



## PATIENT SURVEYS

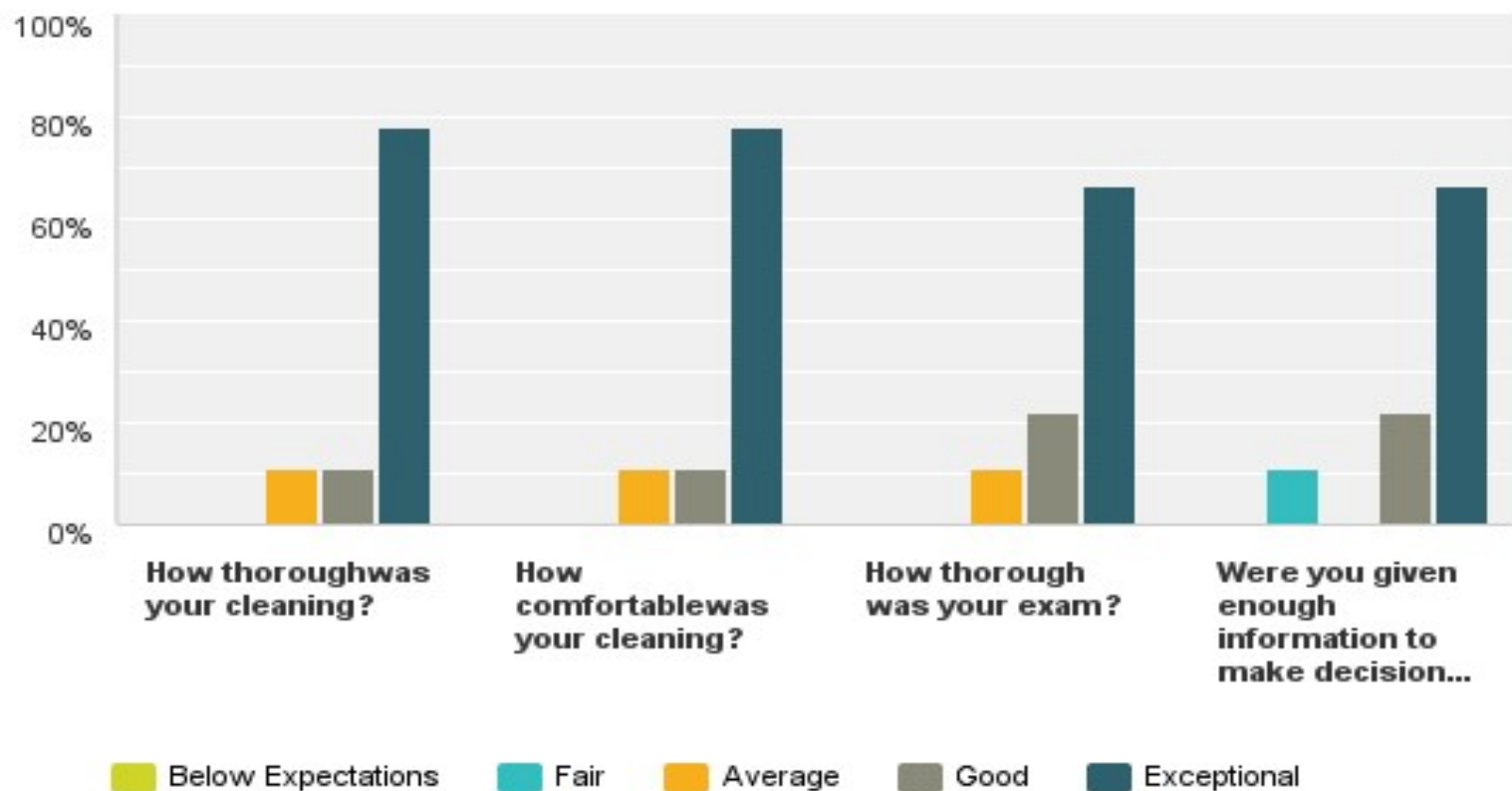
Payson – September 2016

# What Do You Want Most From Us?

- ❑ Good cleaning and recommending/performing only truly necessary additional work.
- ❑ Honest quick work and billing.
- ❑ Loyalty and knowing that you can trust the Dr
- ❑ Quality Care and the best communication a patient could get about procedures and what the best options are.
- ❑ To know that my family and I are in good hands.
- ❑ Quality care
- ❑ Good dental care
- ❑ Your dentist to realize this pain don't feel good and yeah you numb people but what after that wears off prescribe pain medication especially for and infected extraction Tylenol 3 IS NOT A PAIN MEDICATION and IT DON'T HELP WORTH A DAM not ever are addicted to pain pills so start prescribing actually PAIN MEDICATION
- ❑ Quality dental care
- ❑ Awesome dental care!
- ❑ Better communications.

