



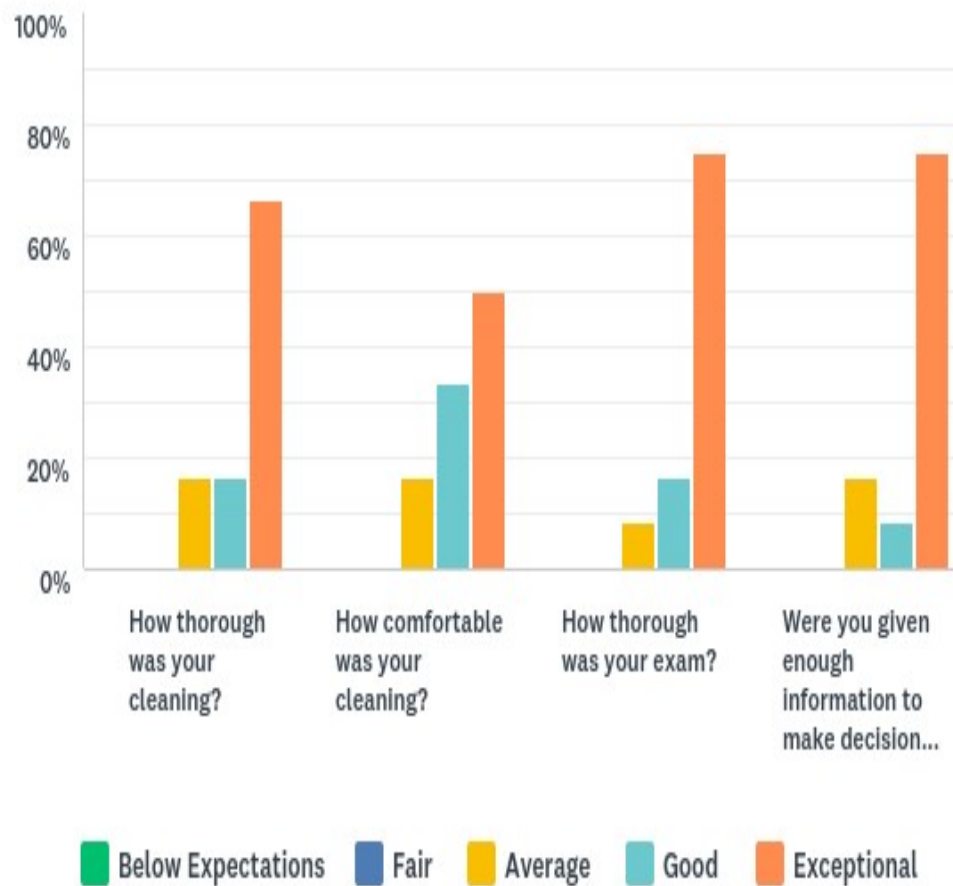
PATIENT SURVEYS

Payson — September 2018

What Do You Want Most From Us?

- Pleasant staff, knowledgeable dentist.
- Dental work done right, knowledgeable staff
- Honesty and speed.
- Great service
- Kind, patient staff. Comfort while receiving treatment. Affordable dental care, I'm not as worried about comfort as get in, get the job done and get out.
- Good service, someone that cares and doesn't make you feel like your a bad person because your teeth aren't perfect
- Honest quality work
- regular checkups, friendly staff, little wait time, just like today's visit.
- Healthy teeth
- Good experience for my kids and a knowledgeable staff that gives multiple options
- Suggestions. About my teeth and quality care..
- Teeth

