



PATIENT SURVEYS

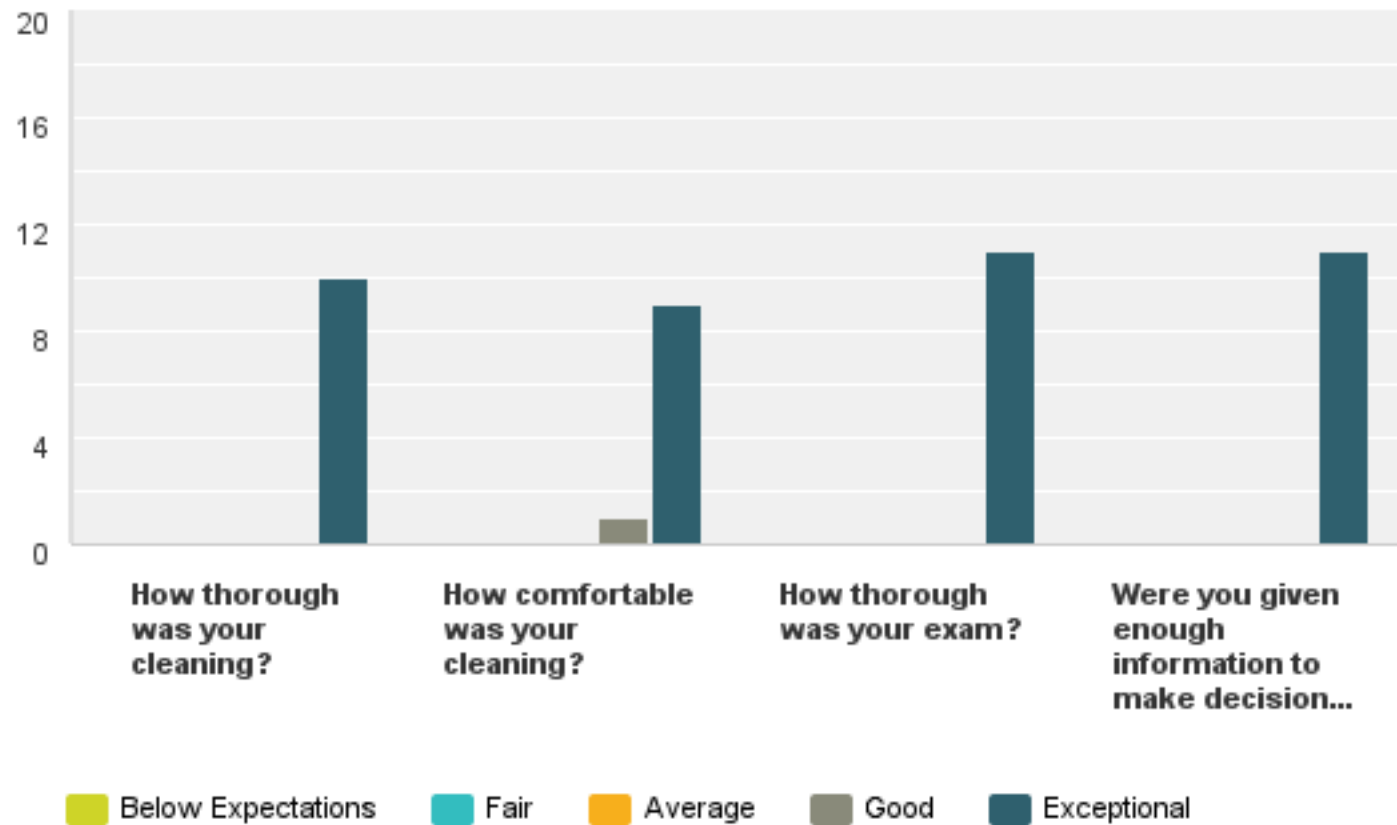
Springville – October 2015

What Do You Want Most From Us?

- ❑ Friendly service with no pain! You give us that already!!!
- ❑ Friendly service with pain!
- ❑ Dental check ups and cleanings
- ❑ Affordable prices
- ❑ To only see you twice a year for cleanings. :-)
- ❑ Advice on dental care, preventative work, and care for oral pathologies.
- ❑ Good service; friendly staff.
- ❑ Kindness, quality, sincerity
- ❑ Quality service and great customer care...all things I regularly get from this great office
- ❑ Honesty
- ❑ That my teeth and gums are healthy.
- ❑ Friendly service, clean office & equipment and good care.
- ❑ Professionalism

