



PATIENT SURVEYS

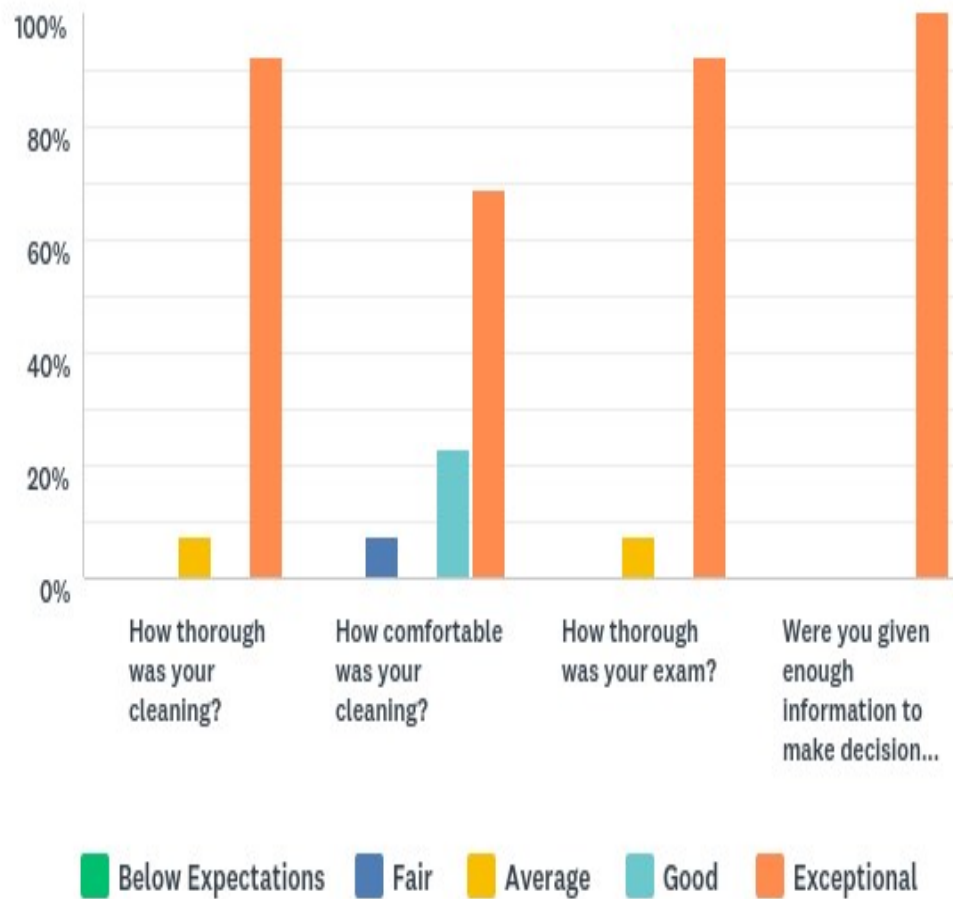
Payson — August 2018

What Do You Want Most From Us?



- A thorough examination and friendly service.
- Fix my teeth and not try to sell me everything. Only fix cavities when they are absolutely necessary.
- Honest quality dental work
- Quality Care