Q2 Cleaning Visits

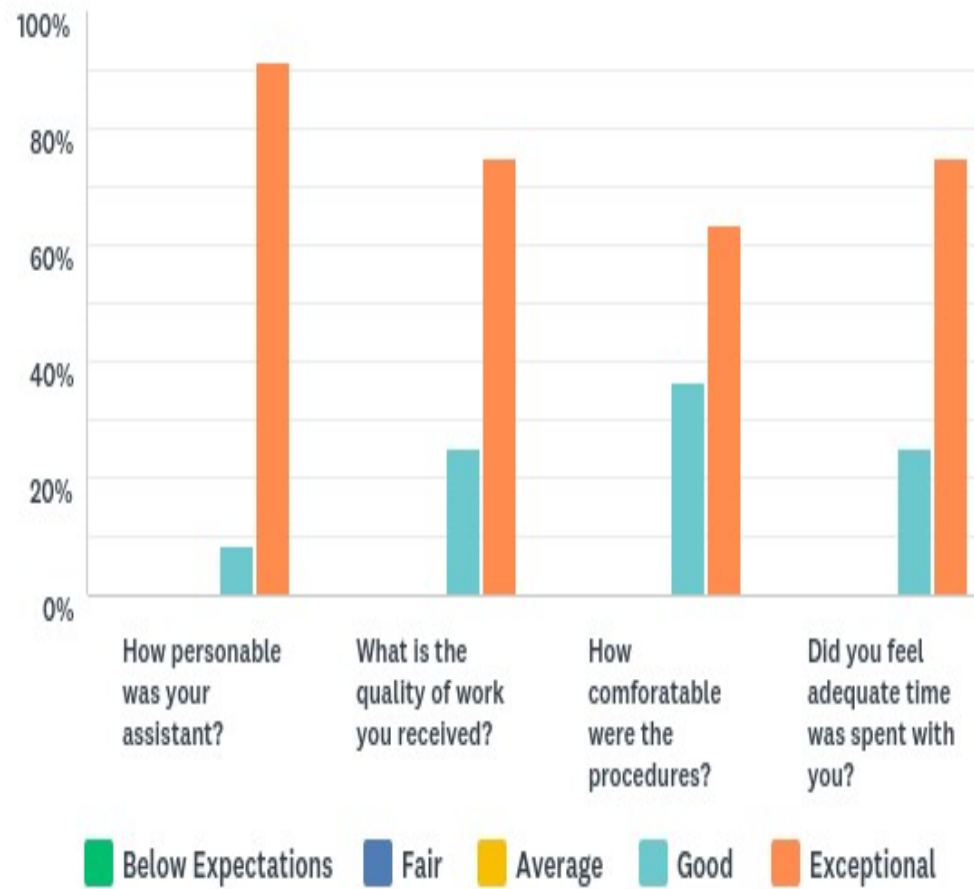


Cleaning Visits

Comments on Cleaning Visits:

- ☐ None
- ☐ She was great with my son and kept him at ease.
- ☐ The dental hygienist who did my cleaning was very kind and considerate, and made sure that I was comfortable
- ☐ It was a good visit, but it took a lot longer than expected.

Q4 Dentist Visits



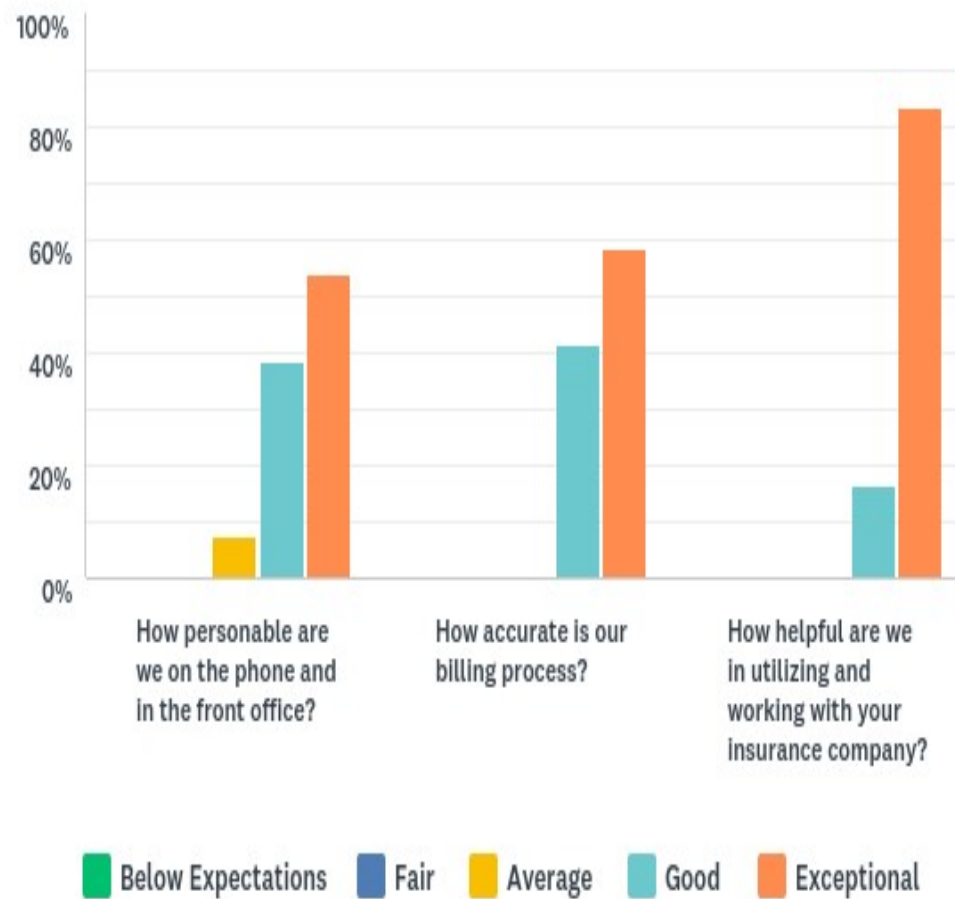
Dental Visits

Comments on Dental Visits:



- ☐ None
- ☐ Didn't have any procedures done but I felt my appointment was exactly what I needed.
- ☐ He was quick but covered all things that needed to be discussed. waiting for the dentist is what I don't enjoy about visits to an office but I haven't had to wait since we started visiting your offices.. Keep it up.
- ☐ Great!

