



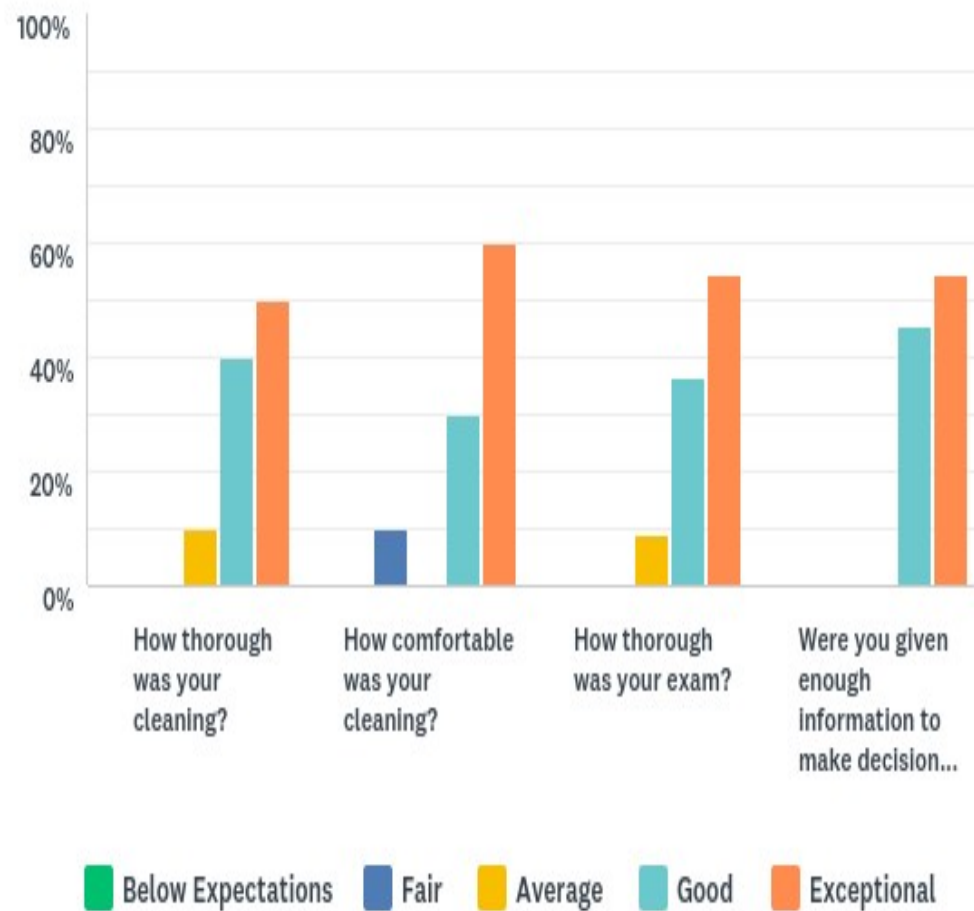
PATIENT SURVEYS

Payson — June 2019

What Do You Want Most From Us?

- Honest, quality service.
- Quality, friendly work but in a timely manner.
- Professional, quick
- Nothing more than what we already get. Great personable care
- Affordable, quality dental care in a comfortable environment.
- Excellent dental work and friendly service
- Prompt and gentle dental care.
- Great service, knowledgeable staff
- Exactly what you currently provide. Clean, Current, Professional environment, paired with Patient, understanding staff and appointments with reasonable time frames and minimal referrals.
- Options, opinions, friendship, trust, solutions
- Healthy teeth