## Q2 Cleaning Visits

Answered: 9 Skipped: 2



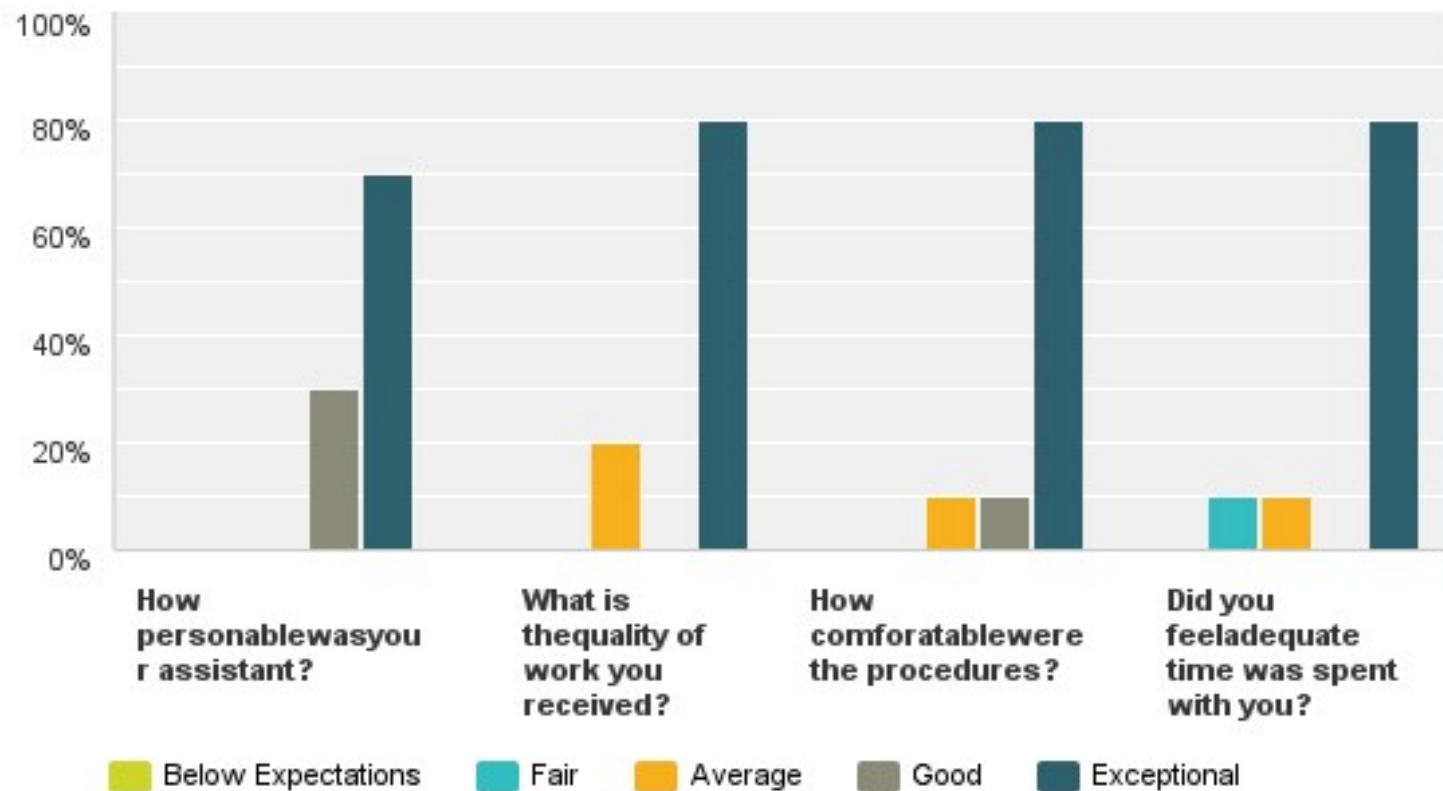
Cleaning Visits

# Comments on Cleaning Visits:

- ❑ I No cleaning done
- ❑ Love, Love , Love Lauren and glad she is back!
- ❑ I have always had a good experience during my cleaning visits.
- ❑ Always wonderful staff and comfortable.

