



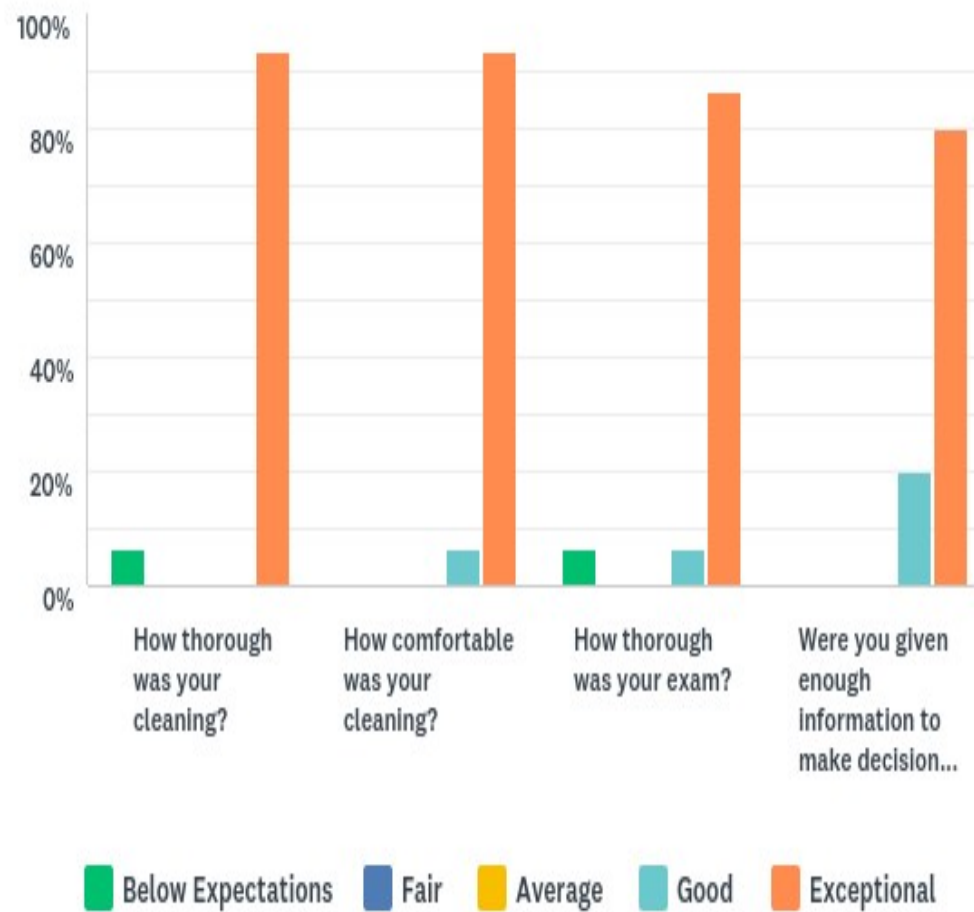
PATIENT SURVEYS

Payson — April 2019

What Do You Want Most From Us?

- Dental care
- Find and fix any issues i may be having
- Happy teeth!
- Honest and valuable care.
- Healthy Teeth and a good atmosphere
- Nothing it was great just the way they did it
- Clean, friendly, through and organized.
- A good experience for me and my family
- We usually have a good experiences with you guys.
- Comfort and speed.
- No mistakes on cavity fillings, like has happened to my daughter in the past.
- U guys are amazing

