



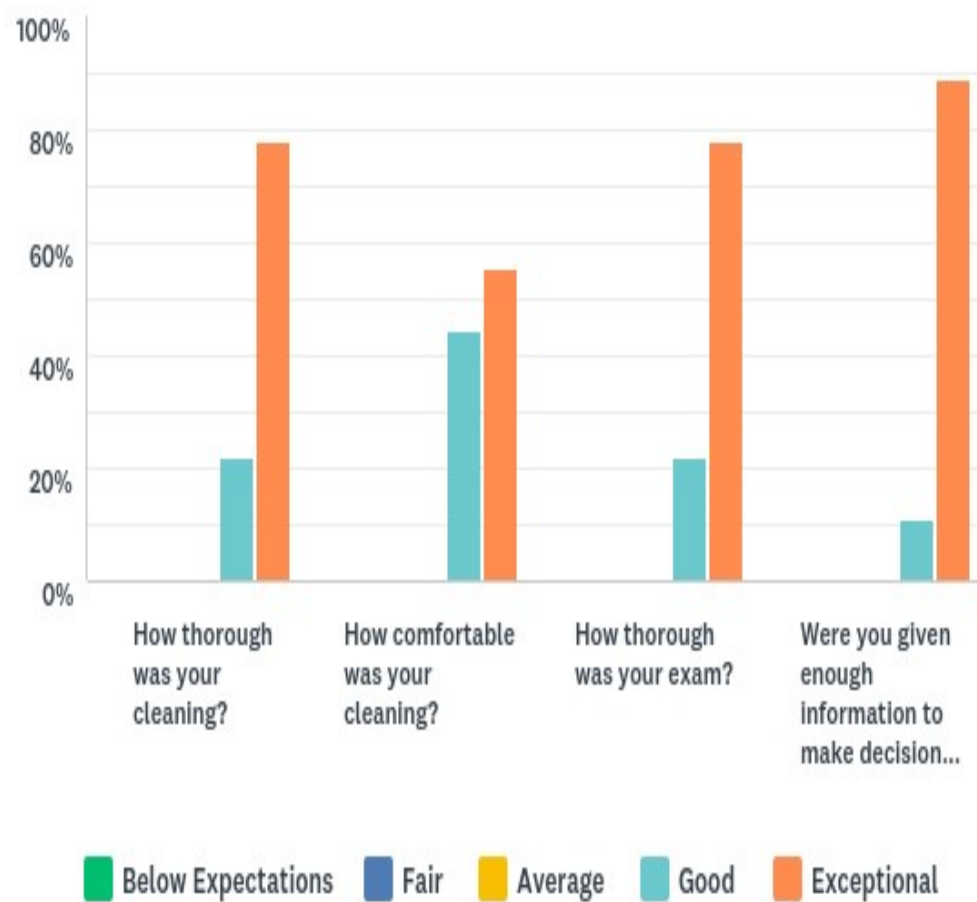
PATIENT SURVEYS

Payson – December 2018

What Do You Want Most From Us?

- The same great service that I have always been getting
- More quickly no wait to much to get into the room
- Great service and clean teeth
- You're expertise in fixing my teeth and patience with my finances as I will be able to invest in a
- more functional and healthy smile over time. To me, a smile is a more important investment than
- any material posession one can possess.
- An exclamation on my bill where all the charges that come from
- Good dental care
- Competent and enjoyable staff, which is always the case.
- Good service
- Fast, and simple process of ways that me and my kids can be taken care of and work on handling
- Payment options or insurance needs and still know we'll always get serviced by the amazing staff!