## Q4 Dentist Visits

Answered: 10 Skipped: 1



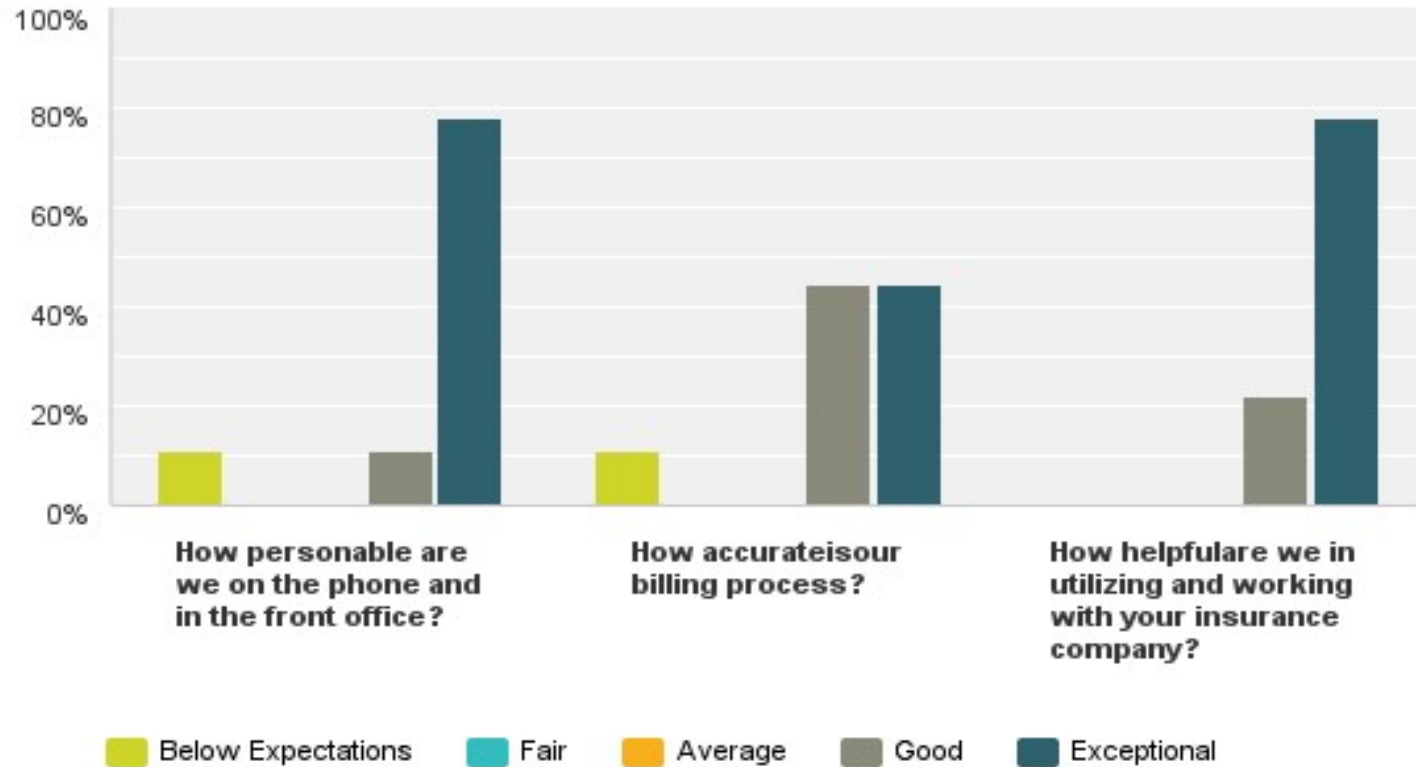
Dental Visits

# Comments on Dental Visits:

- ❑ I would give this visit solid 10.
- ❑ I appreciate the time and concern that Dr.Baird had for me and took the time for the Consult on my major dental issues
- ❑ I feel that Dr. Allred and assistant did very well at explaining everything.
- ❑ Prescribe ACTUALLY PAIN MEDICATION NOT EVERY ONE IS ADDICTED TO THOSE PEOPLE HAVE ACTUAL PAIN ESPECIALLY WHEN YOU HAVE TEETH THAT ARE COMPLETELY INFECTED AND HAVE IT EXTRACTED so you already have a bunch of pain and then you get your head jerked around and your jaw pulled up and down and pulled around but here take some Tylenol 3 DENTIST JOE TYLENOL 3 DONT HELP WITH PAIN LIKE THIS NOT ONE DAMN BIT
- ❑ Perfect. I love this place.
- ❑ I would like more communication from the Dentist.

