



PATIENT SURVEYS

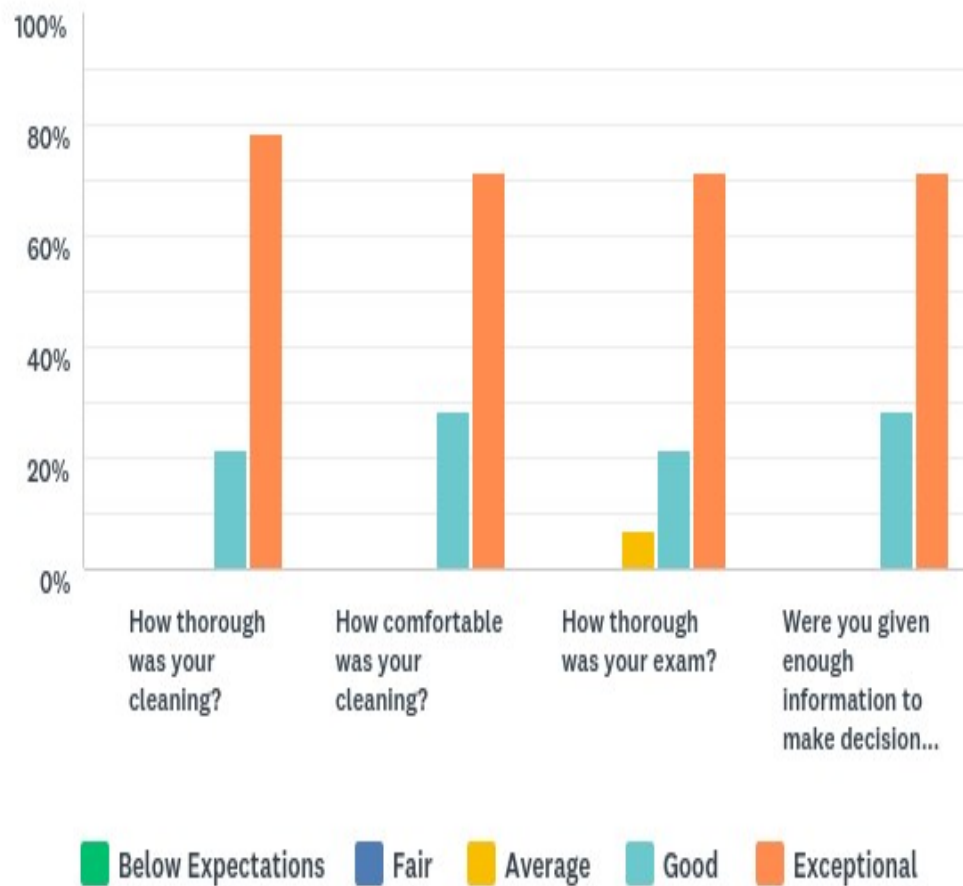
Payson – November 2018

What Do You Want Most From Us?



- ☐ Honest and quality to to ensure health for my family's teeth.
- ☐ Short waits before being seen
- ☐ good dental work
- ☐ Competency

