



PATIENT SURVEYS

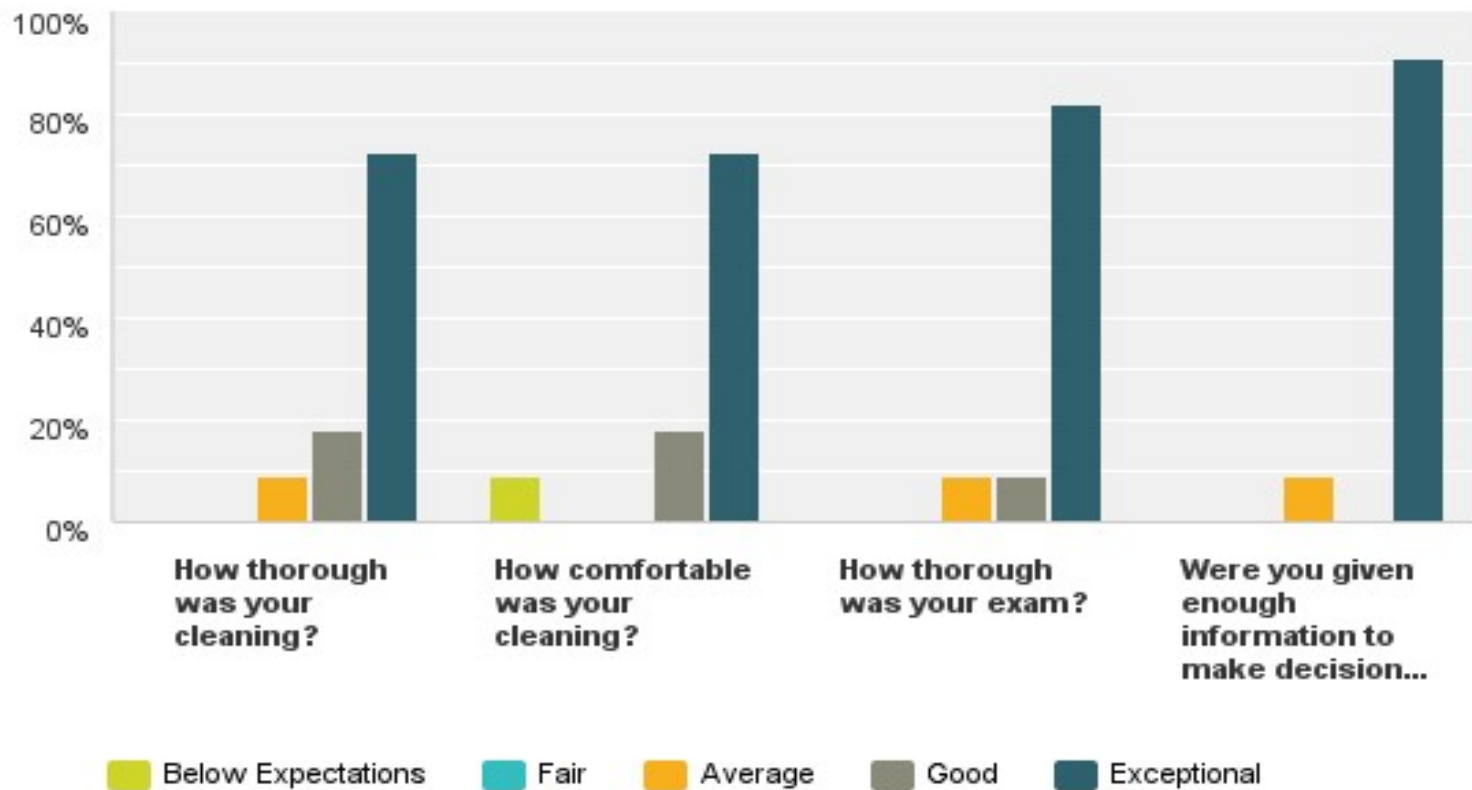
Payson – October 2016

What Do You Want Most From Us?

- ❑ Fast fair and friendly service. Quality work and personal attention.
- ❑ Stress free, no anxiety dentistry for me and my children
- ❑ Friendly, and honest employees
- ❑ Courtesy and friendly client relations
- ❑ Dental care with a smile
- ❑ Comfortable dentist work
- ❑ Quality dental care.
- ❑ A kind and helpful office, and that is what you already have. Everyone is so good to our family when we are there.
- ❑ quality work
- ❑ Good cleanings and recommending only truly necessary additional work.