Q6 Billing & Front Office



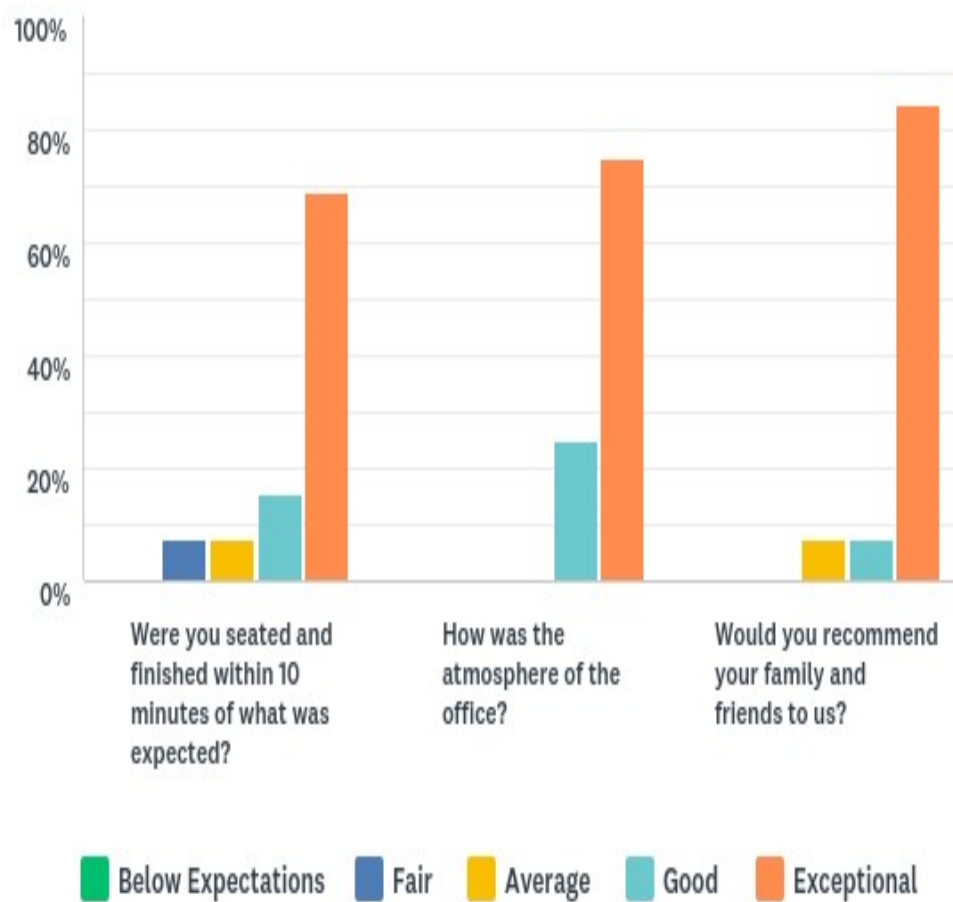
Billing & Front Office

Billing & Front Desk Comments:



- ☐ None
- ☐ They made the whole process painless
- ☐ Very friendly and we like the payment plan you provide.

Q8 General Questions



General Questions

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

- None
- I am always impressed with the kindness of the staff, especially to my kids, the time spent with me addressing my concerns and explaining things to me, and doing good dental work. I never have to wait long in the waiting room. I am especially thankful that when I had a crown break right before leaving on vacation I was able to get right in and get it taken care of on the same day. Doing a great job all around!
- Last time(NOT Mckenzie) I was there my teeth hurt for three days. This time McKenzie did a great job and I never felt a thing, it was as if I had never been to the dentist
- Lindsey made sure to make my daughter not be nervous- she was great!

How can we make your experience better?

- ☐ None
- ☐ The TV was on, but I was not offered a way to listen to it. I also found out, after I left the office, that the chairs have heat and massage. I wish I had been told that.
- ☐ Always have McKenzie clean my teeth
- ☐ It's Perfect!