Q2 Cleaning Visits

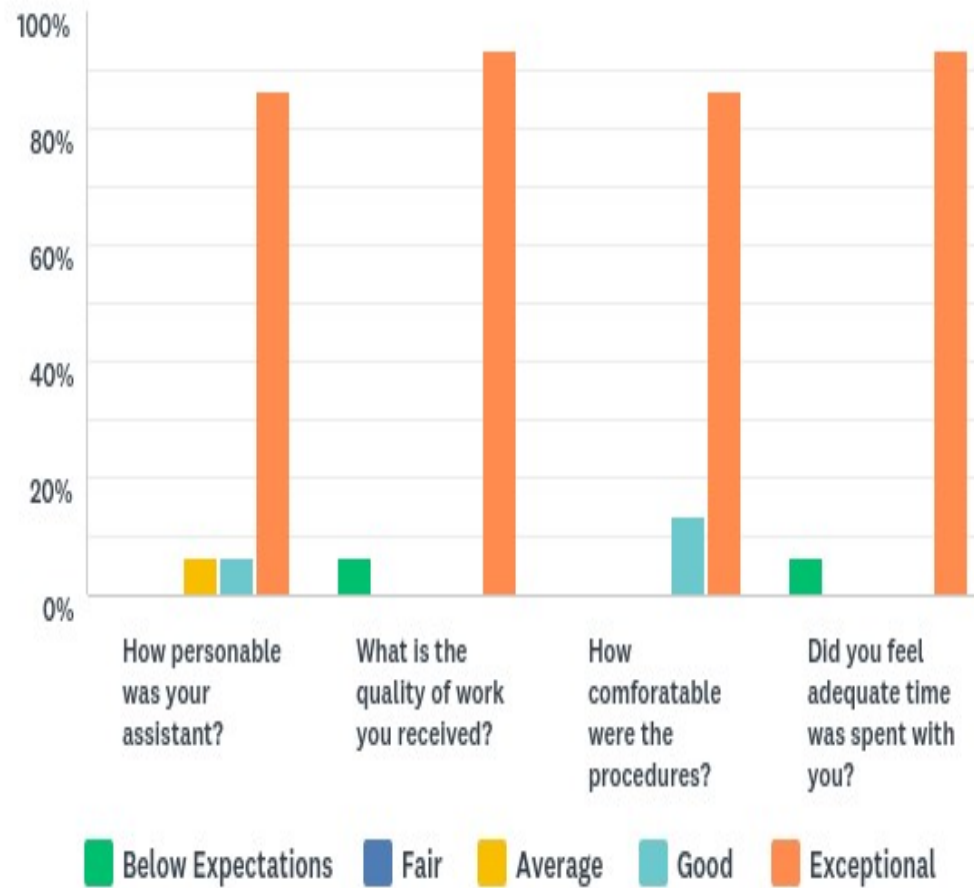


Cleaning Visits

Comments on Cleaning Visits:

- Loved my lady that did my cleaning she was so nice and did an amazing job
- Suzy does a fantastic job and the staff is nice.
- Susie was the absolute best! She is friendly and extremely thorough with her service. She made me feel comfortable and made my cleaning worth while.
- The last few cleanings i have had were very bare minimal. seemed like I was just ran through the process
- No Pain it was great!
- Lauren is an incredible asset for your practice
- My nurse was phenomenal!
- Suzy was fantastic as always and she let me ask more questions when I would remember other issues I was having. She said that is what she is there for and more than happy to answer any and all questions. She's such an amazing person, you can just tell she really cares. Always upbeat and understanding of everything.

Q4 Dentist Visits



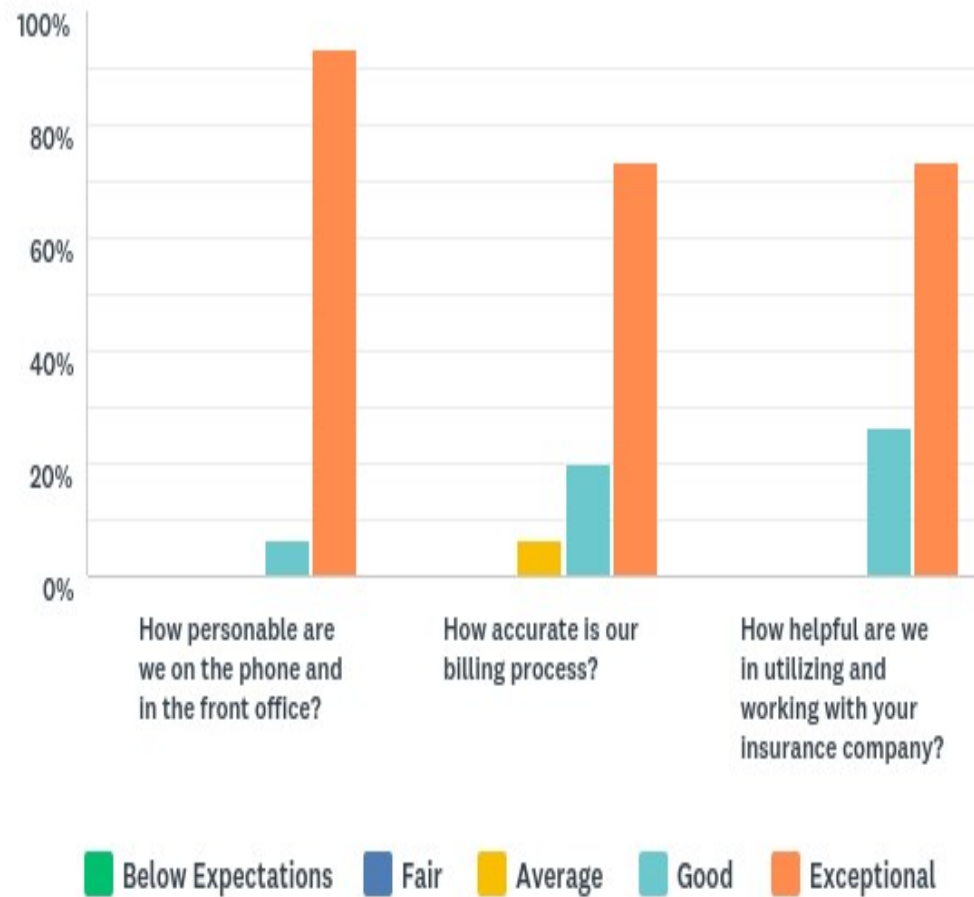
Dental Visits

Comments on Dental Visits:



- She did an amazing job and was so nice
- Great service and honest.
- Very friendly and thorough
- Dr Windward is so friendly and very nice to answer any questions I have and I feel confident in his care of my dental needs. He is so wonderful to see every time we visit. Keep up the great work. It's very much appreciated!
- They take their time and are very friendly

