



PATIENT SURVEYS

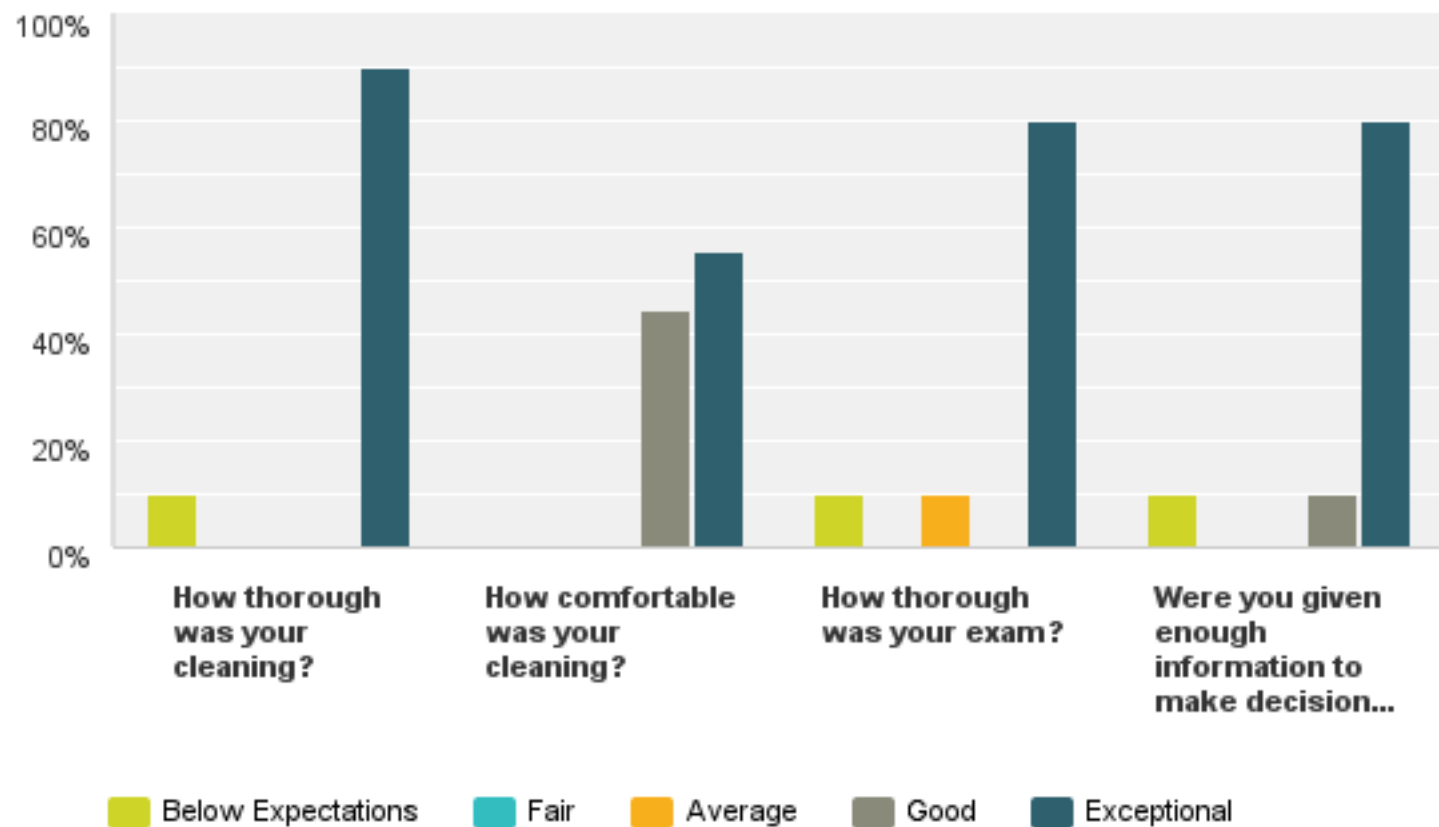
Payson – October 2015

What Do You Want Most From Us?

- Quality comfortable care
- Professional service and reasonable prices. I have been treated very well.
- Quality work
- To feel like you care about me as a person, they were good. I will return to have my dental work done.
- Good dental care.
- You guys are great!
- You guys are the greatest !!!!!!!!!!!!!!!
- Good communication, affordable prices and help me understand my insurance benefits
- routine teeth cleaning
- Good dental health
- Good dental health.

