



PATIENT SURVEYS

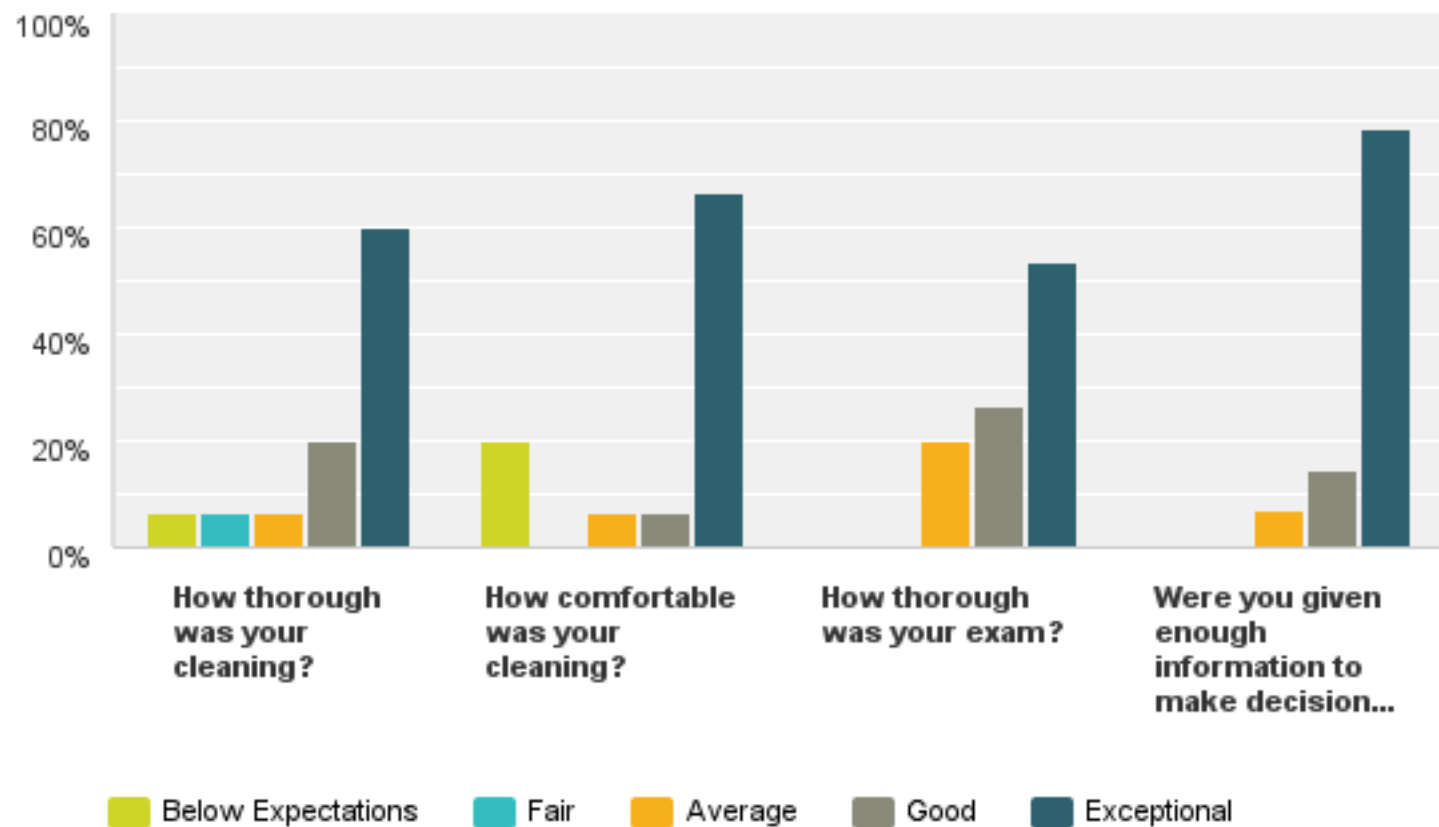
Payson — August 2015

What Do You Want Most From Us?

- Friendly service and caring staff
- Quality service and quick appointments
- Friendly efficient visits
- Not a lot of waiting and fair costs...
- Good service. Working waterfalls
- Quality painless patient care
- Good service, reasonable prices, friendly attitude.
- Nothing
- Gentle care, high quality fillings and treatment, on time appointments.
- Friendly, genuine, knowledgeable dentists. (You already do that!)
- Pain free experience
- Honesty efficiency child friendliness
- Not having to wait so long to get an appointment
- Dental care
- Friendly and efficient dental care.

