



# PATIENT SURVEYS

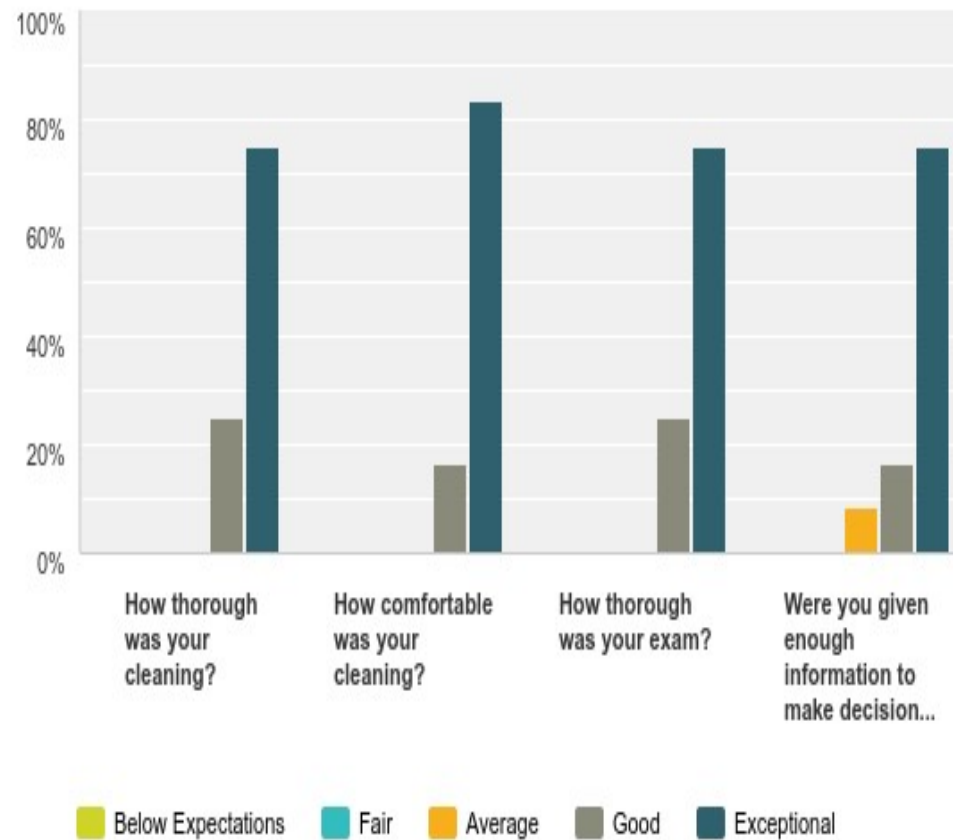
Payson – May 2017

# What Do You Want Most From Us?

- ❑ Quality dental care
- ❑ Friendly environment
- ❑ Accept our insurance, kind, gentle, thorough exams, family friendly
- ❑ Cheaper prices
- ❑ Quality and affordability
- ❑ Better customer experience surrounding billing and scheduling
- ❑ Healthy teeth.
- ❑ Honest dental care in a timely manner
- ❑ For my kids to actually enjoy the dentist
- ❑ Quick friendly service