Q2 Cleaning Visits

Answered: 11 Skipped: 0



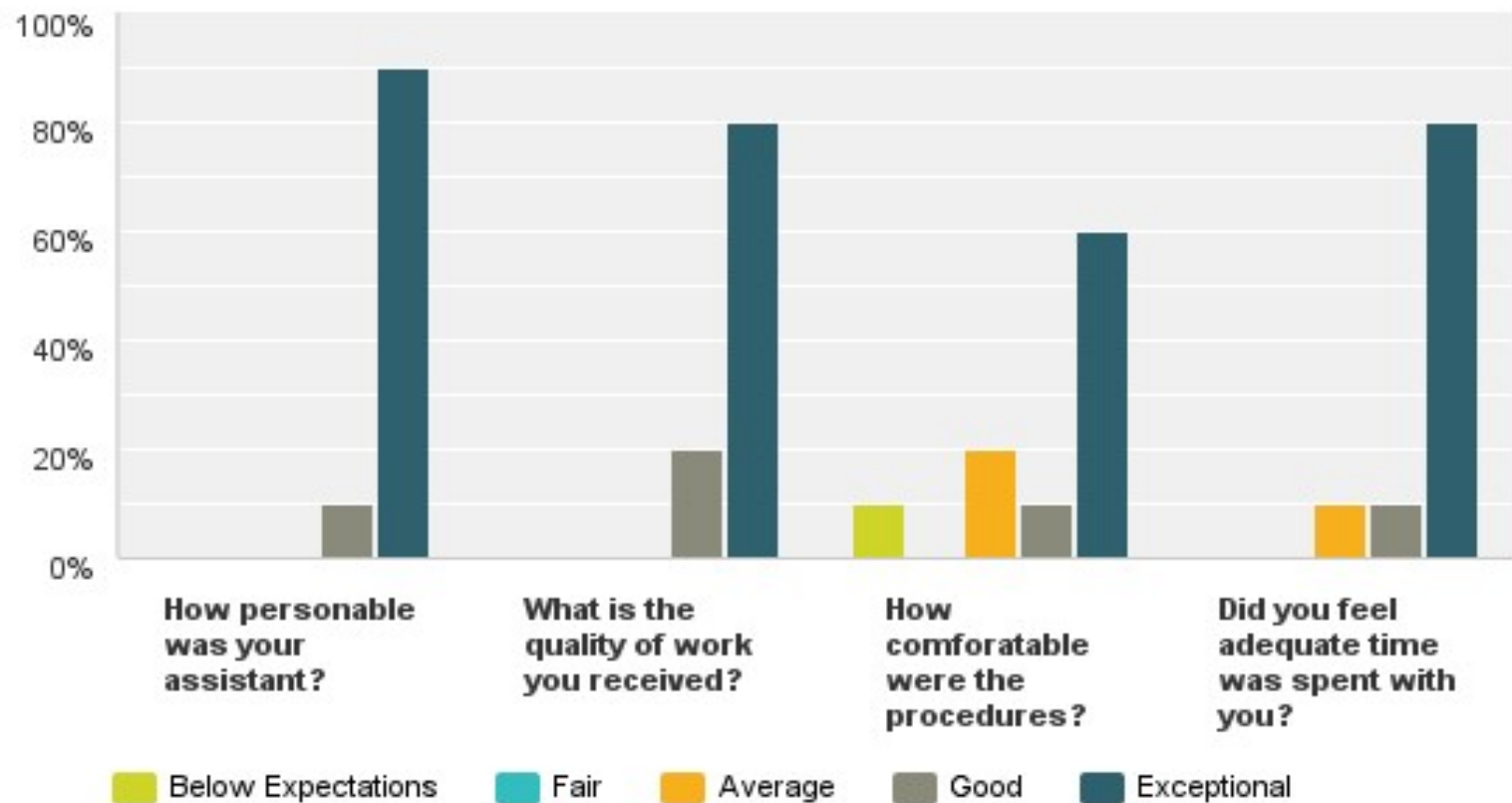
Cleaning Visits

Comments on Cleaning Visits:

- ❑ McKenzie does a great job. She is friendly and thorough. I always look forward to coming in when she is there.
- ❑ Suzy has been the best person I have been to for getting my teeth cleaned!
- ❑ All of the hygienists are excellent. Cascade has a knack for choosing excellent employees.
- ❑ Everyone was great
- ❑ "They manage to surprise me with the experience every time. I don't know how they've managed to fill their business with so many cheerful and skillful people."
- ❑ I have a somewhat technical background and all of their employees seem happy to dive into the details of dental work and the tools they use as much as I want. "
- ❑ "The gal that performed the cleaning was very nice, but this visit was MUCH more painful than any other cleaning I've ever had. There were several times while she was using the ultrasonic tool that she looked up/around at some distraction. It was a bit concerning to have the tool still working on my gums (and hurting) and see that she wasn't even looking at what she was doing. I would have liked her to at least cease use of the tool if she needs to look at something away from my mouth.
- ❑ I'll also admit that I was annoyed to have the dentist call my cavity a "'flossing cavity'". I suppose it is probably just what the location of my cavity is called. However, it is bad enough to have to get a cavity filled without adding the implication that I caused/allowed the cavity to form by lack of diligence on my part (especially as someone who flosses every night without fail).