Q2 Cleaning Visits

Answered: 15 Skipped: 3



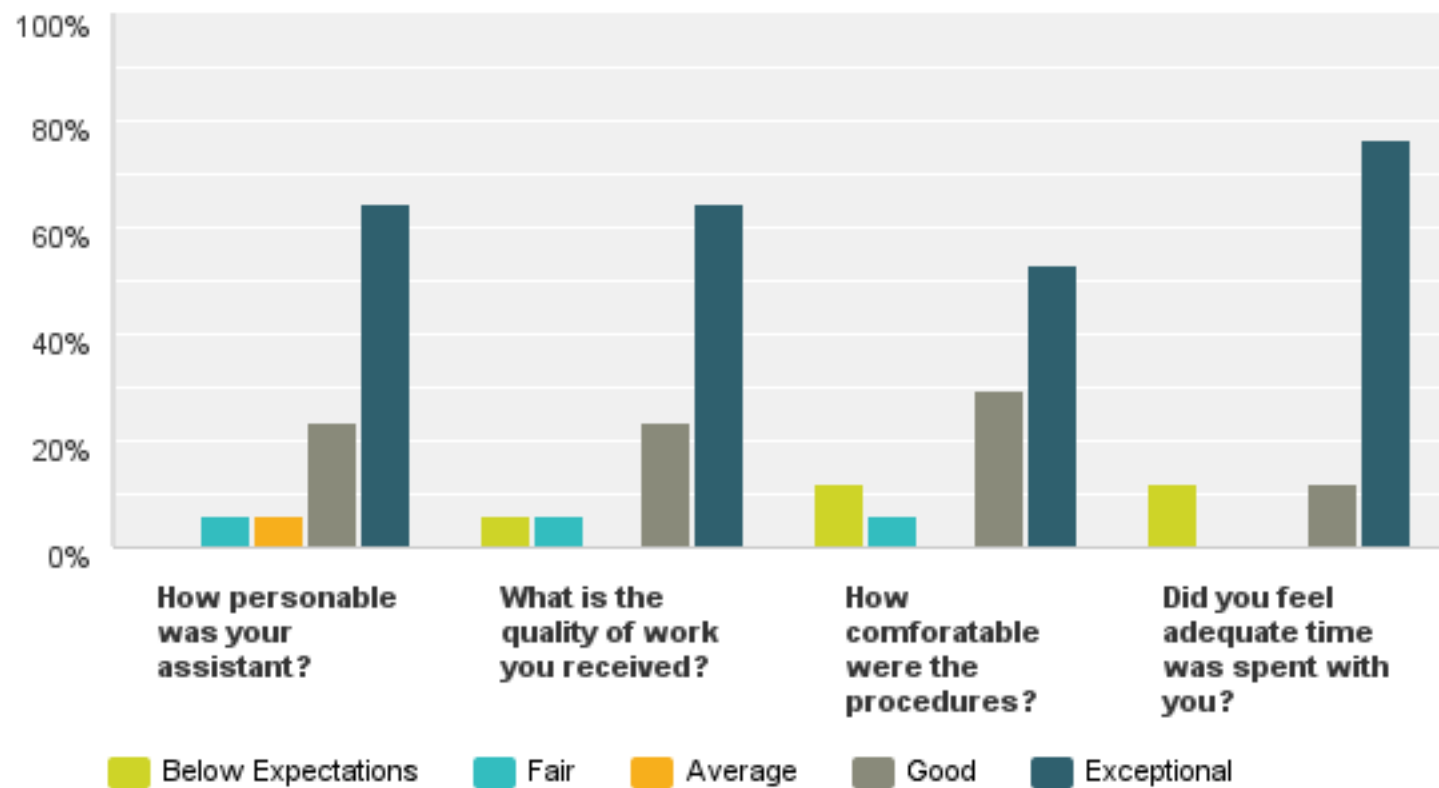
Cleaning Visits

Comments on Cleaning Visits:

- Did not receive cleaning at this appointment
- Great
- All have been great so far
- Good job and no discomfort
- None
- I have a healthy mouth :) and healthy habits. I'm always complimented on how well I care for my teeth and have never experienced any discomfort when getting my teeth cleaned. THIS TIME. Whoa! Felt like my gums were being ripped apart by a needle. Yikes.