Q2 Cleaning Visits

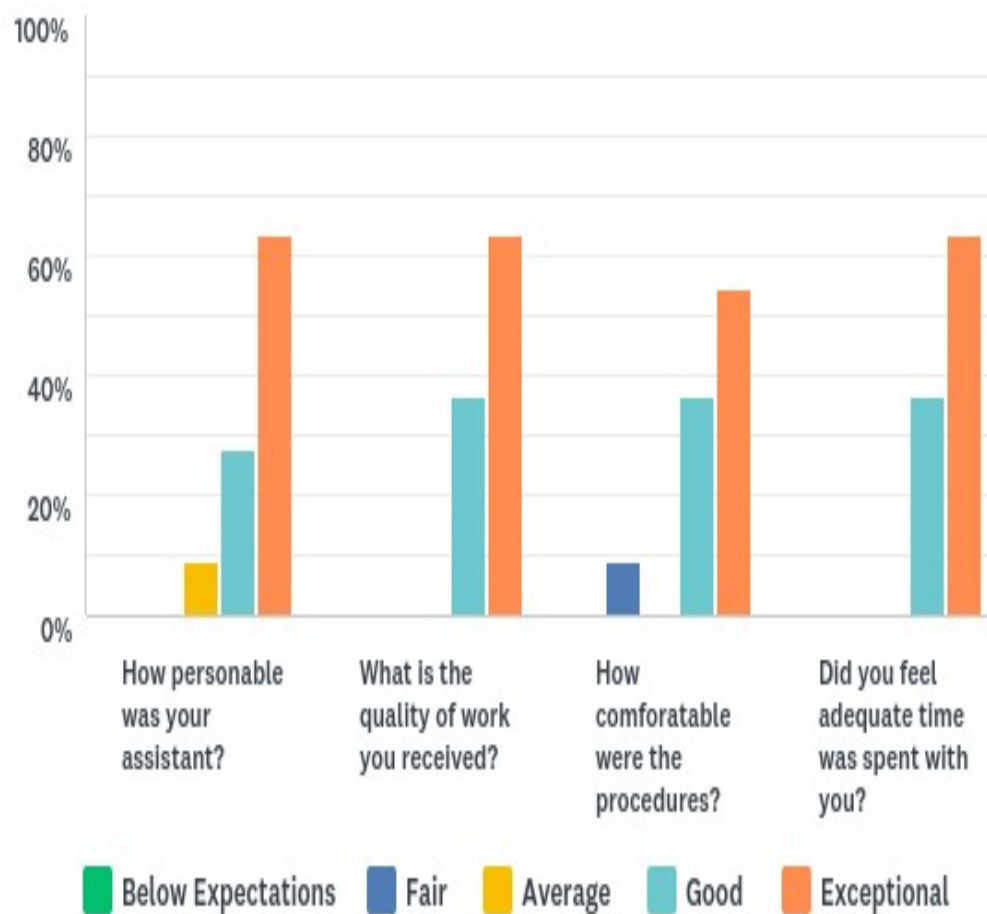


Cleaning Visits

Comments on Cleaning Visits:

- Susie did an incredible job talking me through each step and informing me of what was going on. I will be coming back for the more detailed cleaning so I want able to comment on that yet.
- We just love Suzy and the Doctors
- Hygienist was somewhat rough during cleaning. I experienced some pain (more than expected) and had spit building up to uncomfortable levels a few times.
- Excellent job
- None
- Keep up the good work.
- I was very impressed, great job, thank you so much. Everyone was so kind to me
- Awesome!

Q4 Dentist Visits



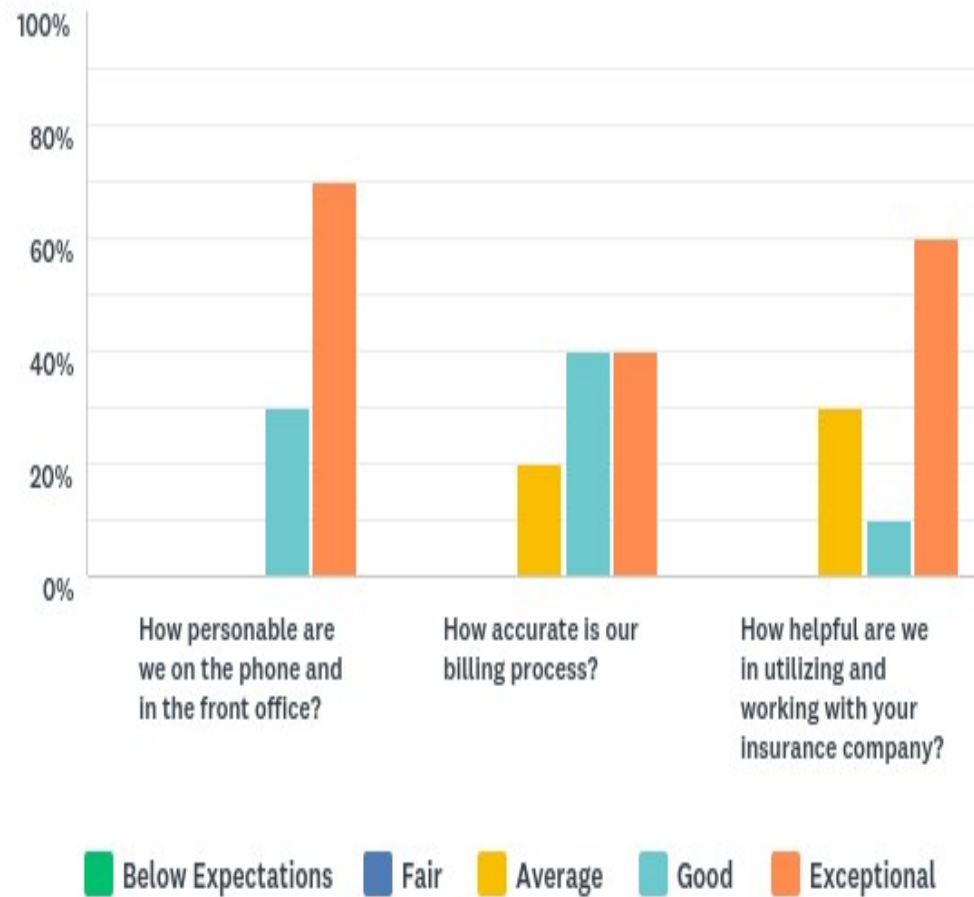
Dental Visits

Comments on Dental Visits:



- Susie was very personable. It was my first time meeting her and I felt like I was visiting with an old friend!
- I felt I waited a little long in the chair.
- Very thorough assistant
- Care was taken to make sure my procedure was done right.
- It would be nice if there were alternatives to the gas mask that didn't require an anesthesiologist. Not a big fan of the drill. The mask takes the edge off but often feels like I'm short on breath.
- Enjoyed it!
- Awesome!