Q4 Dentist Visits

Answered: 10 Skipped: 1



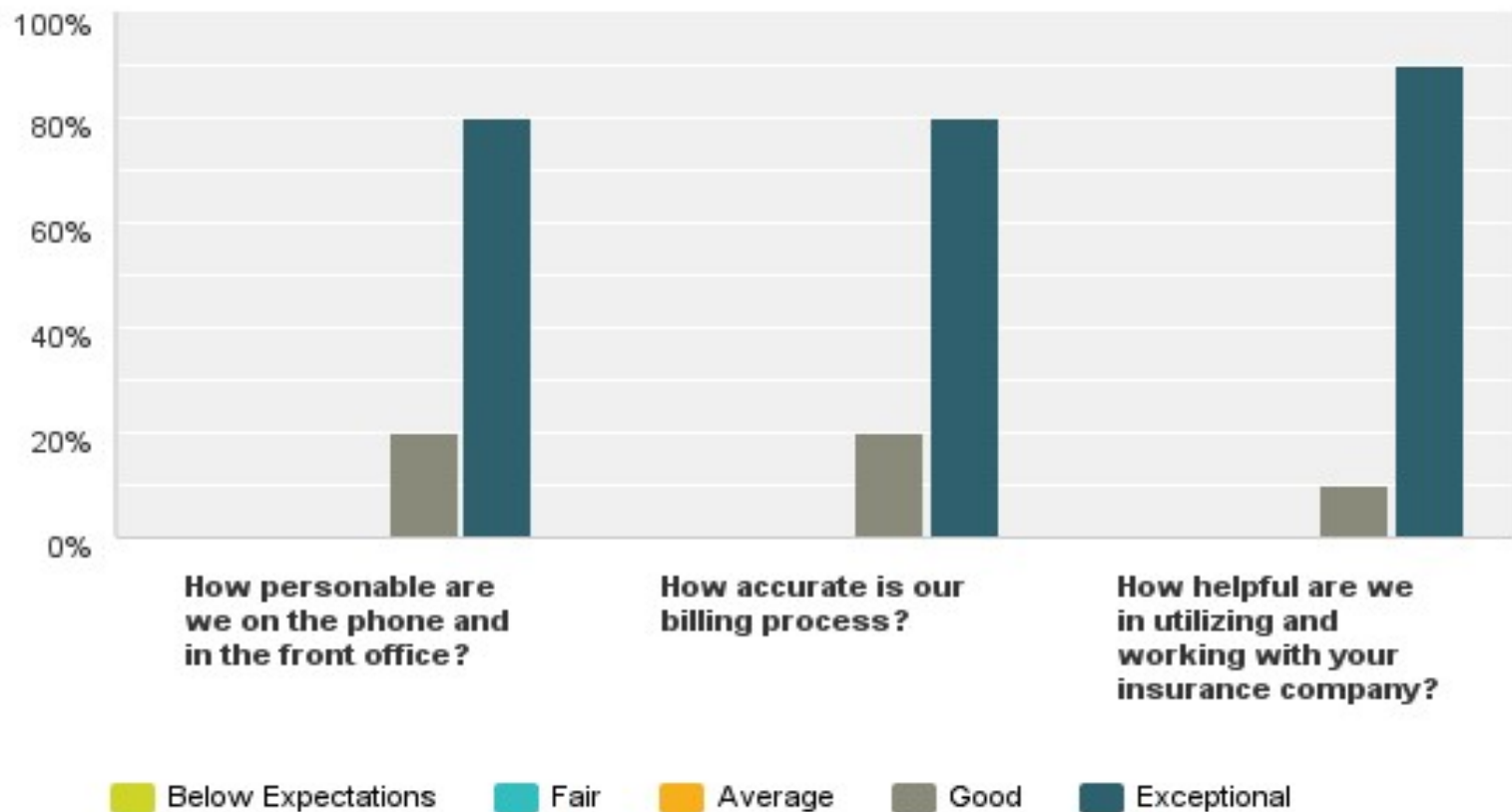
Dental Visits

Comments on Dental Visits:

- ❑ This was a cleaning visit for my children. I did not meet with the dentist, but the assistants were great at communicating everything and helping me set up treatment. I appreciated that they were knowledgeable about what & how the treatment would be done, how to schedule it, and giving me information about what my insurance will cover and what my co pays would be.
- ❑ I want to thank the assistant and the dentist for the way that they handled my case. I have made a doctor's appointment and will be back soon to have my work completed.
- ❑ It would have been nice to be offered gas. Madi could have used it.