## Q2 Cleaning Visits

Answered: 12 Skipped: 0



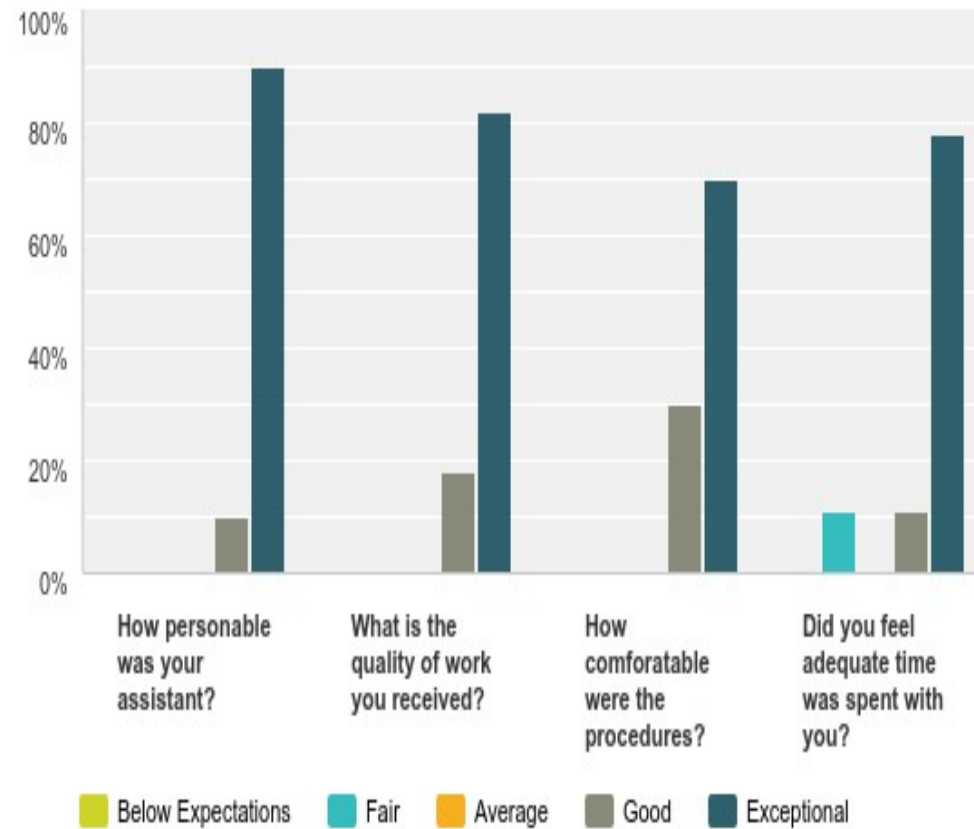
Cleaning Visits

# Comments on Cleaning Visits:

- ❑ She had a very light touch. Dr Baird Rocks!
- ❑ Both girls that worked on my children were wonderful. My son has autism, and I made sure she knew and she was perfect for him. She structured it well and made sure he knew what she was doing.

## Q4 Dentist Visits

Answered: 11 Skipped: 1



Dental Visits

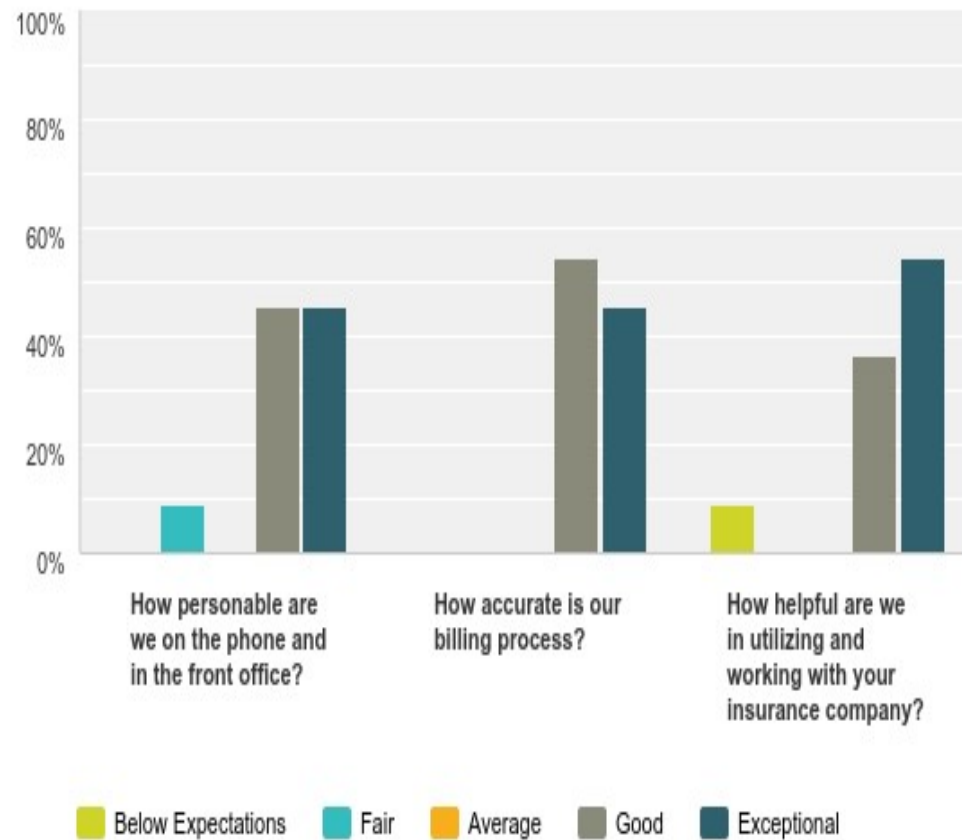
# Comments on Dental Visits:

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- ❑ You have a typo on section 4. It says "comforatable" instead of comfortable. :) But our dental visits are awesome. My kids actually look forward to going to the dentist. I'm not even joking. They love you guys.
- ❑ LONG WAITS during visit, dentist kept bouncing in between patients, causing LONG WAITS sitting alone in room