Q2 Cleaning Visits

Answered: 10 Skipped: 2



Cleaning Visits

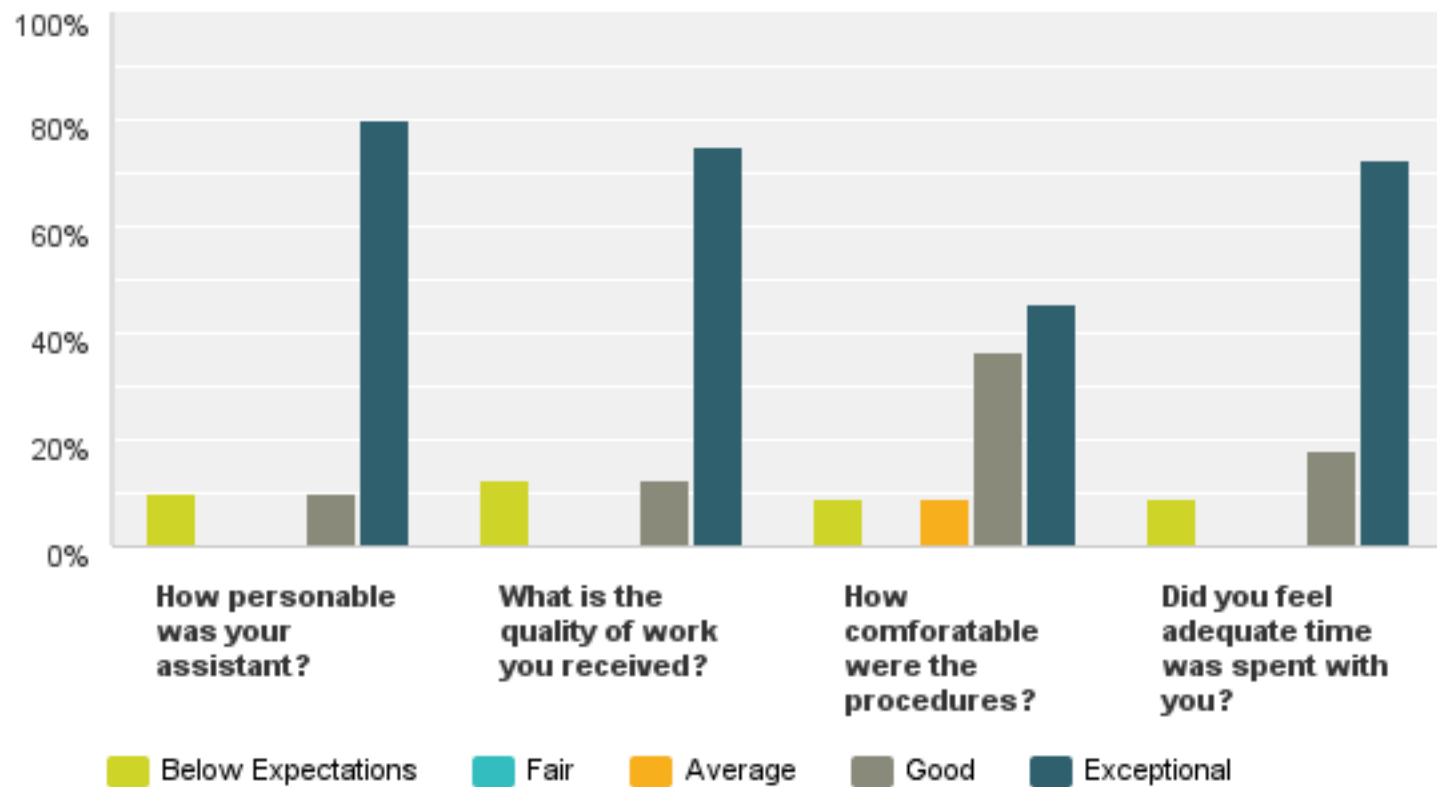
Comments on Cleaning Visits:



- ❑ So nice! Felt like a gum massage and everyone was courteous
- ❑ Great Job
- ❑ It was very thorough. She cared about me, as a person .
- ❑ The best I ever had
- ❑ I love that the hygienists always ask questions about my dental habits and offer advice for improvement
- ❑ Everyone was very pleasant and accommodating,
- ❑ Great work

