





PATIENT SURVEYS

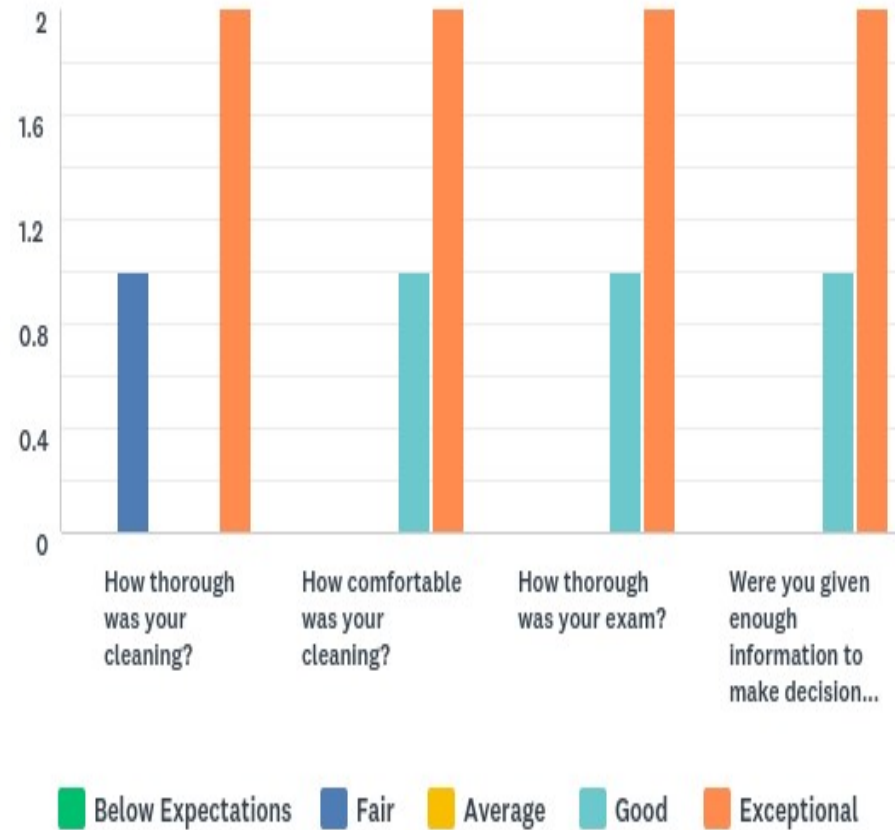
Springville — August 2017

What Do You Want Most From Us?

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- ❑ Quality dental care
 - ❑ Competency, honesty, fair prices and comfort.
 - ❑ Being on time.