Q6 Billing & Front Office



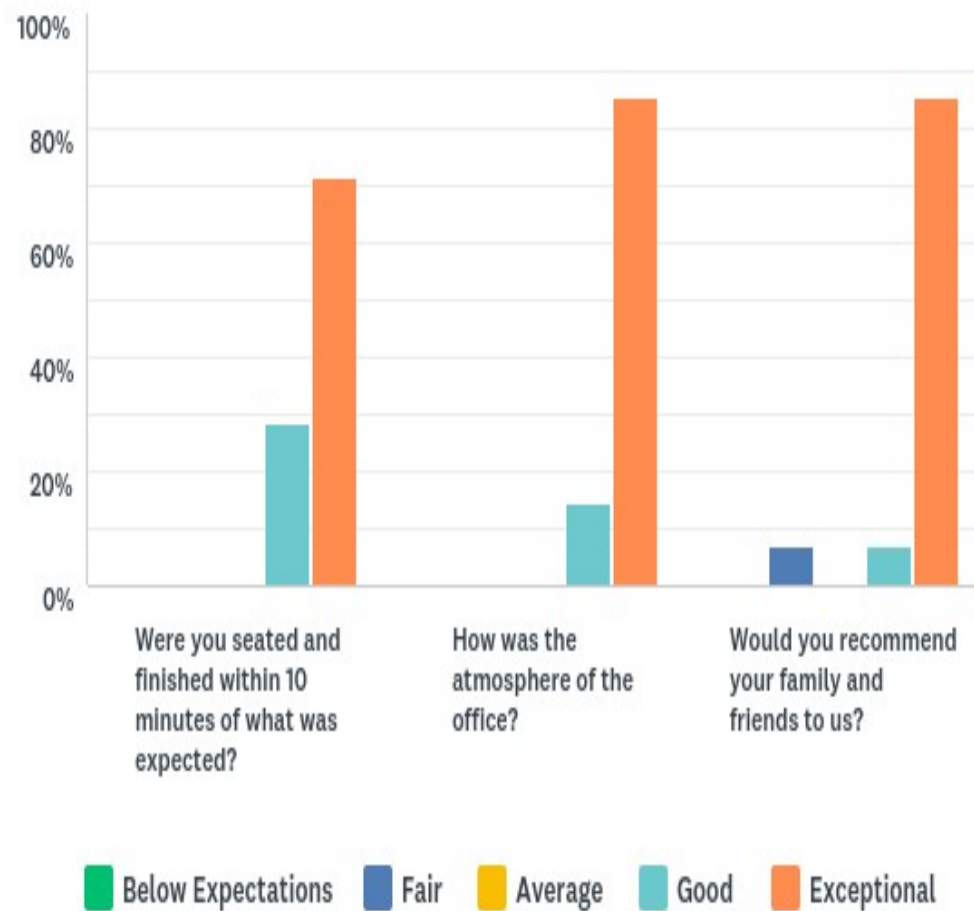
Billing & Front Office

Billing & Front Desk Comments:



- Very help full and friendly
- Very easy to work with!
- The only thing that really bothered me is I asked for NO fluoride for my kids which they didn't do, however my insurance was bill for it and paid which annoys me! And it's not right that my insurance, even though it's covered is paying you guys for something we didn't have done.
- Didn't talk with them much this visit because they hygienist he led me in and out of the office.

Q8 General Questions



General Questions

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

- I would most definitely recommend Suzy and Mel and have to others
- Susie is the best!
- As a parent I want to be present when the dentist is examining my child's mouth. I don't think that is too much to ask! I only have two kids I try not to have them come in at the same time because of this. It has happened twice now that I have specifically ask the girl to let me know when the dentist is examining my child mouth (if I'm with the other child) cause I want to be there!
- Thanks to Suzy for telling me about the teeth whitening options that are offered. I appreciated her giving me some options for a mouth guard as well in the meantime of hopefully ordering one in the future to help with teeth grinding at night. She was so great to work with in scheduling new appointments. She even knows that she has her hands in your mouth so she tries to ask yes or no questions. She's doing amazing work! She gave me the massage control which I appreciated and she knew I was really tired from a sleepless night. Dr Windward was very kind to try to figure out if there is a size issue with my crowns or why else I might be biting the insides of my cheeks so much. He said he would look into it. He was also great to look at my xrays and said that my teeth looked like they were doing well. I appreciated his help to take good care of me.
- Great people

How can we make your experience better?

- ❑ Can Susie be my hygienist from now on? :)
- ❑ Nothing, you guys are amazing
- ❑ Make sure parent is present when dentist is examining child's mouth! I was only next door with another child!
- ❑ I love the fact that I got taken right back and my visit was an appropriate amount of time. I really appreciate the whole staff. The reminder texts and emails are very helpful. I would love to hear back from dr windward if he thinks my crowns are needing to be shaved down a little bit or not.
- ❑ Nothing u guys are amazing