Q4 Dentist Visits

Answered: 17 Skipped: 1



Dental Visits

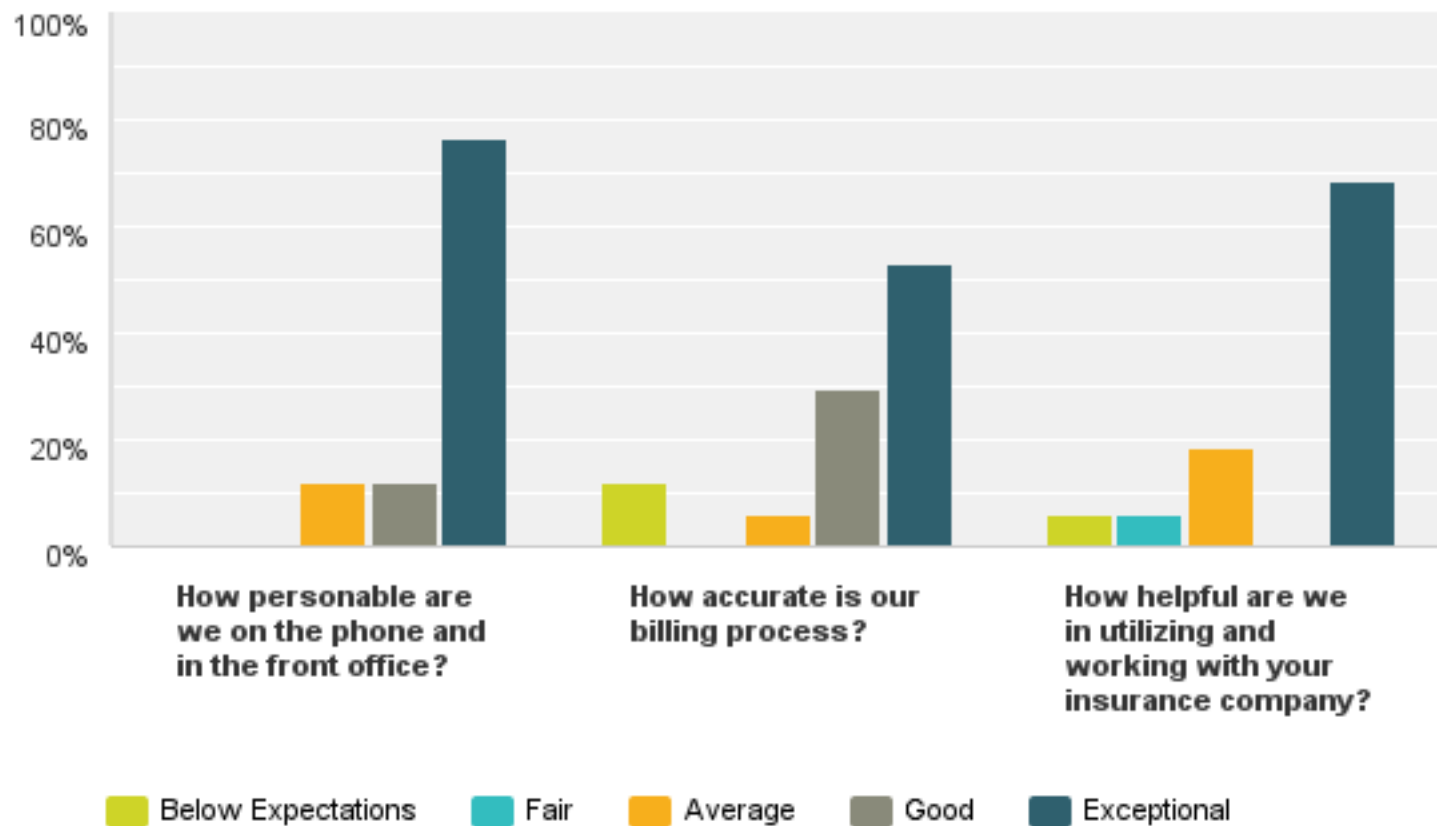
Comments on Dental Visits:



- ☐ Dr. Allred was very professional and kind. The work he did was greatly appreciated.
- ☐ Everything was great...no problems!
- ☐ Get the waterfalls working again, please. ;-)
- ☐ Caring attitude and good info
- ☐ None
- ☐ Rushed in and out of extraction very painful
- ☐ See previous comment