Q2 Cleaning Visits

Answered: 3 Skipped: 0



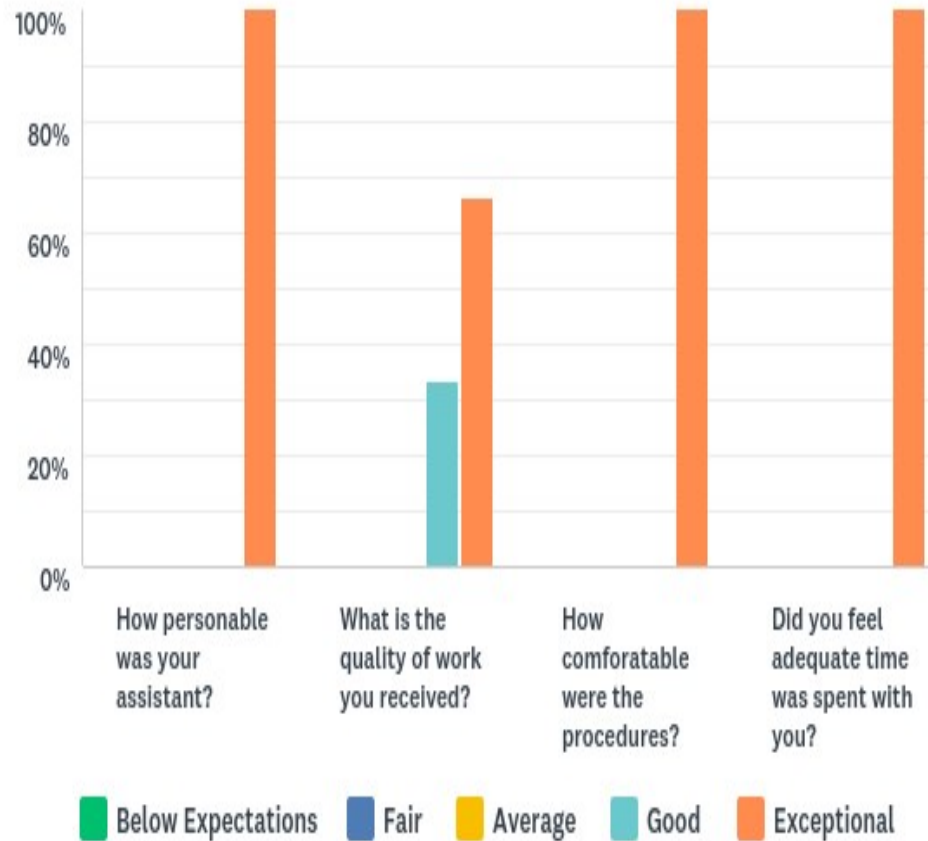
Cleaning Visits

Comments on Cleaning Visits:

- ❑ Melanie was phenomenal! It was my 3-year-old's first dentist appt, and though she'd been excited to come, she got anxious as soon as she saw the big chair. Melanie completely calmed all her nerves when she took the time to walk her through everything, letting her participate (wearing gloves like her etc) and making the experience enjoyable.
- ❑ Cleanings just never feel as clean as they used to in the "old" days. It feels like just every third tooth is polished. The dental assistants are awesome in fact, the one I had (new to me and I can't remember her name) listened to what I was saying and she X-Rayed where I asked her to. She found infection around a tooth that needed a root canal. I've been complaining about that same tooth to the dentists for at least a year and saying how painful it would get but not all the time. When it was painful, it was very painful and lasted three weeks or so. I am so very grateful to her for really listening to me and hearing what I was saying and finding that infection. The dental assistants always try to make me as comfortable as possible and they are very patient with my childish fears of being at the dentist office.
- ❑ It went very well.

Q4 Dentist Visits

Answered: 3 Skipped: 0



Dental Visits

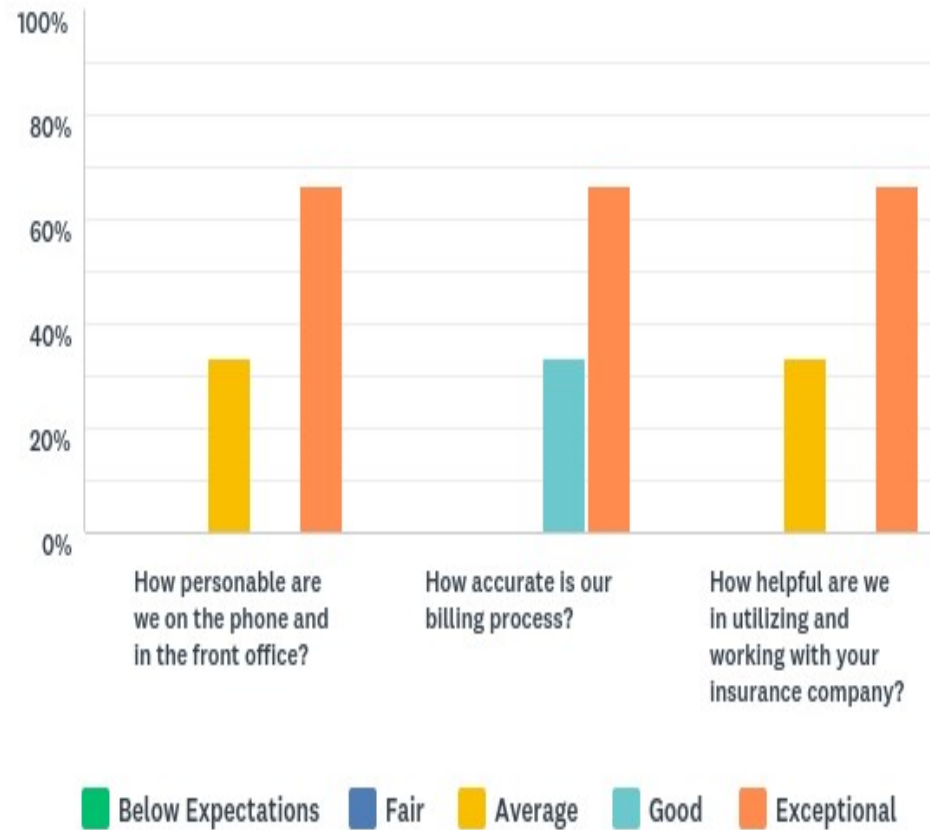
Comments on Dental Visits:



