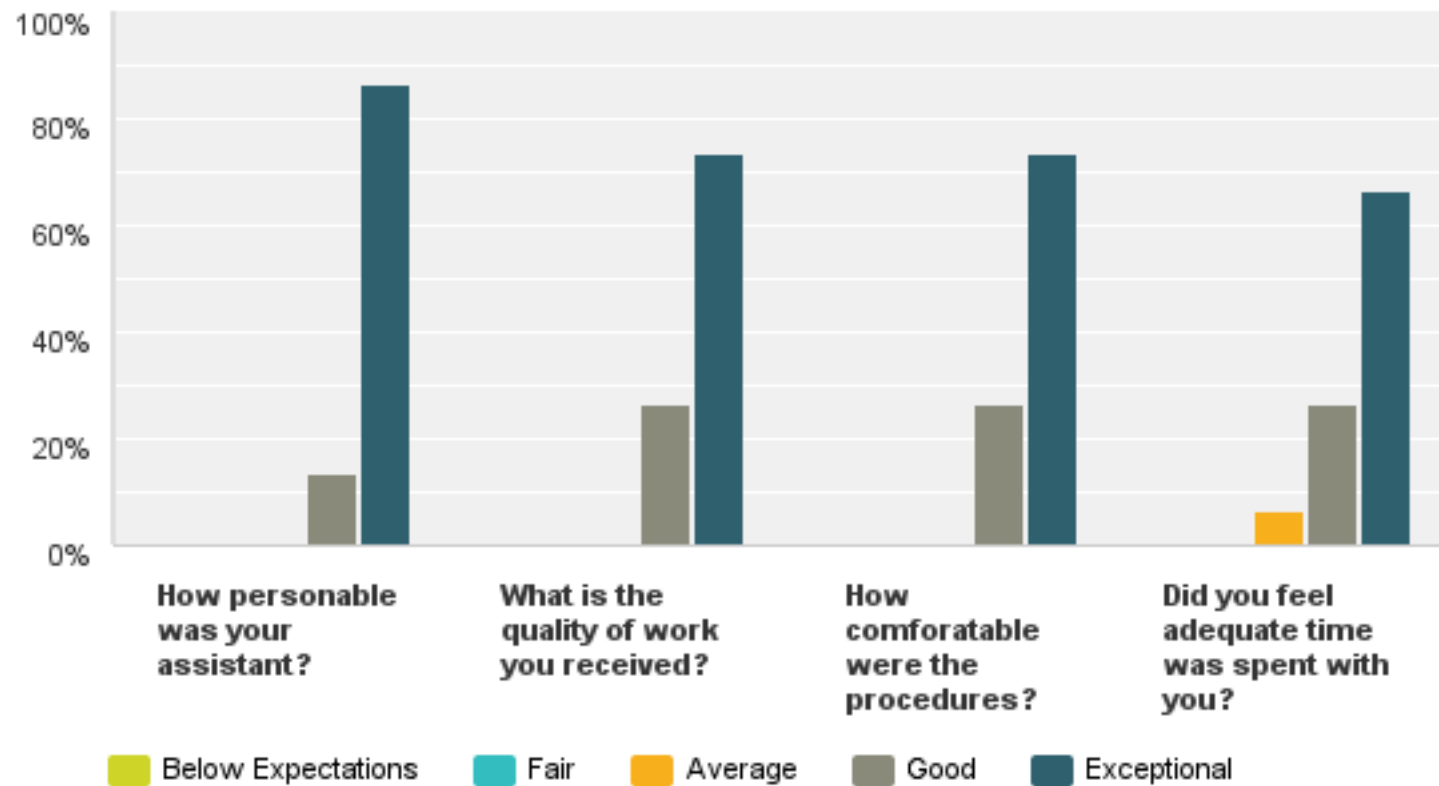
Cleaning Visits

Comments on Cleaning Visits:

- She was a good hygienist, Very personable.
- It took a lot longer than I originally thought/planned.
- Awesome!
- I specifically requested Melanie, the hygienist to do my cleaning cause I just got my braces off and I wanted her to do my cleaning and show her my teeth! Jessica was really good and was willing to change my appt. I didn't change but was a bit disappointed. Jessica was really good and thorough and friendly.
- Excellent work, friendly staff
- Excellent job of cleaning. Plenty of reminders about appointment. Close location. Friendly staff. Good payment options.
- My hygienist was excellent.