Q2 Cleaning Visits

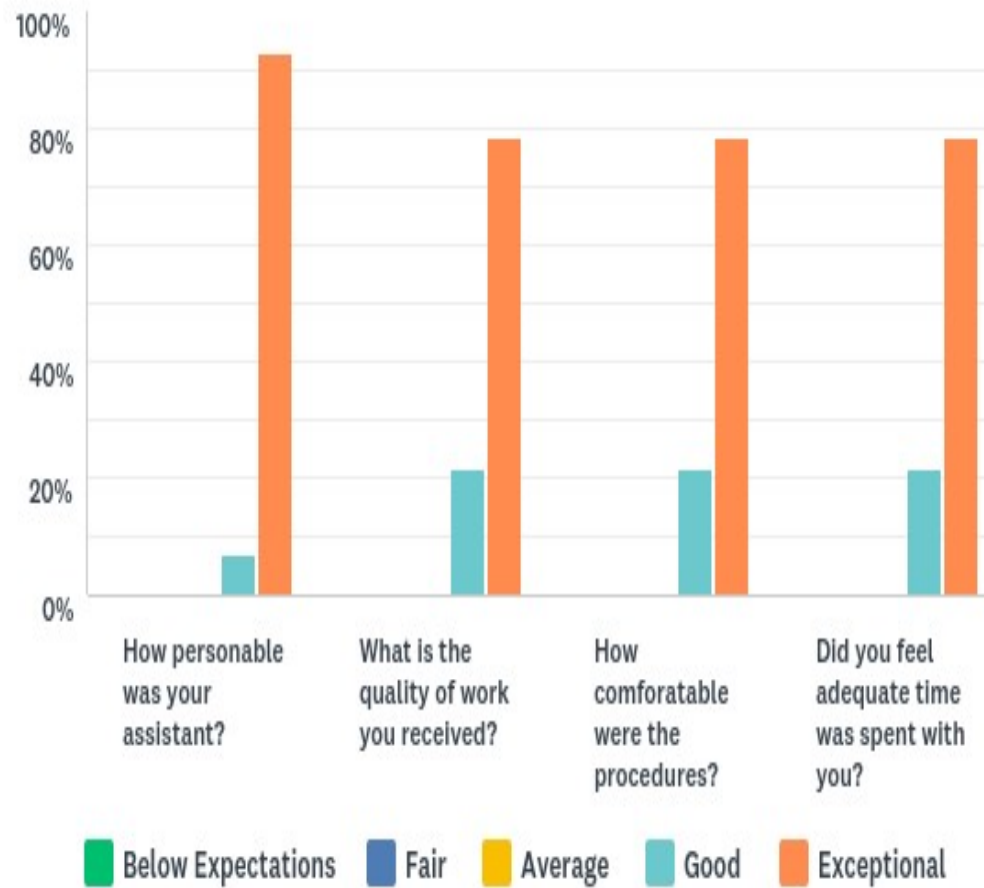


Cleaning Visits

Comments on Cleaning Visits:

- My daughter says she likes you better than last dentist.
- Excellent
- They did a good job.
- I love that you fit my whole family in at once for all our cleanings! We rarely wait in the waiting room more than 5-10 minutes.

Q4 Dentist Visits



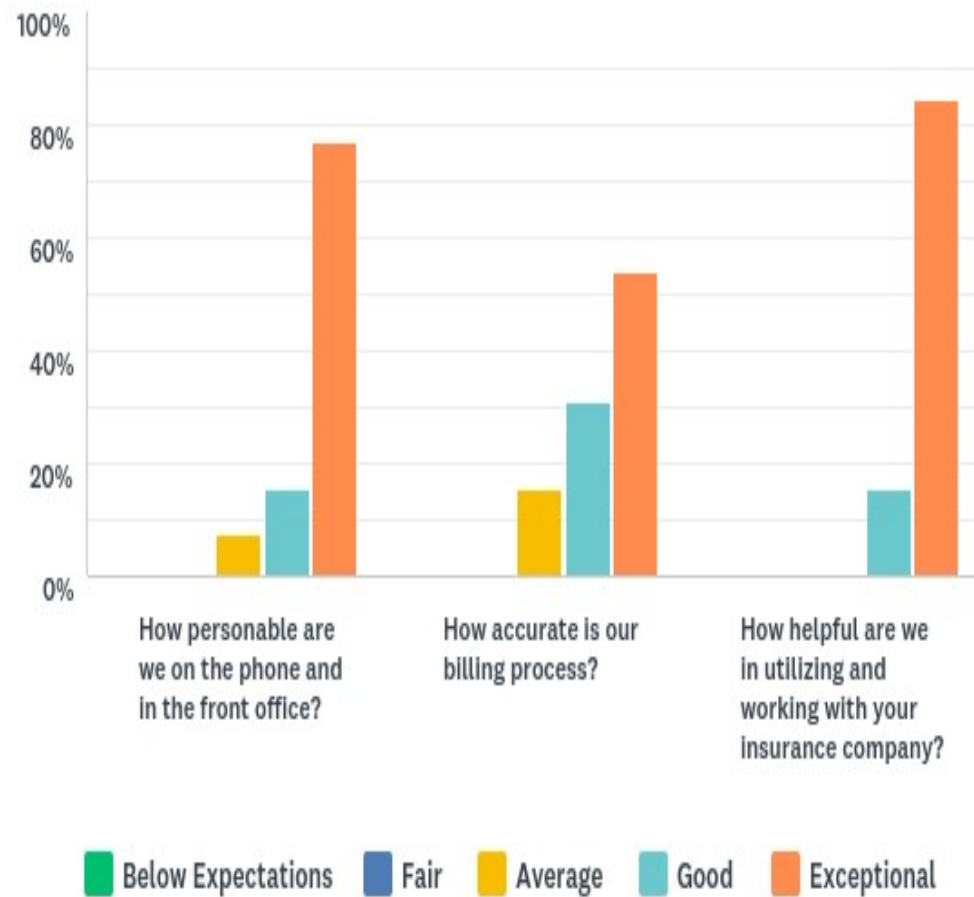
Dental Visits

Comments on Dental Visits:



- Very friendly
- We have FINALLY found a dentist that we LIKE and want to stick with. Dentists have never been a good experience for me, until today
- Dentist was great and informative as well.