## Q6 Billing & Front Office

Answered: 9 Skipped: 2



Billing & Front Office

# Billing & Front Desk Comments:

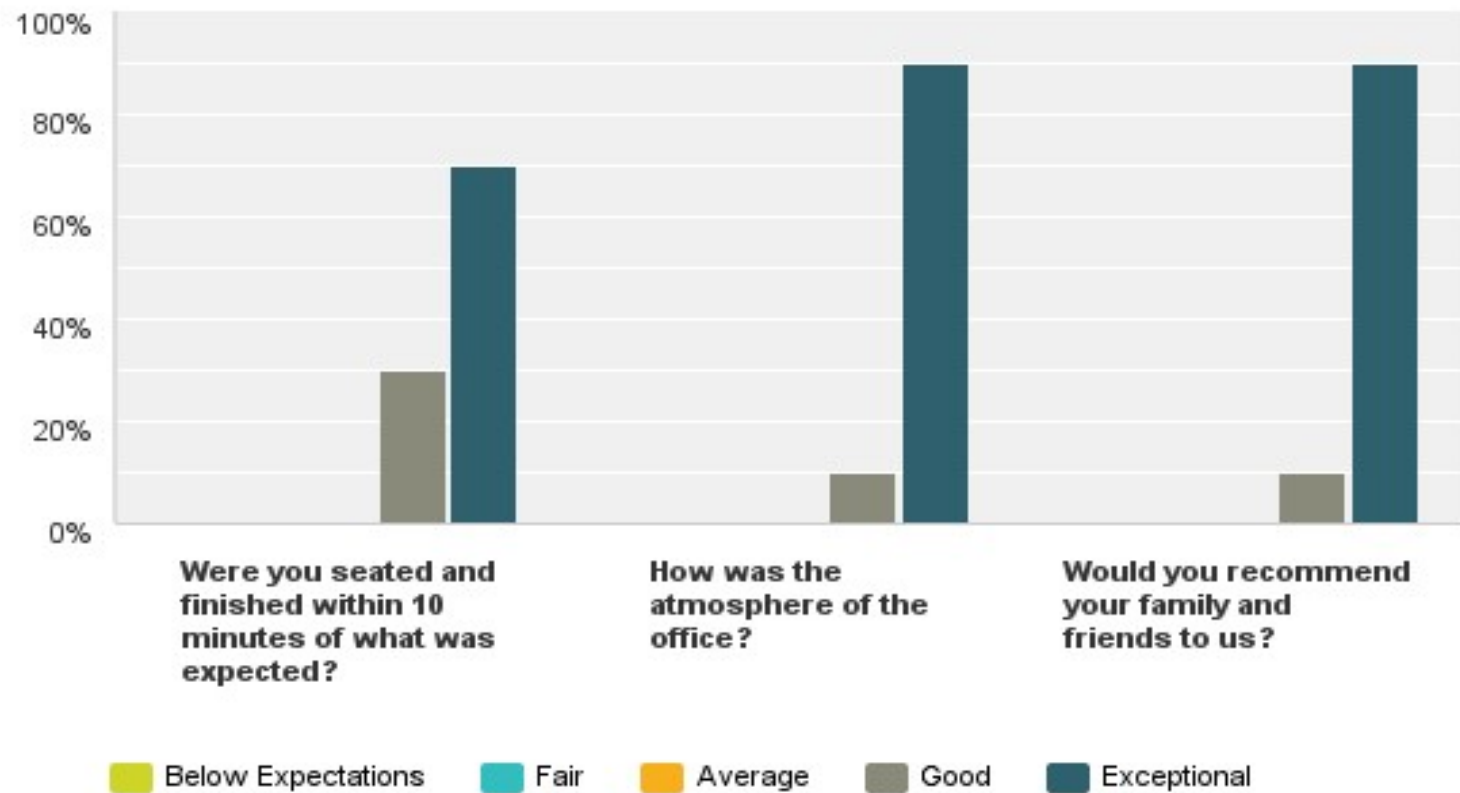


- ☐ The best that I have experienced.
- ☐ Haven't dealt with them at this point.
- ☐ I had new Insurance and it was put in promptly and new what my benefits were really quickly
- ☐ Couldn't be better.
- ☐ Miss communications and not correct. The problem was worked out though.



## Q8 General Questions

Answered: 10 Skipped: 1



General Questions

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

- ❑ I always feel taken care of when I leave.
- ❑ I hope that all Dr's show true concern for the patients as Dr. Baird did for me.
- ❑ I have never worked with Shawna/Shanna? before but she was able to answer our questions and make our overwhelming treatment plan work for us.
- ❑ Always friendly. Always feel relaxed - and how often does that happen at the dentist?!
- ❑ I find all of the staff to be friendly, helpful and professional. I've never had a bad experience at this office.
- ❑ This PAIN IS NOT FUN AT ALL AND THAT'S BEING NICE
- ❑ I love everyone. We just love the play area, my kids love coming!

## How can we make your experience better?



- ☐ Have the dentist take his mask off so I can see what he looks like and relate to his face.
- ☐ Dr. and Assistant were great
- ☐ Prescribe ACTUAL PAIN MEDICATION TYLENOL 3  
DONT DO ANYTHING FOR PAIN PRESCRIBE ACTUAL  
PAIN MEDICATION
- ☐ Better communications.