## Q6 Billing & Front Office

Answered: 11 Skipped: 1



Billing & Front Office

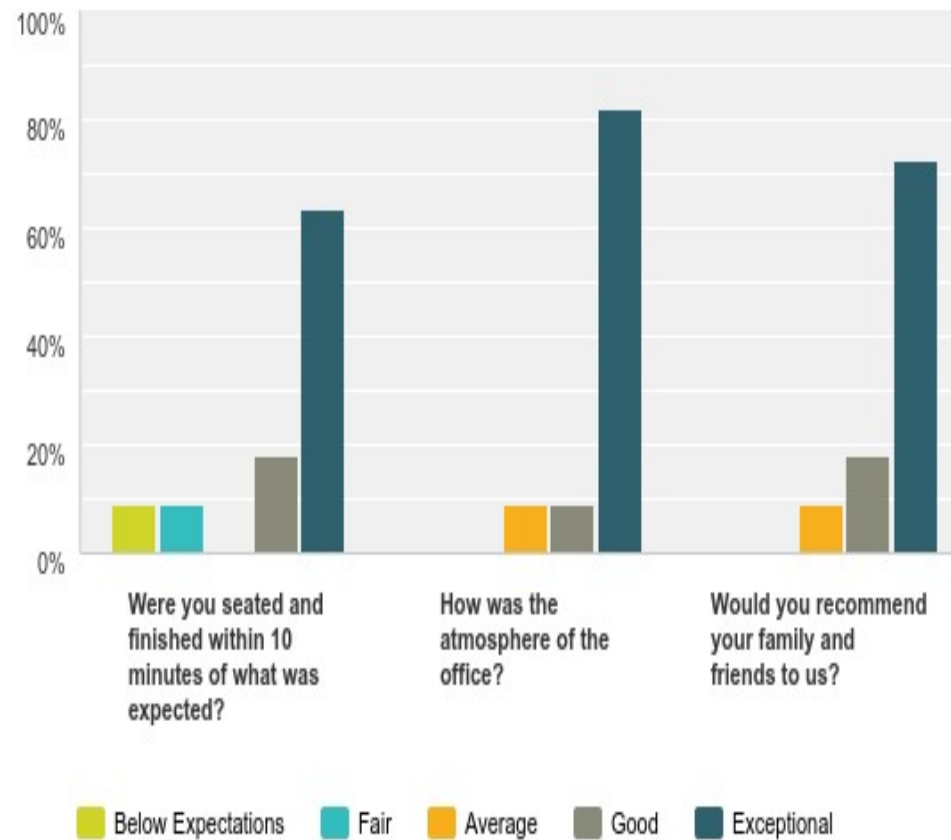
# Billing & Front Desk Comments:

- ❑ We are newly divorced. They were very conscientious of how the billing was handled.
- ❑ "I've had several issues with the front office. I recently switched insurance providers and accidentally provided the wrong information for the receptionist. When she pointed that out, I told her that I was sure that I had insurance that I would just need to access a computer to get the group and member number for her. She was persistent that I needed to pay \$75+ for my cleaning because I didn't have insurance. I refused to pay knowing that I had insurance. When I got my number and called back, I spoke with someone else who was very polite and gracious on the phone and took care of everything.
- ❑ I've also had several issues with scheduling. When you set an appointment six months in advance there is a high likelihood that it will have to be adjusted. I've had several occasions where we have called to cancel an appointment or reschedule, but then our account is hit with a no show fee. Today, I was pressured to pay for one of those fees for my kids, when I am 100% sure that I called and canceled the appointment because my daughter had the flu the day of the appointment.
- ❑ Overall, I've had a great experience with the work that the dentists and assistants have done, but keep having to deal with frustrating interactions from one particular receptionist/office manager. When I call back and talk to someone else it is a great experience."



## Q8 General Questions

Answered: 11 Skipped: 1



General Questions

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

- ❑ I've had various assistants and dentists over the past few years and I've liked every one of them.
- ❑ Your team members are always so kind and helpful. They really put my kids at ease and do such a great job with them. Plus my toddler loves the play room, and i love that the office is always so clean and welcoming.
- ❑ I wish I'd gotten the name of the cute girl that worked on my son James McCallum because she was phenomenal

## How can we make your experience better?



- ❑ Be more understanding with rescheduled appointments and make sure that when we call to reschedule/cancel an appointment that I'm not hit with some ambiguous fee.
- ❑ I can't think of anything. It's great!
- ❑ Less wait time alone in the room
- ❑ It was perfect.