Q6 Billing & Front Office

Answered: 10 Skipped: 1



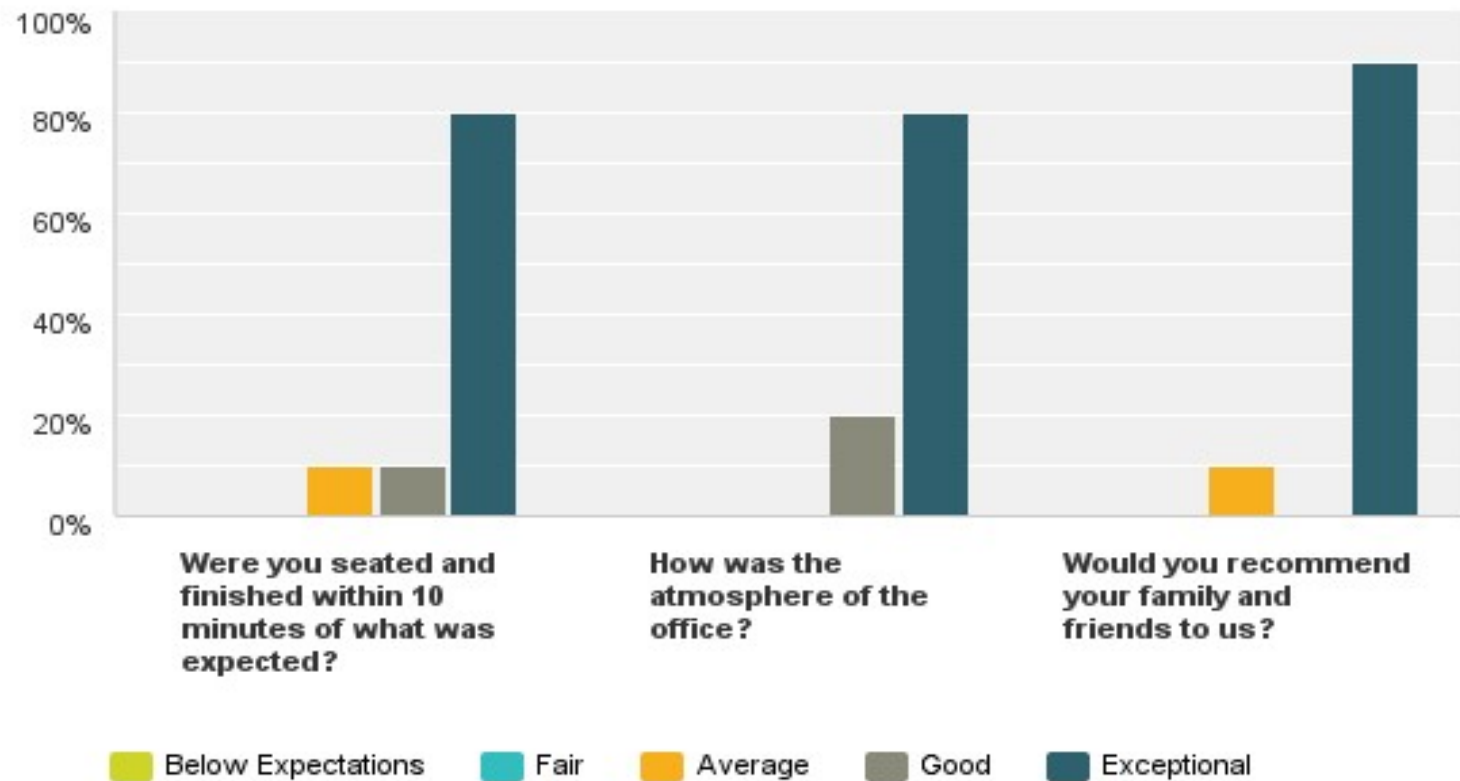
Billing & Front Office

Billing & Front Desk Comments:

- They always greet me with a smile and seem to be glad that I came in
- They were friendly and helpful.

Q8 General Questions

Answered: 10 Skipped: 1



General Questions

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

- ❑ I didn't even get to sit down and look through your magazines this time. I was taken back as soon as I walked in the door. It was like they were expecting me
- ❑ "See #5
- ❑ Also, the cinnamon scent was nice, made it feel cozy"
- ❑ The doctor really cares about me and my overall health. I trust his opinion and his expertise.
- ❑ Your whole staff is so nice and friendly. My boys actually look forward to going to the dentist, which is pretty amazing!
- ❑ I am always treated very kind and efficient, always have all my questions answered. Thank you!

How can we make your experience better?



- ❑ Find new and better ways for comfort.
- ❑ It doesn't get better than this
- ❑ You're already doing a phenomenal job!