



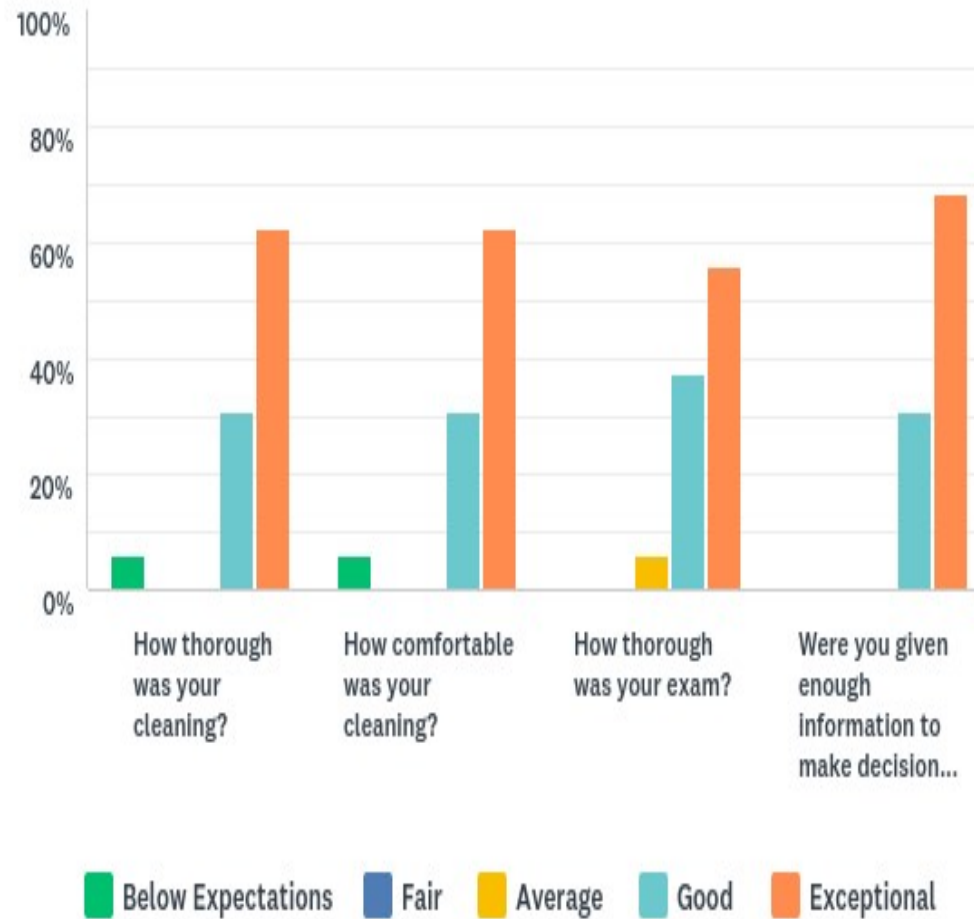
## PATIENT SURVEYS

Payson — July 2019

# What Do You Want Most From Us?

- Clean teeth, accurately done dental work, that doesn't need to be re- done.
- Just do the job right... which you did.
- Clean my teeth.
- Professional service and friendliness.
- Quality work.
- Excellent dental service with a smile, which you do.
- Quality work, friendly employees, timely service.
- Great dental care.
- To have my teeth cleaned quickly and paid for by my Humana Advantage Plan
- Dental care for myself and my family.
- Consistent care.
- Help me maintain dental health into old age.
- A good and honest Dentist and Staff. Fair prices and help to pay off bills.
- To feel comfortable at the dentist.
- A pain free, relaxing dental experience.