Q2 Cleaning Visits

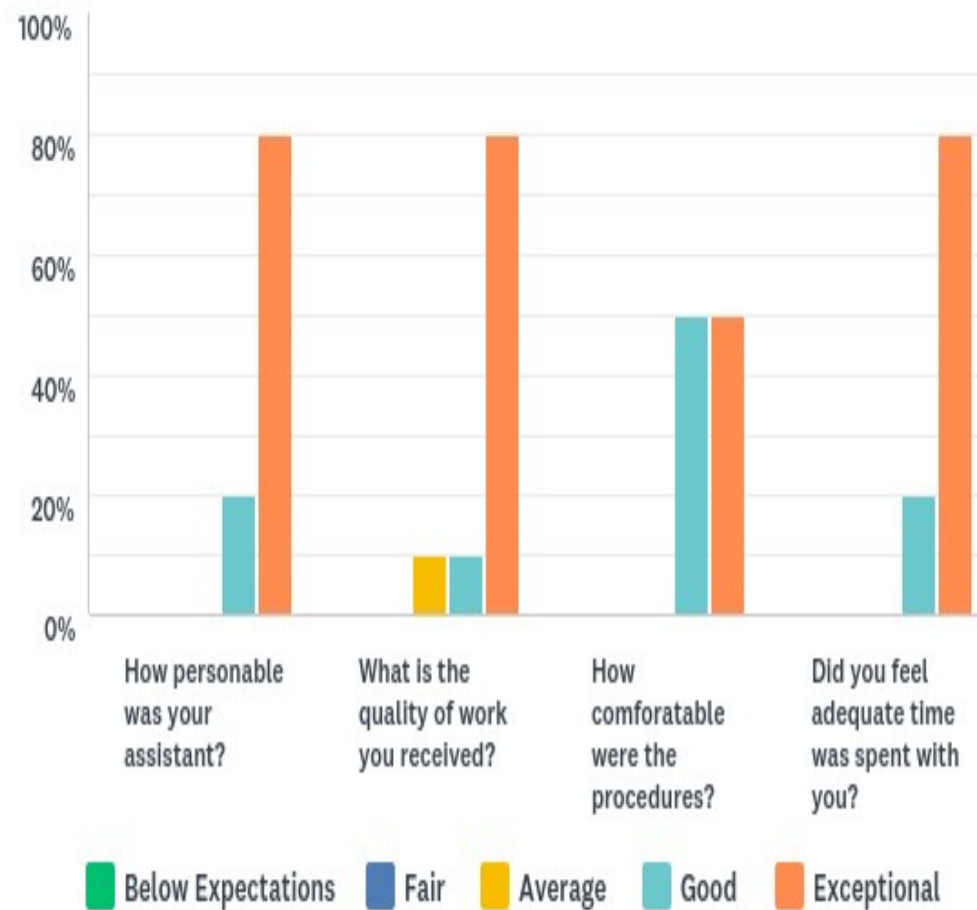


Cleaning Visits

Comments on Cleaning Visits:

- Gentle but thorough
- Good
- I have not had the opportunity to receive a cleaning on my teeth, even though I need one desperately! Hopefully in March on my appointment I could receive that?
- My kids always love coming to your office!
- The hygienist did a very thorough job and was very personable.
- I love the staff and how attentive they are to make sure your comfortable and aware of everything during the visit.

Q4 Dentist Visits



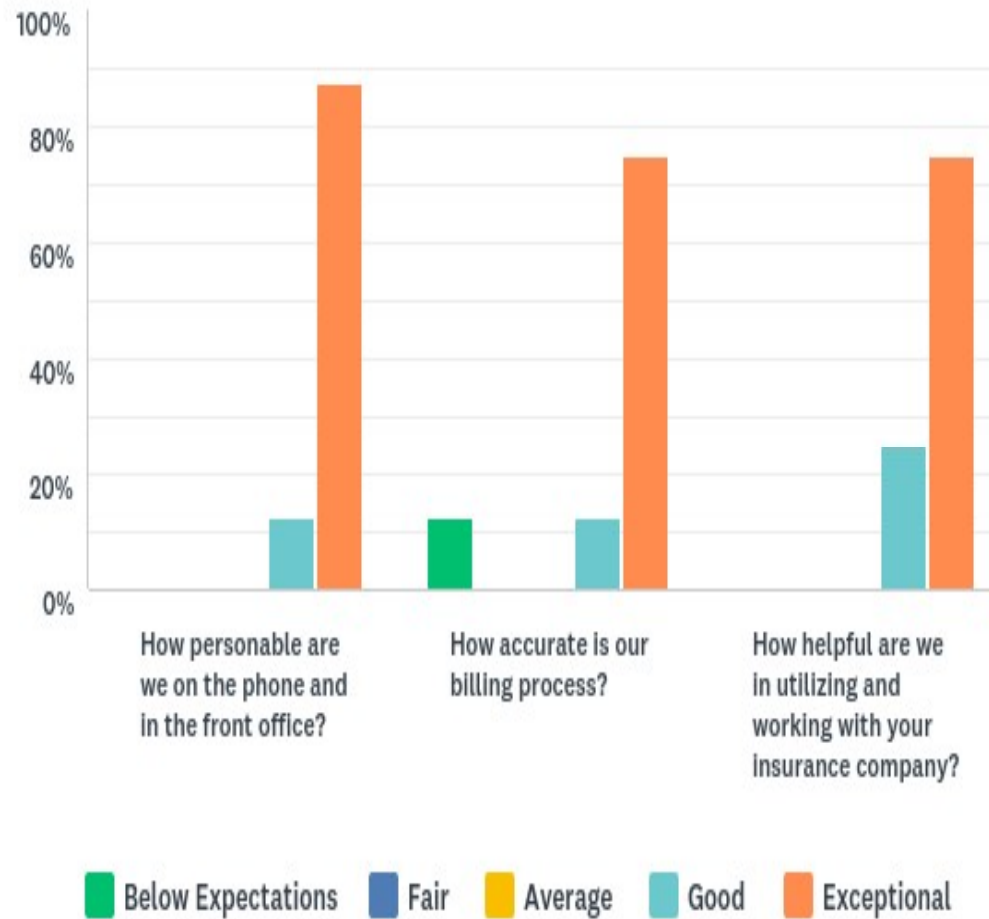
Dental Visits

Comments on Dental Visits:



- Great
- I really appreciate you're kindness and skill when I came in on my last appointment. Thanks for you're understanding and I will see you in March to start the process of getting my teeth fixed.
- I was very pleased with the service that was given.
- I was amazed at how quickly I was able to get in to have a couple urgent infected teeth worked on so I didn't have to feel the toothache and infection for days or weeks and they were swift to kindly get me scheduled for my procedure and relieved of my pain. The staff were all caring and gave me a great experience and service.