Q2 Cleaning Visits

Answered: 11 Skipped: 5



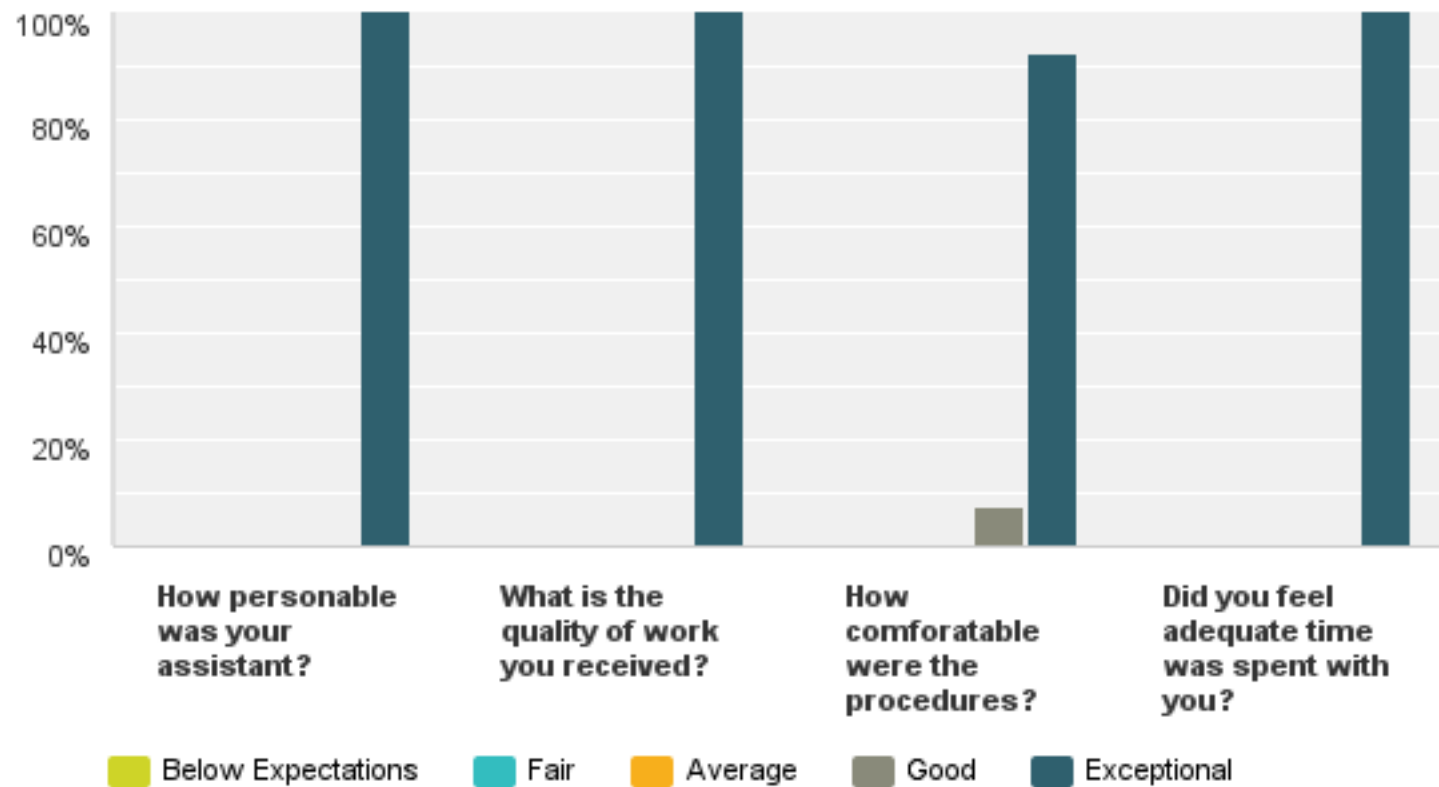
Cleaning Visits

Comments on Cleaning Visits:

- ❑ Thank you for being so sweet!
- ❑ Loved it, gave us great information and very friendly; family friendly.
- ❑ Well done and thorough.
- ❑ "Amazing! Jill was great and attended to my needs wonderfully with the perfect balance of information, conversation and quality care.
- ❑ Dr. Baird went above and beyond to answer all my questions, and even though I knew there were other patients, I felt like I was the only patient there because of the attentiveness and focus from Dr. Baird and his professional team!"
- ❑ Great staff!!
- ❑ I'm in love with all those who do the cleaning for me. They do a great job.
- ❑ Have not had a cleaning visit.
- ❑ Didn't have any cleaning done