Q4 Dentist Visits

Answered: 11 Skipped: 1



Dental Visits

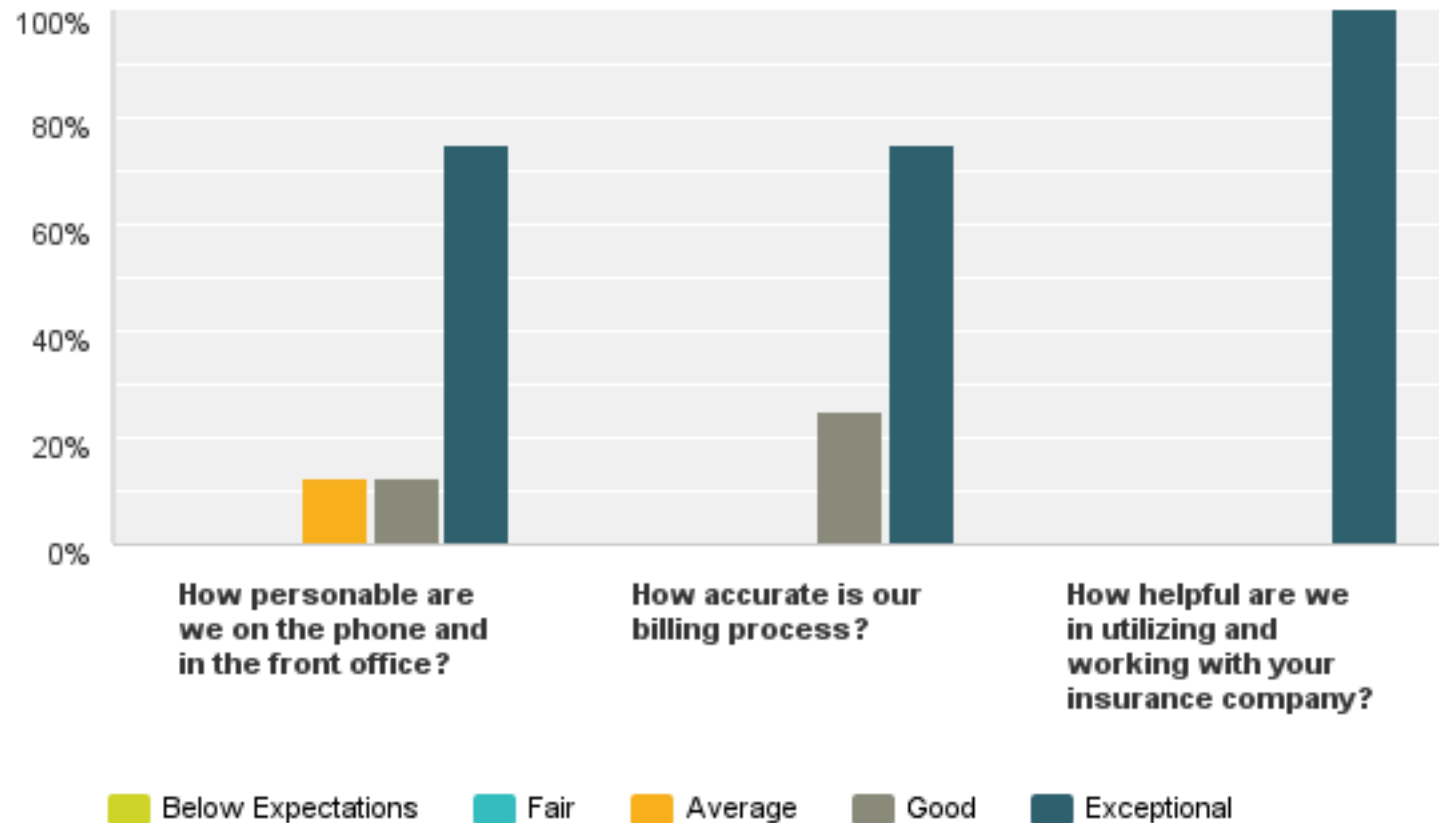
Comments on Dental Visits:



- ☐ Very good, very comfortable and kind
- ☐ I really dislike that I must endure the pain all weekend.
- ☐ Just cleaning today.