Q4 Dentist Visits

Answered: 15 Skipped: 2



Dental Visits

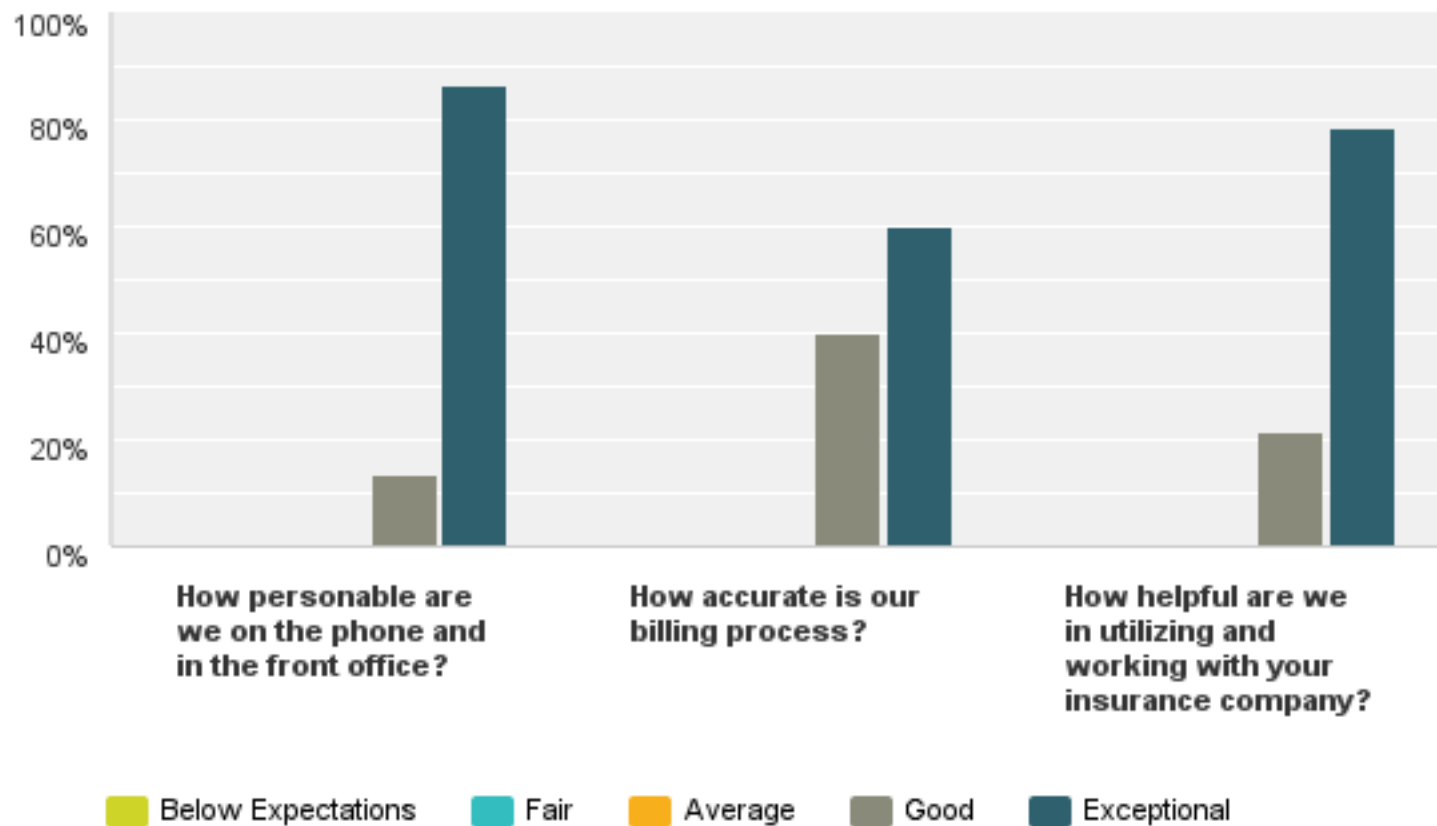
Comments on Dental Visits:



- ❑ Good
- ❑ Awesome!
- ❑ Dentist was really kind. I liked how he explained that there was a spot that didn't need dental work but that there was a beginning of a problem and to focus on an area when flossing. I appreciate this information.
- ❑ Excellent
- ❑ The office and staff were very accommodating because they realized we were misinformed the day before about how far the payson office was. They took care of my wife and daughter both cleanings and cavities the same time and made time to do so.