Q4 Dentist Visits

Answered: 13 Skipped: 3



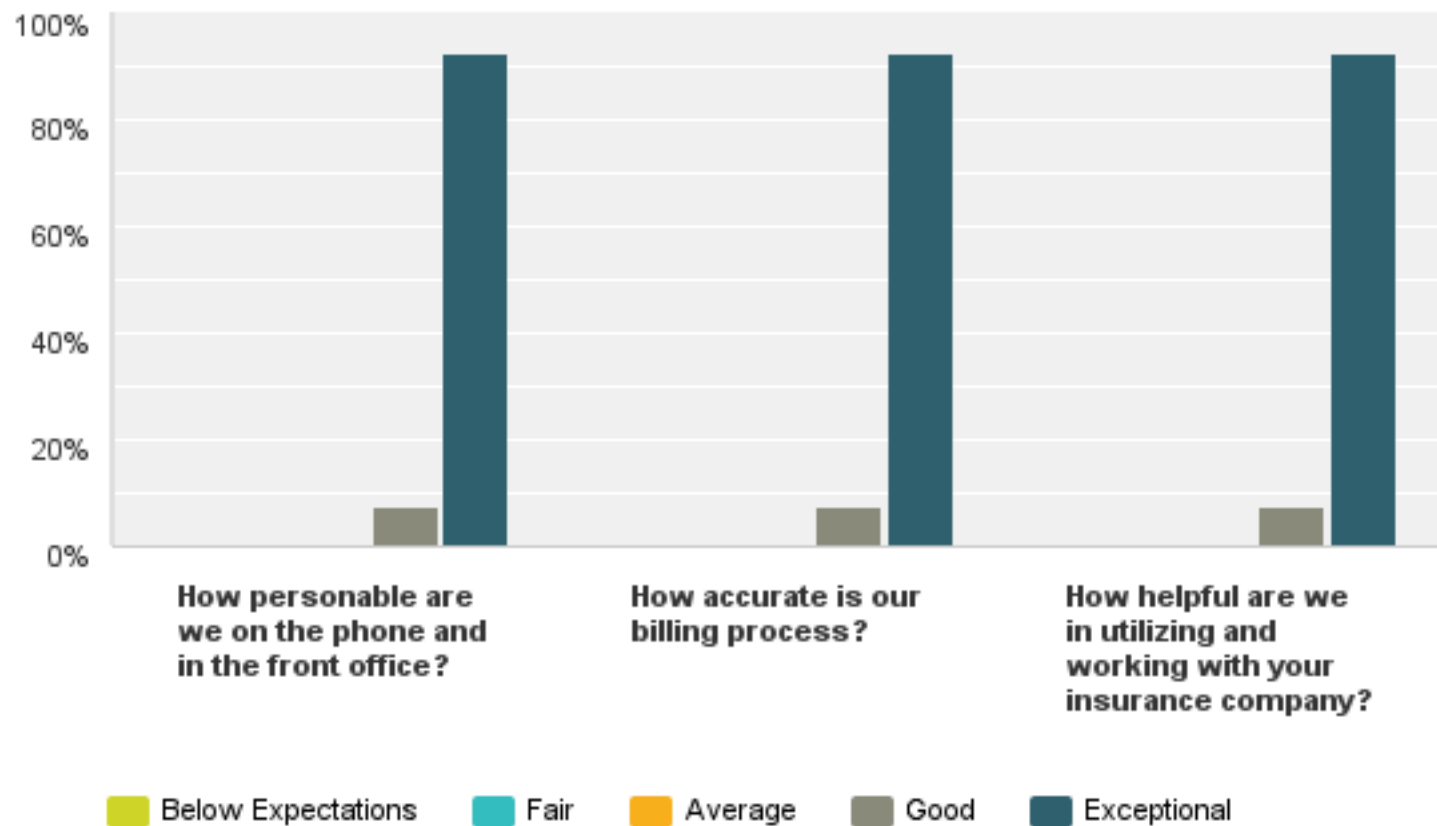
Dental Visits

Comments on Dental Visits:

- I love that we don't ever wait. We walk in the door and we are pulled back!
- Thank you!
- Very good.
- The Dentist was very knowledgeable and spend plenty of time answering all of my questions.
- The dentists seem to know all the patients by face and name. Makes for a comfortable visit.
- Felt very comfortable. Staff was friendly and explained procedure.
- Great service. Everyone from the reception to my dentist were personable, courteous, professional and courteous.