## Q2 Cleaning Visits

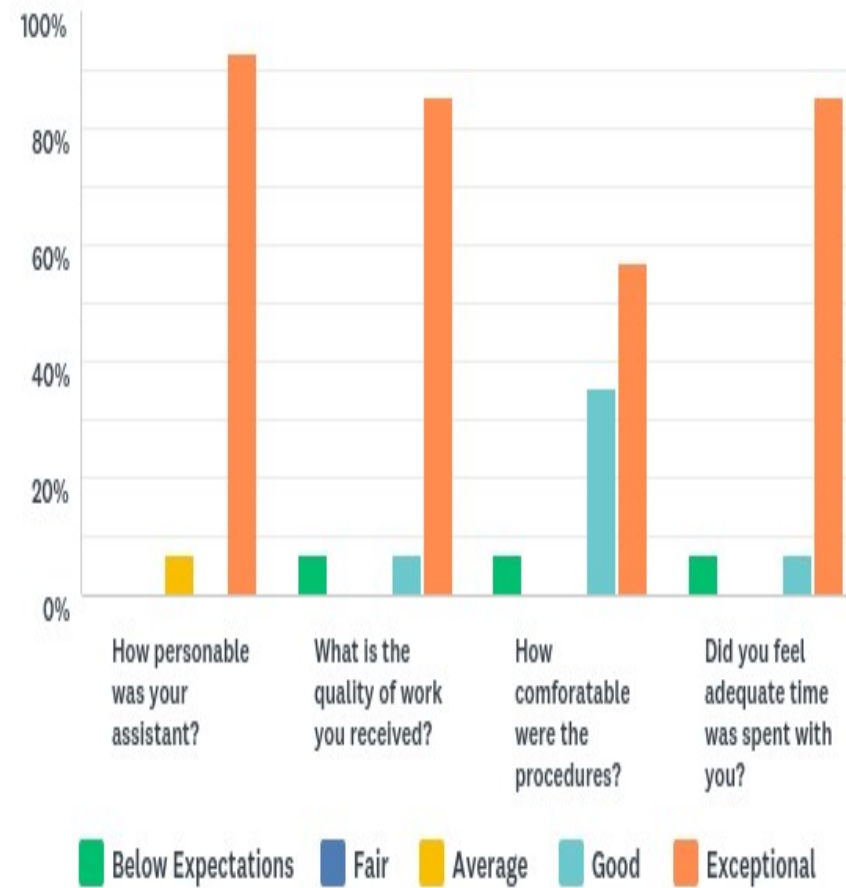


Cleaning Visits

# Comments on Cleaning Visits:

- The hygienist is very capable and very friendly.
- Polished teeth before they cleaned them. Spent about 10min cleaning her teeth. Didn't floss my daughters teeth. Applied the fluoride on my daughters teeth in the hall.
- The young lady Richard had was excellent.
- Loved how easy going they worked with my toddlers.
- Kylie was very gentle and efficient with the cleaning , plus very considerate of my comfort. She is also very friendly and courteous. Much appreciated!
- Very fast and comfortable. I didn't have any problems that needed to be addressed. I think this survey was not very well written. When I first opened it up the only thing I could see to click on was "submit" even though it said I was 15% finished, and I had not done anything. So I suspected that by clicking submit I would just be booted out of the survey, But when I clicked submit then the survey itself came up. I think you should have the button say take the survey instead of submit, if you want better results. .
- Very Exceptional Job! Thank you!
- Thank you for being gentle and kind!

## Q4 Dentist Visits

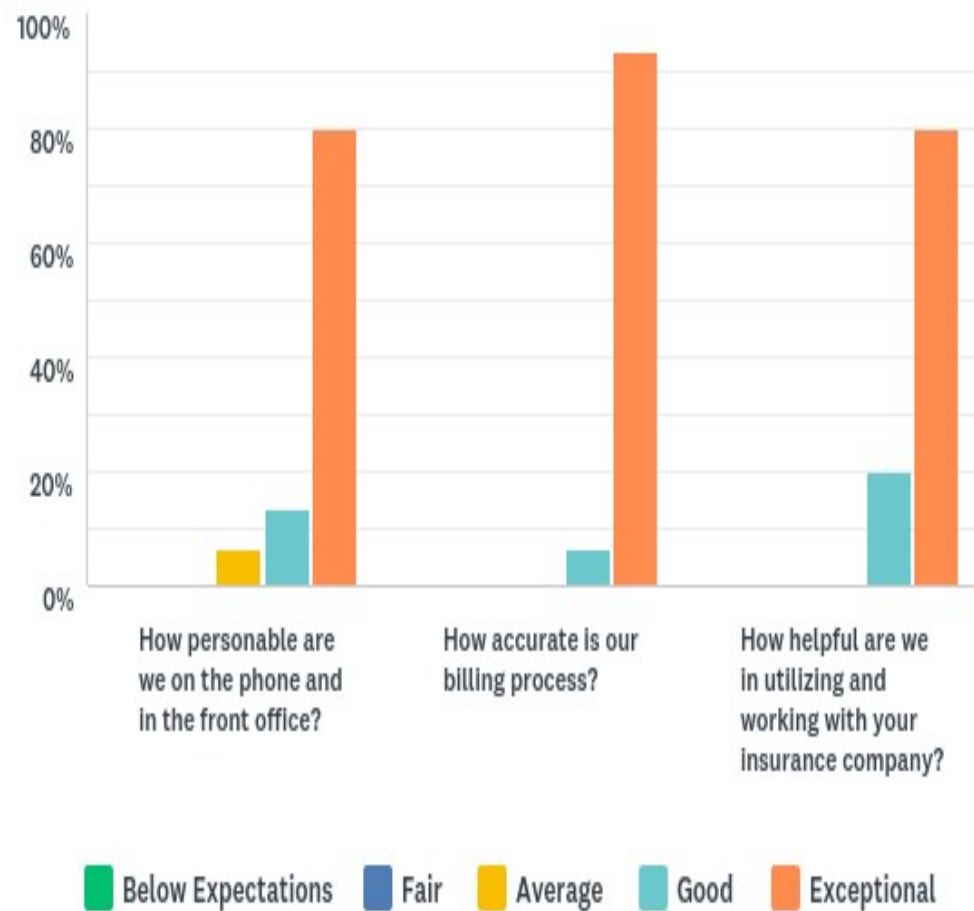


Dental Visits

# Comments on Dental Visits:

- Dentist and the Lady who cleaned my teeth was awesome!!
- I feel that the hygienist (Kylie) can't talk and clean teeth at the same time. Both of my kids complained that she is too rough.
- None
- See other comments I made.
- This was for my son. The only problem he had was that it tickled to have his teeth cleaned!
- Kylee was so kind and personable. A welcomed change from my old office.
- We haven't had any work done yet but we will here soon.