Q6 Billing & Front Office

Answered: 15 Skipped: 2



Billing & Front Office

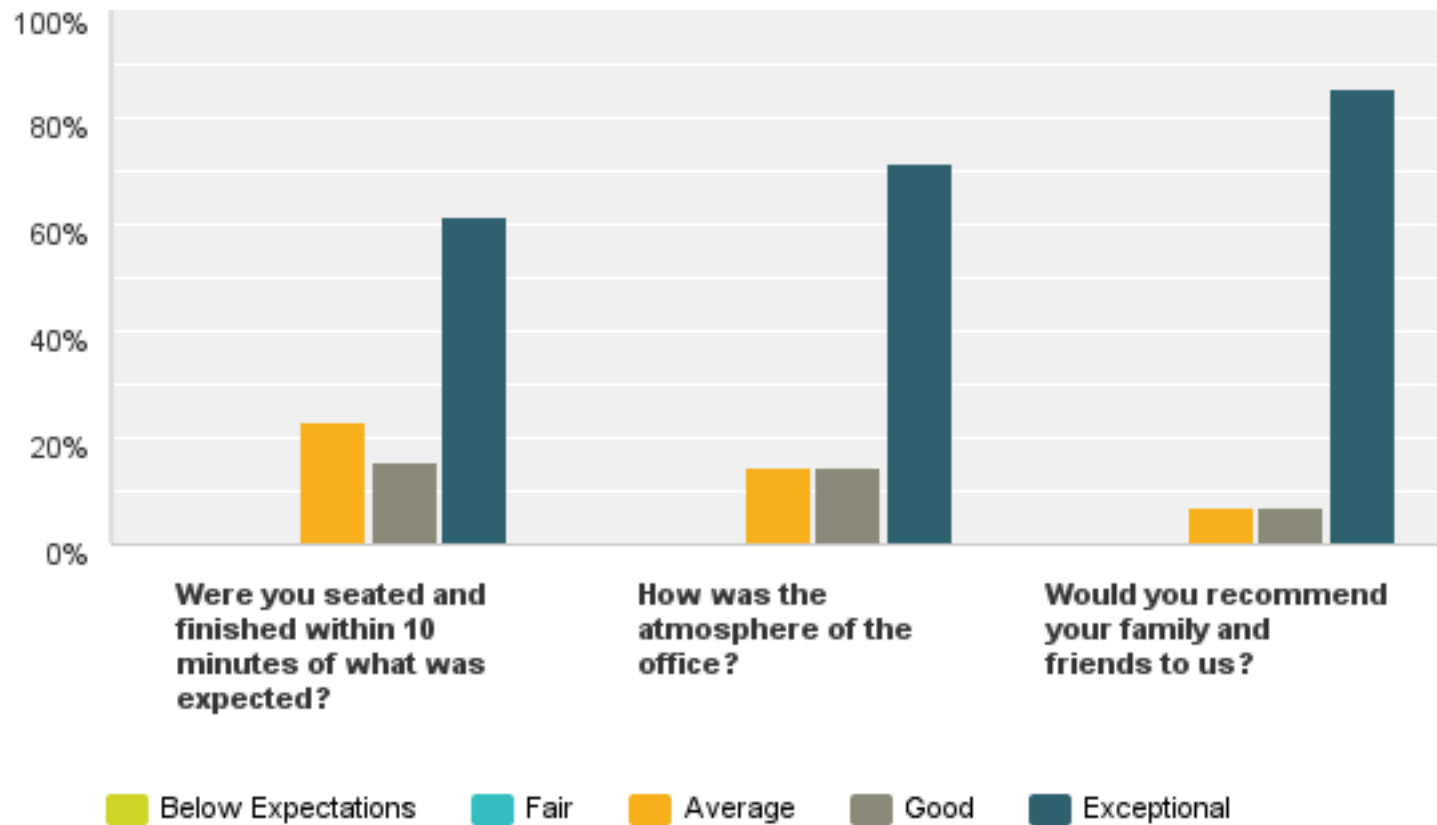
Billing & Front Desk Comments:



- We ran into some insurance problems but they were patient and willing to work through it until we got it all figured out.
- Awesome!
- I requested Melanie to be my hygienist when I called to schedule my appt. I was surprised when I arrived that she was not my hygienist.
- Appreciate your dental plan as I do not have my own insurance.

Q8 General Questions

Answered: 14 Skipped: 3



General Questions

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

- ❑ Very personable
- ❑ Jessica the hygienist was very thorough and I felt she was so nice and kind!!!
- ❑ Everyone made it a very good experience. The dentist and hygienist were excellent. Not often that you can say that about a trip to the dentist.
- ❑ Dr. Winward and Dr. Allred are ALWAYS so personable, always listen, always have the answers and always seem to be kind to the others they work with in the office.
- ❑ We need more experience with your office before we would recommend you; consistency is the key to trust

How can we make your experience better?



- ❑ Faster?
- ❑ You do amazing!
- ❑ I can't think of a thing I would change.
- ❑ The waiting room was very warm.
- ❑ Make sure receptionists don't oversell on accident without checking on the detail of the distance from Mapleton to Springville and payson and that they are quite different and not the same