Q6 Billing & Front Office

Answered: 13 Skipped: 3



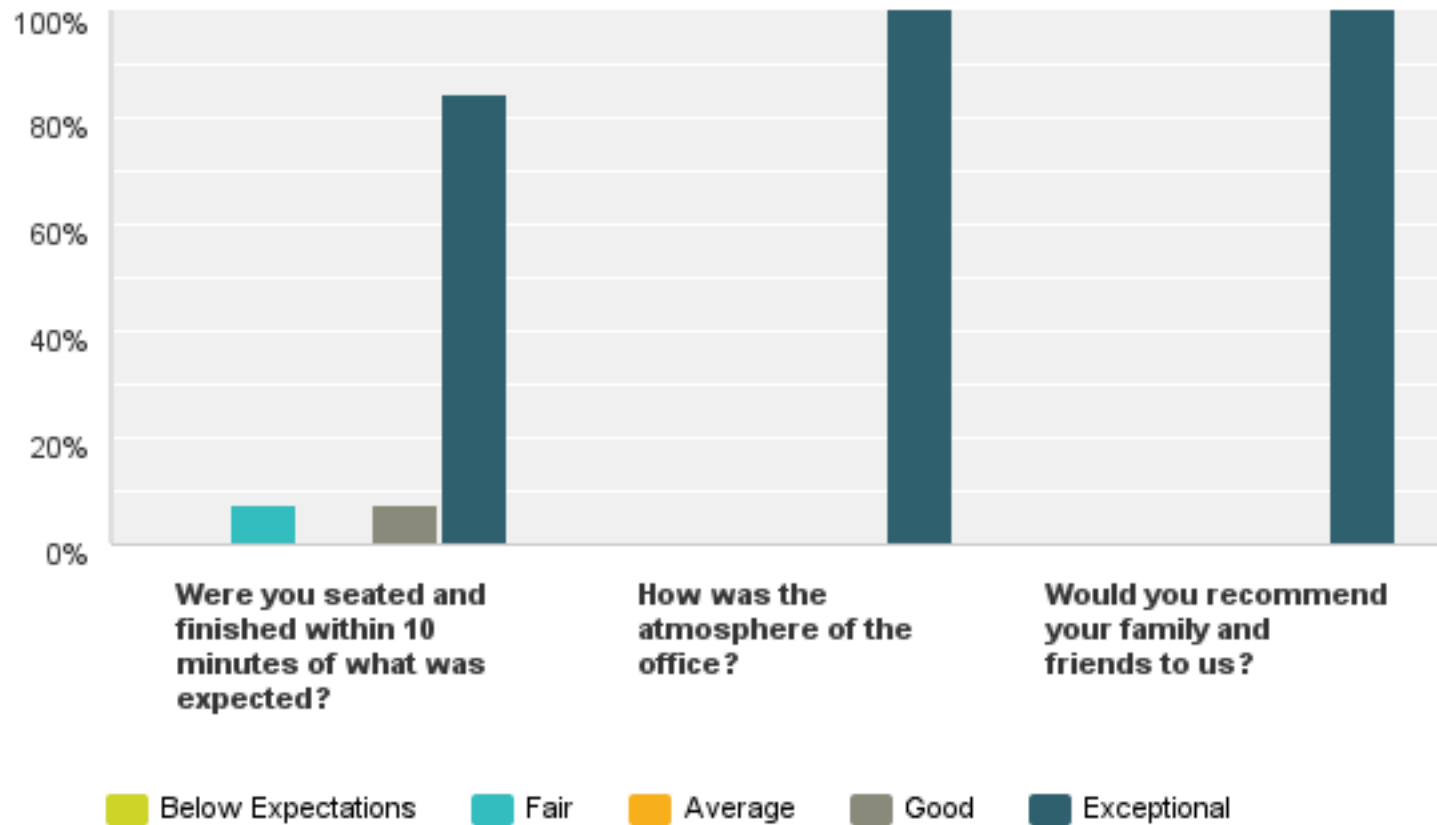
Billing & Front Office

Billing & Front Desk Comments:

- ❑ Friendly, personable staff.
- ❑ Really you were beyond my expectations! Thank you!
- ❑ Very courteous and friendly without compromising professionalism
- ❑ Friendly and answered all my questions. I feel welcome to call if I have any more questions.

Q8 General Questions

Answered: 13 Skipped: 3




General Questions

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

- Honestly, my kids love when we are going to the dentist. That is why we continue to travel up there after having moved.
- Everyone is very friendly and super nice
- The attendant who cleaned my teeth actually cleaned my teeth six months ago. She remembered where I work and that my son is deployed overseas. I was shocked she could remember all of that from six months ago! Great customer service!!
- I feel good about going there.
- Staff was friendly, care was well organized, dentist was awesome. I will be back.
- All of them did.

How can we make your experience better?

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- It was great. Can you teach me how to build a tree fort like the one in your office. That would be great.
 - I like the service and the staff. Would rate you higher, but survey options wouldn't allow it.
 - I was very satisfied!
 - by making it possible for me to have Saturday appointments.
 - I can't think of anything.
 - Keep up the good work. Great people working at the office.