Q6 Billing & Front Office

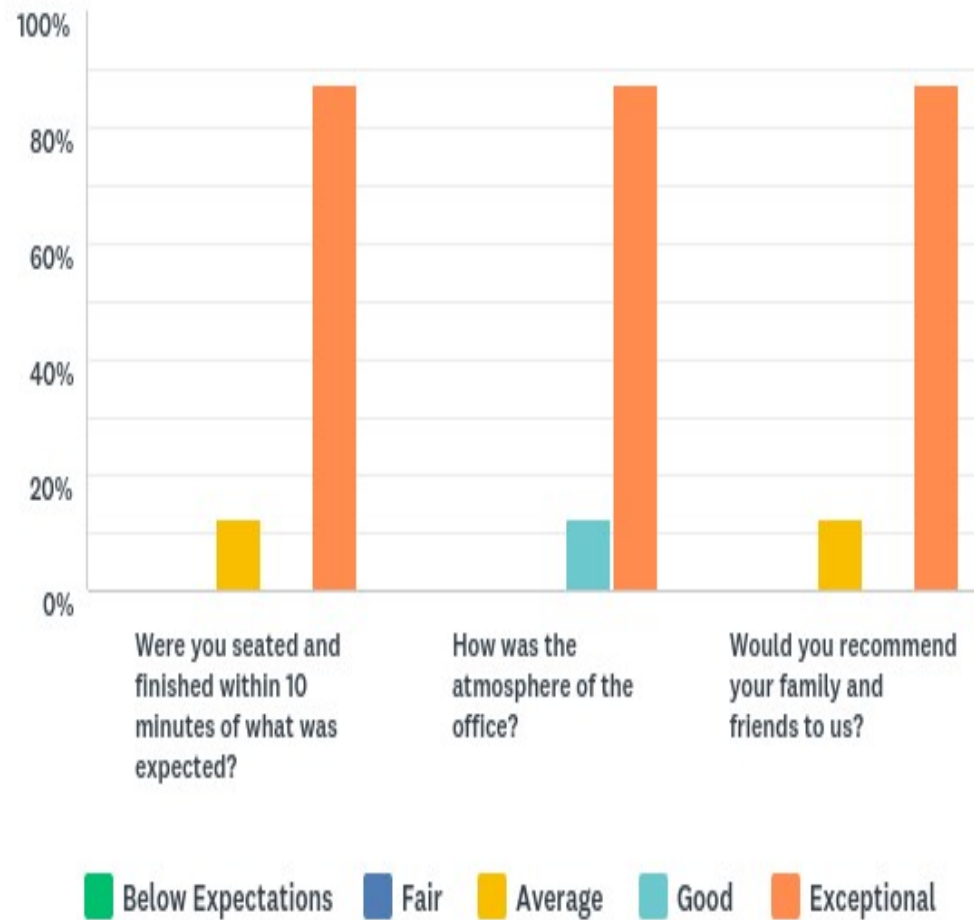


Billing & Front Office

Billing & Front Desk Comments:

- Retired and new ins thank you!
- I had a charge on my account that I don't know what it's from
- Professional and kind.
- The front office and the phone calls are friendly and caring.
- I had two insurances and at first the staff gave me a total balance of my appointment procedures so I paid what the balance was after my insurance paid their part and than months later I got a bill from the office for an amount still owed from my procedure but I was told at my appointment I had made the ending payment. So it took a while to get the overall due amount and than re-contact the insurance companies and process the bill through again and after that, I was surprised when they told me that my secondary insurance had completely paid the rest of my bill amount off so I didn't have to struggle or stress about how much money I'd have to come up with to pay for everything before it went to collections. Plus I now had no debt towards the office and I was able to get another appointment scheduled to get my second tooth that's broken and has gotten infected to be taken care of and I know that I'll have the best care and easy process to get the bill for the visit paid completely!!

Q8 General Questions



General Questions

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



- ☐ Great service
- ☐ They always make my kids have an enjoyable time.
- ☐ All are friendly and caring. The work has always been very good.
- ☐ I was given immediate customer service to the minute I walked in the office and was shortly taken back to get cared for.

How can we make your experience better?



- ❑ Just keep the good serves and Great staff
- ❑ Please no more bouncy balls. I know the kids love them, but they cause so much havoc at home.
- ❑ The experience was as good as I could hope for.
- ❑ Overall the experience and service I received was great!