Q6 Billing & Front Office



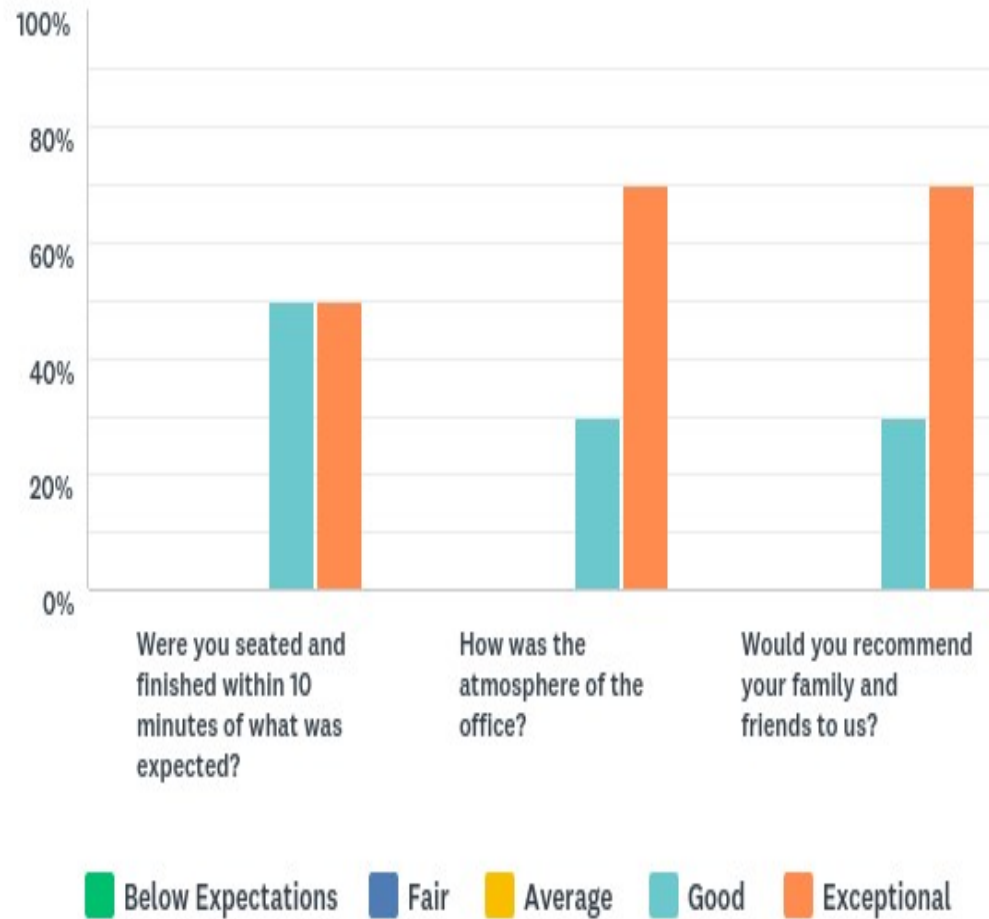
Billing & Front Office

Billing & Front Desk Comments:



- I loved the print out with all procedures needed and their amounts clearly shown. All info needed is there on the paper.
- There were added cost that should have been figured in when we discussed the procedure that was left out.
- Very helpful staff
- No complaints. thanks!
- Very kind and helpful. Appreciated there knowledge and experience.
- Awesome!

Q8 General Questions



General Questions

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

- Everything was exceptionally nice. Newest and greatest technology at its best. I can't say enough good things about Susie. She was the best!
- We just love Suzy and the Doctors. My husband and I have been going here for years and only want to see Suzy. My only problem is I don't get to come for check ups more often.
- Thank you to the hygienists who worked with my two kids and helped with my baby.
- All are very professional
- Thanks for all you do.
- Very professional but friendly service
- Wonderful team members

How can we make your experience better?

- ❑ Nothing comes to mind!
- ❑ Maybe not schedule to many patients the dentist has to see at one time or stagger time better so you don't wait long in the chair for him.
- ❑ The wait on the waiting room was longer than usual, however office staff kept me updated
- ❑ Can't think of anything I would change
- ❑ Aside from what I previously mentioned I think you are doing a great job.
- ❑ Gogo dancers? Kidding you guys are great
- ❑ All expectations met!