## Q6 Billing & Front Office



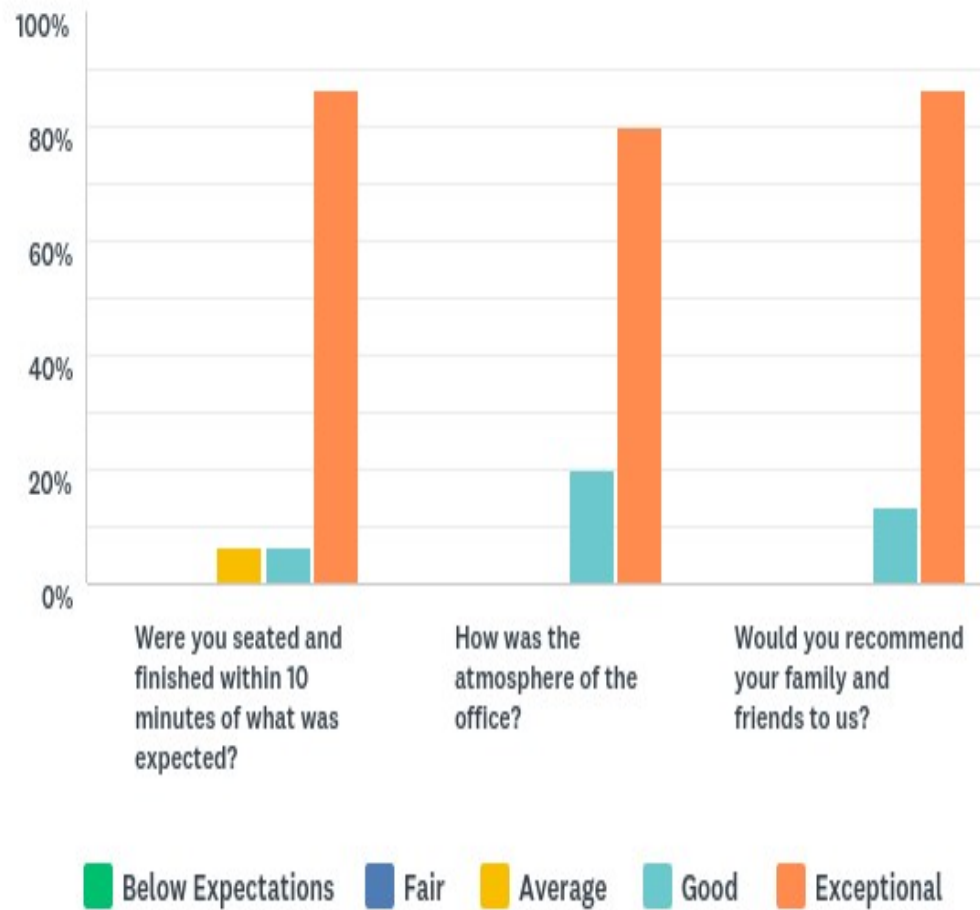
Billing & Front Office

# Billing & Front Desk Comments:

- Friendly & helpful.
- None
- Very courteous, friendly and helpful.
- I didn't have much interaction with them today. I was impressed that the receptionist greeted me by name, although she knew I had to be a 72 year old man and I was the only one there. I hope the insurance pays like it did last time. I am trying to convince my wife, who has the same insurance I have, to come in, but, so far she has not wanted to.
- If there is any way to help out with monthly payments, then that would be great.



## Q8 General Questions



General Questions

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

- ☐ Love the new furniture.
- ☐ I actually waited for 20 minutes to be invited in. I needed to use the rest room, which I would have used if I would have known it was just around the corner, but I will know for next time.
- ☐ Everyone on the staff was warm and welcoming!
- ☐ Wendy was so nice and friendly. I have extreme anxiety about visiting the dentist, and everyone made me feel at ease.
- ☐ Great!
- ☐ Their team is amazing!

## How can we make your experience better?

- ☐ I wouldn't change anything you're doing a great job.
- ☐ Don't schedule Kylie to be our hygienist.
- ☐ Always welcoming. Happy that we go to your office.
- ☐ I don't know other than what I have already written.
- ☐ You've done a great job.
- ☐ Keep up the amazing work!