Q6 Billing & Front Office



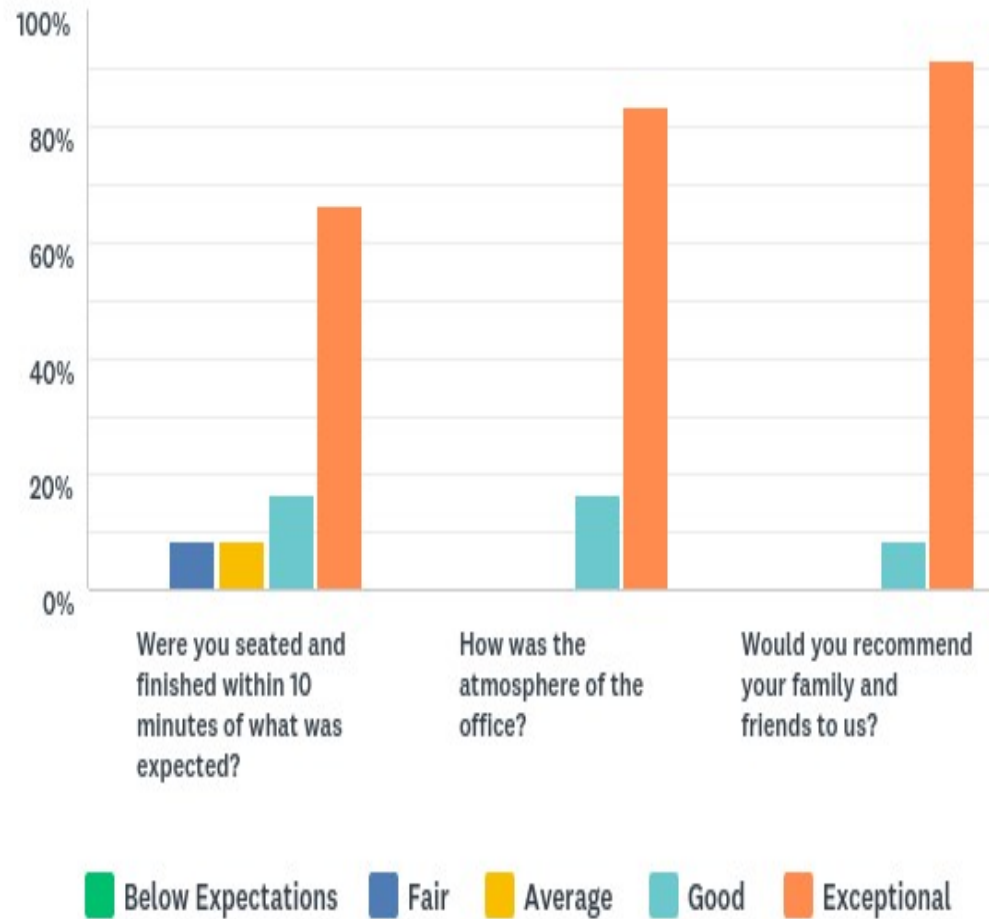
Billing & Front Office

Billing & Front Desk Comments:



- Asked for a copay but our insurance doesn't require it on cleaning visits.

Q8 General Questions



General Questions

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



- Hygienist was very personable
- I was very happy with my experience in your place of business,
- Yes but I cannot remember her name. She was ABSOLUTELY AMAZING! A sweetheart! She cleaned my 3 year old sons teeth and she made him feel so comfortable and relaxed.
- Melanie (I think that's our hygienist's name) is so amazing with kids and has a gift with getting mine calm and comfortable.
- Tanna did a great job cleaning my son's teeth!!

How can we make your experience better?



- ❑ Honestly, You've seriously already achieved that. I love the energy in your office! Thank you!!
- ❑ I am sensitive to smells, perfumes, room scents, etc and the main waiting room was very difficult for me to wait in. It smelled great — very Christmas-y — but my nose was very runny and itchy the whole time.