Q2 Cleaning Visits

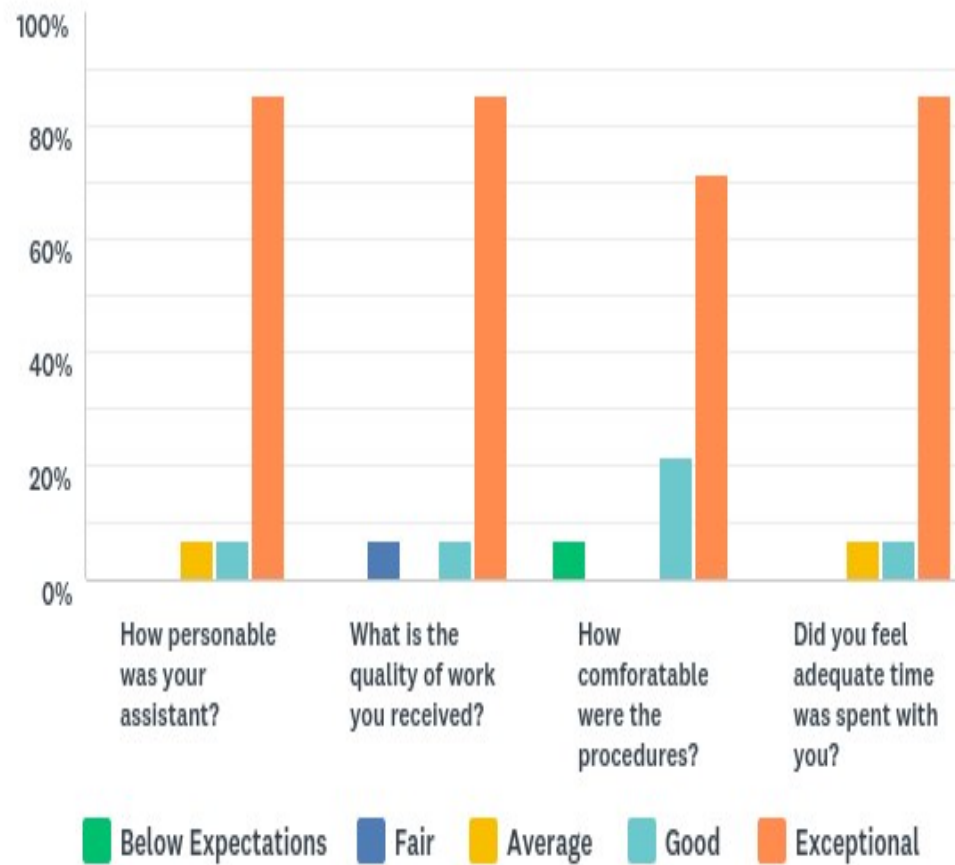


Cleaning Visits

Comments on Cleaning Visits:

- Awesome staff!
- I thought the hygienist did a good job. When it was time for the dentist to check, he did a good job of explaining my options for a worn down tooth in my mouth.
- I'm not sure why the water thing makes a terrible noise. I feel like there are better equipment that shouldn't make that awful noise. Like the high pitch squeaky squilly noise. Also is it necessary to scrape the teeth I though enamel is a good thing. Also at the beginning she just kept poking my gums and not sure what you could check by just jabbing all across different areas of gums. (She was doing nothing with the teeth at this point.)
- I loved the massage chair and the environment. My dental assistant was very thoughtful and nice to be around.
- I love you guys! Grateful I started coming to you.
- nice hygienist - very thorough
- No cleaning
- My cleaning visits are always professional, comfortable and fun. The staff is so kind and friendly.

Q4 Dentist Visits

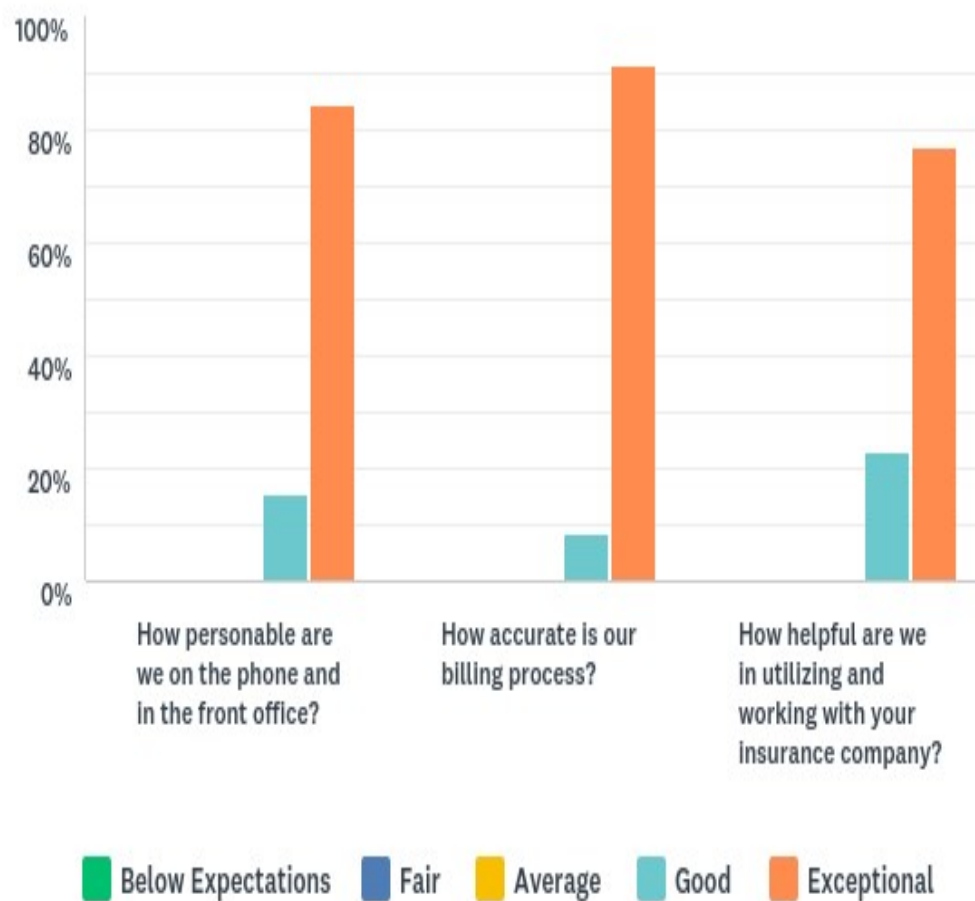


Dental Visits

Comments on Dental Visits:

- I had to ask if I had any cavities, maybe because I didn't have any and so the dentist forgot to mention it.
- I'm pretty sure it was the assistants 2nd day on the job. She didn't even know how to turn on the TV. Also I'm not a germ person and I don't like calling people out so its whatever but I know its unsanitary to touch your glasses with the gloves you put in my mouth. Also she touched the computer mouse and then put the gloves fingers in my mouth to floss the teeth. I really disliked the scraping of the teeth because she kept slipping and it felt like she was trying to pull a tooth out.
- Wonderful and personable
- happy with the visit

Q6 Billing & Front Office



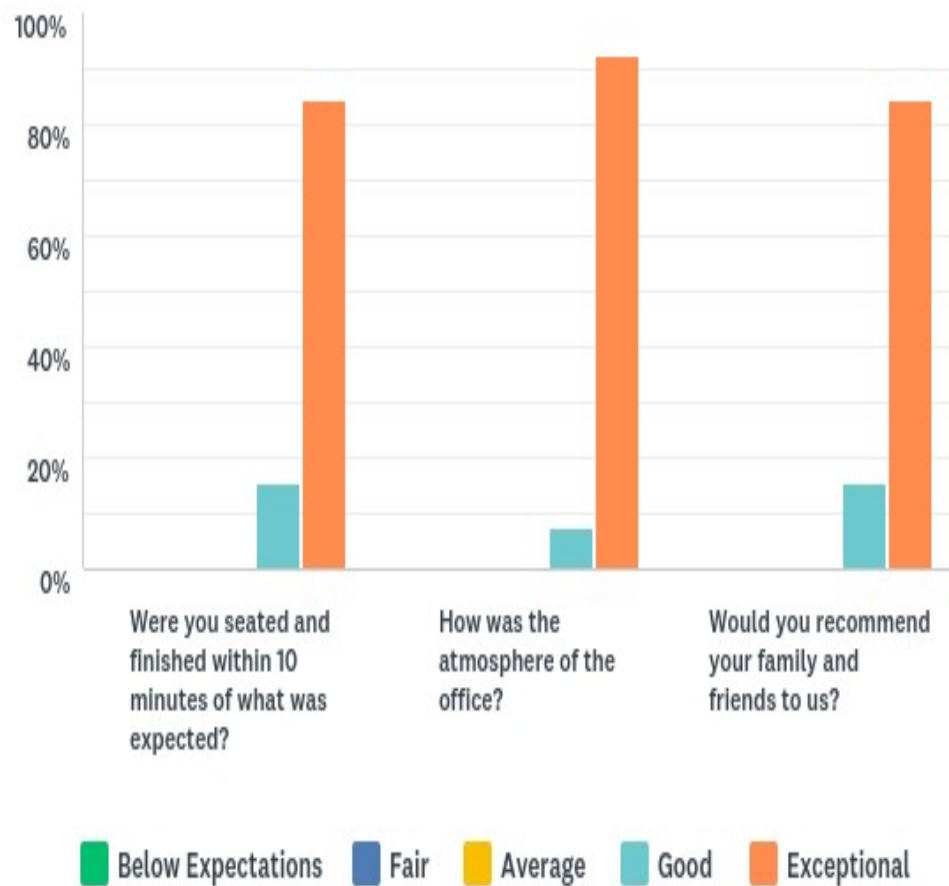
Billing & Front Office

Billing & Front Desk Comments:



- ☐ The receptionist had a hard time understanding our insurance.
- ☐ Nice

Q8 General Questions



General Questions

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



- I loved the waterfalls in each room. I loved that there were massaging chairs, too!
- Side tip for person. Tell her not to rest her hands on my eye when she is scraping my teeth OUT. The Dr was very nice and informative.
- My assistant was excellent.
- I love my hygienist!!! She's the highlight of my time at the dentist's office!

How can we make your experience better?

- ❑ I was happy with the overall experience.
- ❑ No scraping, create a better tool or way to get hard plaque off. Teach the new people more in depth before sending them out to practice on real patients. Maybe she needs a couple of weeks to shadow someone first. I know there's a learning curve but they also should be able schedule next visits by themselves and turn on a TV without help, also they should know how to put someone in the around the head scanner by themselves before they are trusted to scrape someone's teeth out. The previous person I had was AMAZING and I would have much rather have had her help instead. She basically told me I had bad breath, and that I didn't brush my teeth well, and I better start flossing or my teeth with fall out i felt like it was kind of rude.
- ❑ Some kind of interpreting device so that I can communicate with the hygienist while tools are stuck in my mouth and she wants to talk:-)