- ❑ I'm grateful to everyone checking with me and keeping me calm and comfortable.
- ❑ Everything went great

Q6 Billing & Front Office

Answered: 3 Skipped: 0



Billing & Front Office

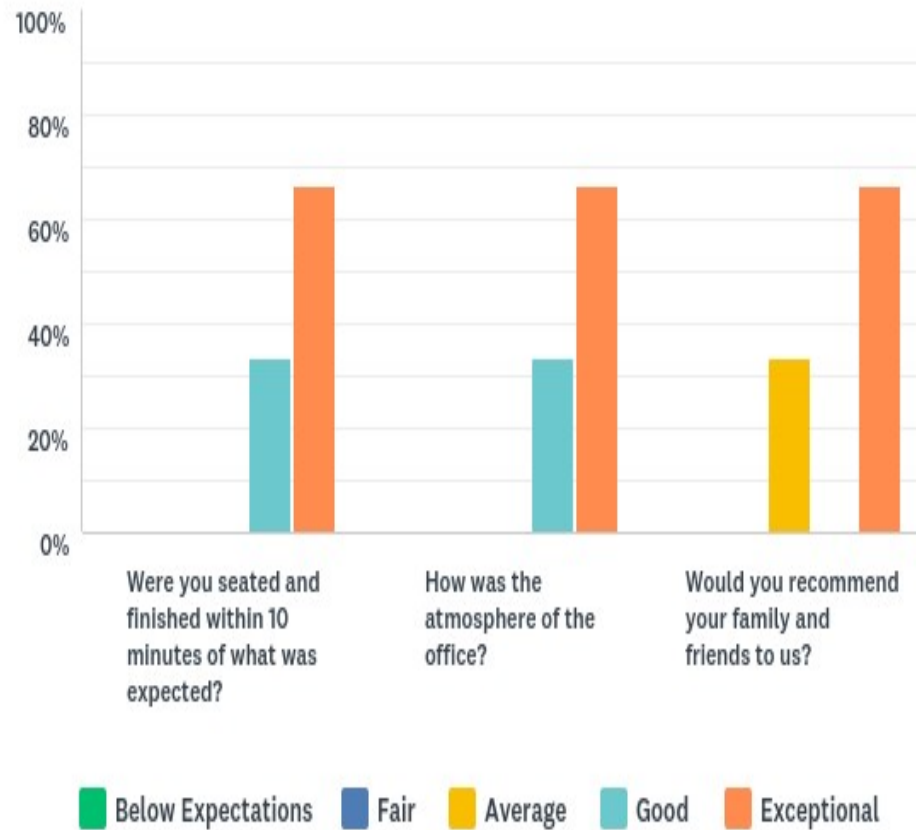
Billing & Front Desk Comments:



- ❑ Always friendly, helpful and professional.

Q8 General Questions

Answered: 3 Skipped: 0



General Questions

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



- ❑ We really like Doctor Flinders and Dr. Baird and all of the front desk staff and all of dental assistants are awesome. I have a very bad memory. I wish I could remember their names. Do they wear name plates?
- ❑ Dr. Carlson is very nice. And I apologize I forgot my hygienist's name, but she is awesome!!!

How can we make your experience better?

- ❑ Well, listen to the patients more. I lived with an infected tooth for a year or more and shouldn't have had to. I told a dental assistant and possibly a dentist that a brand new bridge didn't feel like it was sitting right. It ended up that it wasn't and broke in half and had to be replaced. My husband is owed a crown and I think it should just go on the implant that he got this summer and not have to wait until I find a surgeon to take that other tooth out. Also, one of the dentists chipped his front tooth while working on another tooth. It looks horrible. I feel like a cap should be put on. I also think that Kim's teeth look so badly anyway that he should just get false teeth. He is in poor health and it just seems like a waste to be doing all of these implants. I think a person's health should be taken into consideration while deciding if implants or false teeth will work better for a patient