Q6 Billing & Front Office

Answered: 8 Skipped: 4



Billing & Front Office

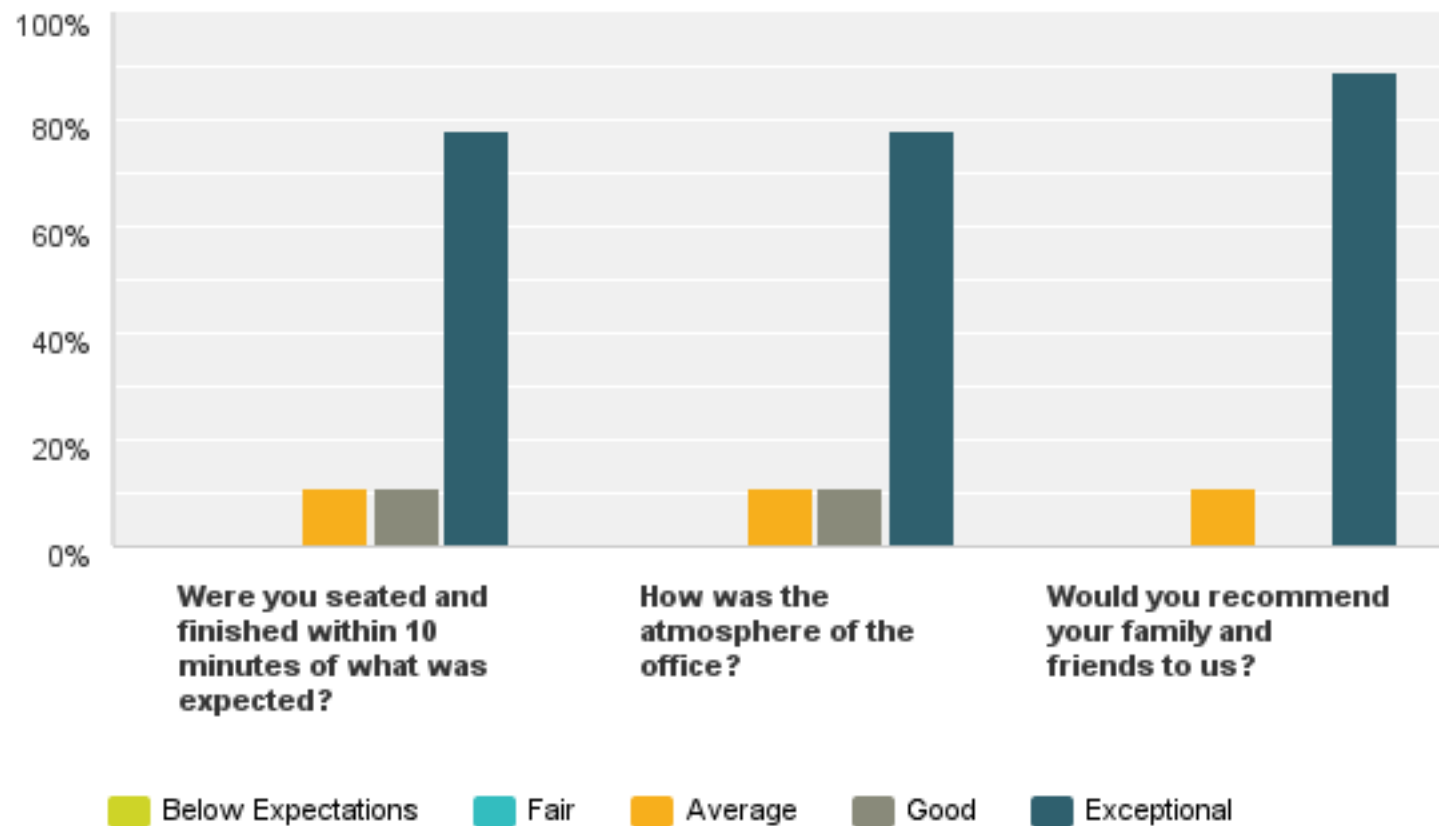
Billing & Front Desk Comments:



- Very thorough
- I think in all areas you were above average
- Great! Jodeen is awesome!
- I was billed for nitrous oxide with my last child's cavity treatment even though it wasn't used. The office was great about refunding the charge though the whole thing made my flex spending company difficult to deal with.

Q8 General Questions

Answered: 9 Skipped: 3



General Questions

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

- I really loved the careful explanations Dr. Heid gave and they care for bring sure treatments were comfortable and well done. Amanda was very good at helping me to understand options for addressing my concern s with my teeth.
- Don't make some many reminder calls. One is enough .
- Jodeen and Renee were very friendly and helpful.
- Dr. Ashley Heid is the Greatest

How can we make your experience better?



- Maybe not playing modern music but classical instead over the speakers. Creates a more mentally relaxing and engaging experience and atmosphere
- Can't think of anything. Thanks