Q6 Billing & Front Office

Answered: 17 Skipped: 1



Billing & Front Office

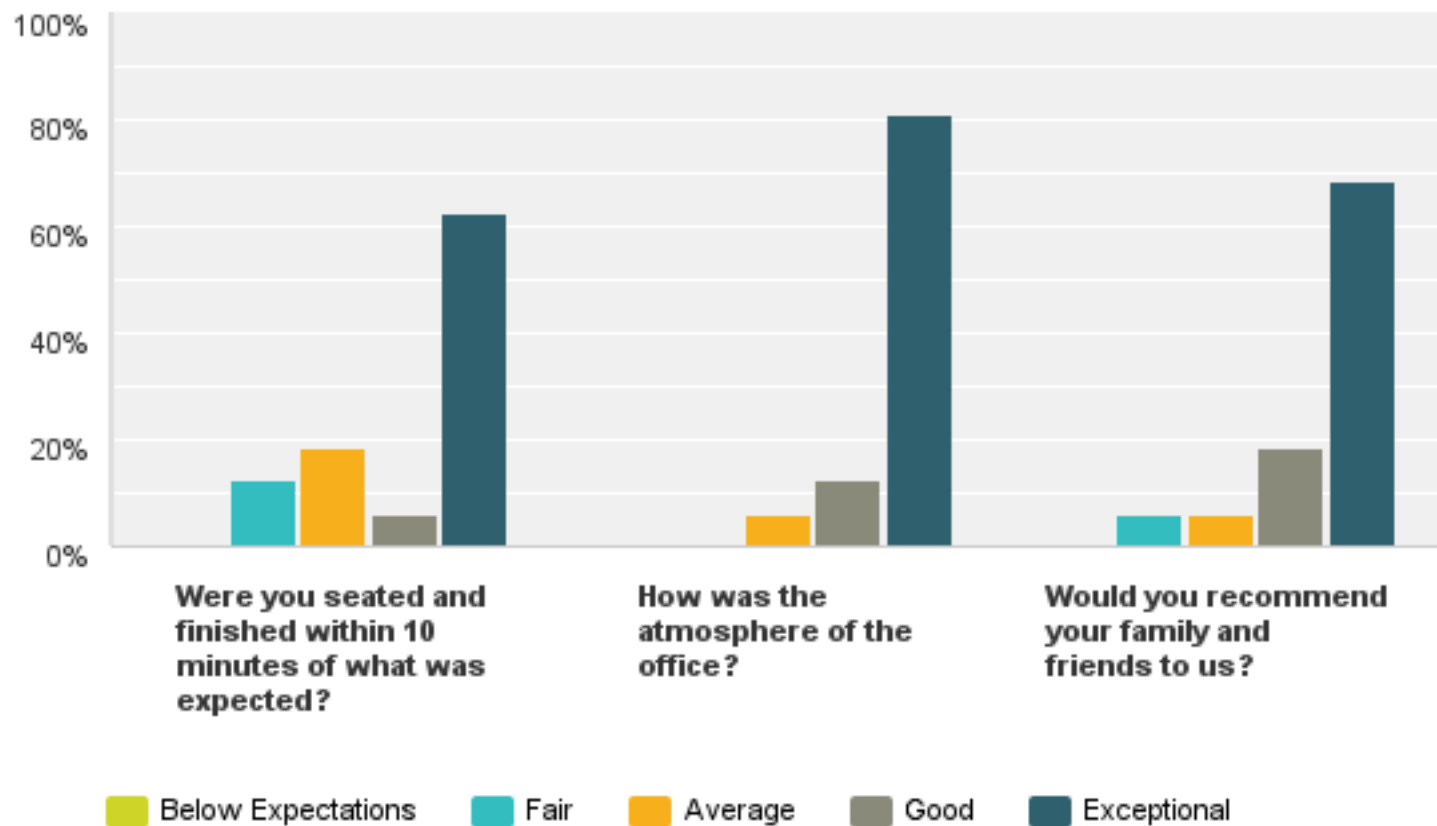
Billing & Front Desk Comments:



- ❑ Very friendly and efficient. I appreciate that so much
- ❑ A little misunderstanding but no real problem!
- ❑ Great service and friendly smiles
- ❑ None
- ❑ Wasn't notified of costs till already begun
- ❑ I left a message on a Friday and had not received a call back. I had to call office in Tuesday

Q8 General Questions

Answered: 16 Skipped: 2



General Questions

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

- ❑ Very friendly and willing to give me a minute after I had a panic attack.
- ❑ Everybody is polite and nice to talk to, It's been a great experience.
- ❑ Staff was very friendly and helpful. However, I had made the appointment the week previous, but when I go there they had no record of my appointment. The staff was able to fit me into a slot very quickly. The appointment took longer than I expected because I had not been placed on the schedule.
- ❑ I would give a 10 to everyone. A++
- ❑ They try to make patients as comfortable as possible, which can sometimes be difficult at a dental office.
- ❑ Dr. Winward and Dr. Allred ALWAYS make sure we feel at home and we feel like we're getting the absolute BEST service!
- ❑ The staff is so friendly and so fabulous with all of my children.
- ❑ Very interested in making it a good experience.

How can we make your experience better?

- ❑ Love this office! 10/10
- ❑ You are all great!
- ❑ Keep better track of appointments
- ❑ Everyone did great!
- ❑ Questions about general & dental health seemed like an interrogation

- ❑ The cleaning for me was unusually rough.....but otherwise. I would love it if the dentists and staff would present to us the situation, the optimal treatment, than the other options that may save me \$! I had a child with needing a root canal for a baby tooth. I really appreciate that the dentist suggested we could pull the tooth rather than do a root canal on a tooth that would eventually come out. That was honesty to me and showed me the Dentist cared for us and not for the buck he was making.