



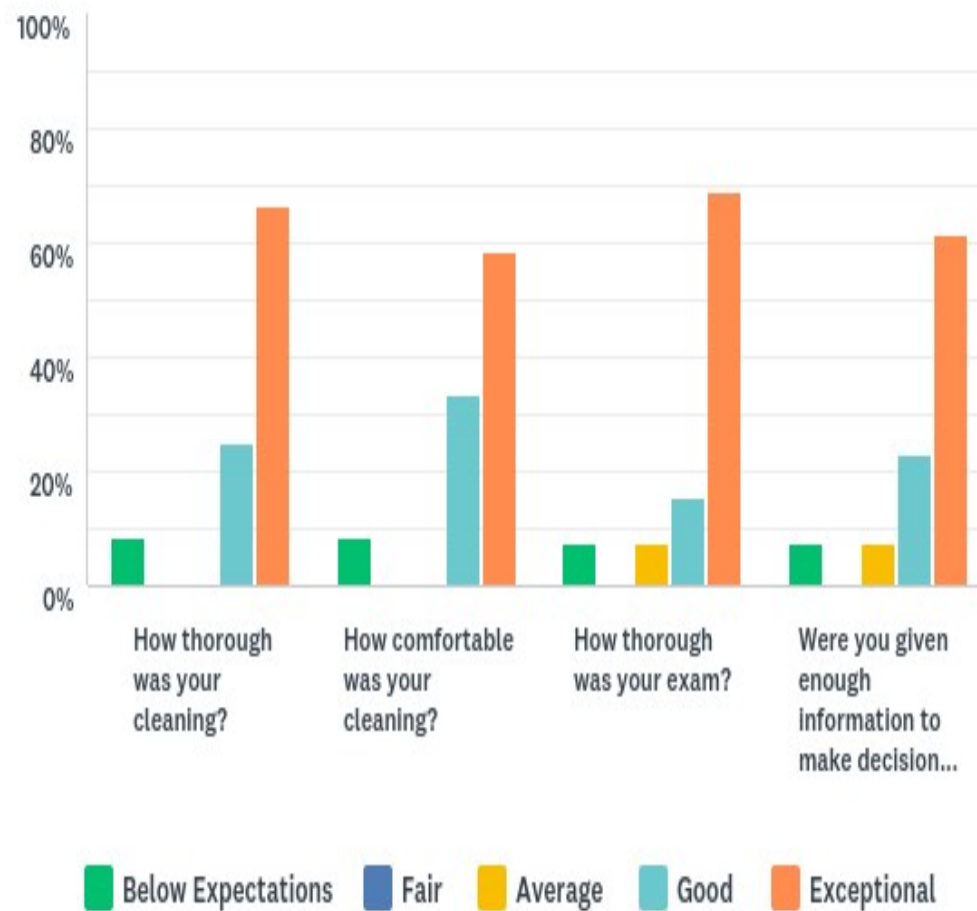
PATIENT SURVEYS

Payson — August 2019

What Do You Want Most From Us?

- Honest, friendly and knowledgeable staff.
- Excellent customer service.
- Someone who explains what they are doing in a way that is simple and clear.
- Fast, efficient dental care.
- Quality care and advice for my teeth and gums.
- Honesty.
- Gentle care!
- Great customer service.
- Consistent care of my teeth. Mostly ends up being 6 month cleaning.
- Great dental work.
- After my horrible experience at completely different dental office in Lehi, I am just looking for a dental office that is understanding and listens when i tell them it hurts. I came in to you guys yesterday for the first time and i loved my experience everyone was very kind.
- Friendly service.

Q2 Cleaning Visits

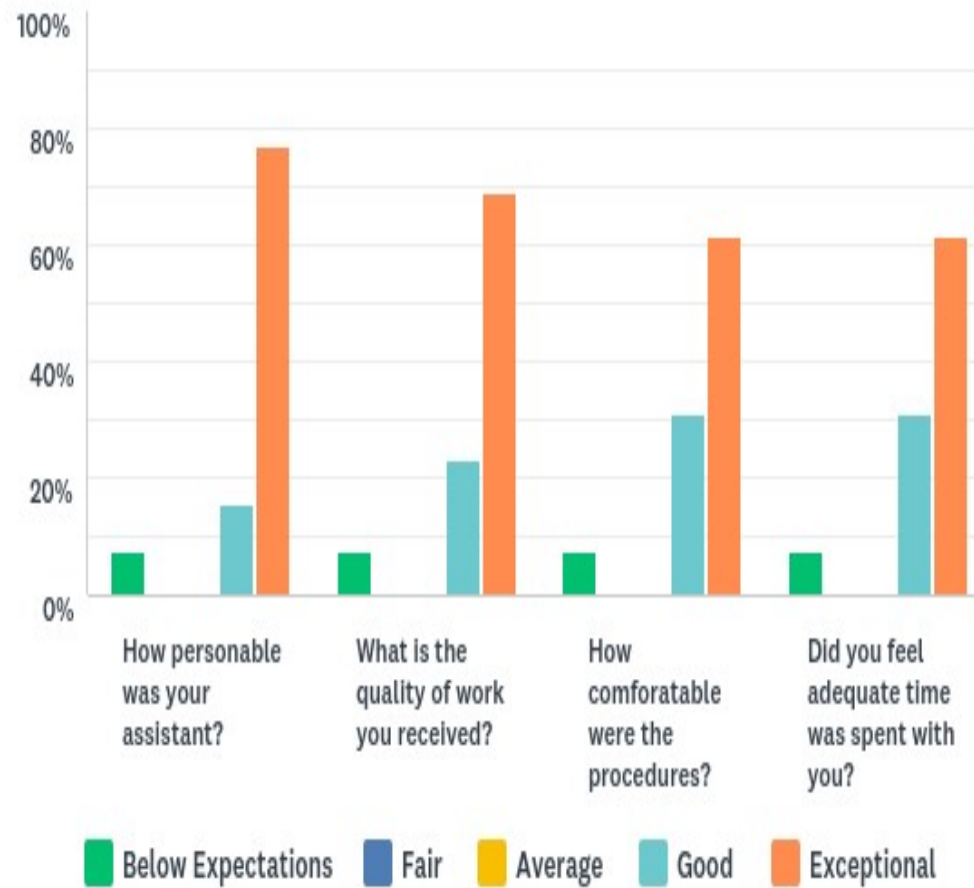


Cleaning Visits

Comments on Cleaning Visits:

- Everything has been exceptional and I like going to my cleaning visits Thank you.
- My teeth look and feel great! I was shocked how much better they looked.
- I've never had such great care in all of my life. Very caring people.
- Your hygienists are amazing
- Friendly and efficient.
- I didn't get the cleaning at this time it will be on my visit.
- Thank you for helping and for your patience with me and the kids I had with me.

Q4 Dentist Visits



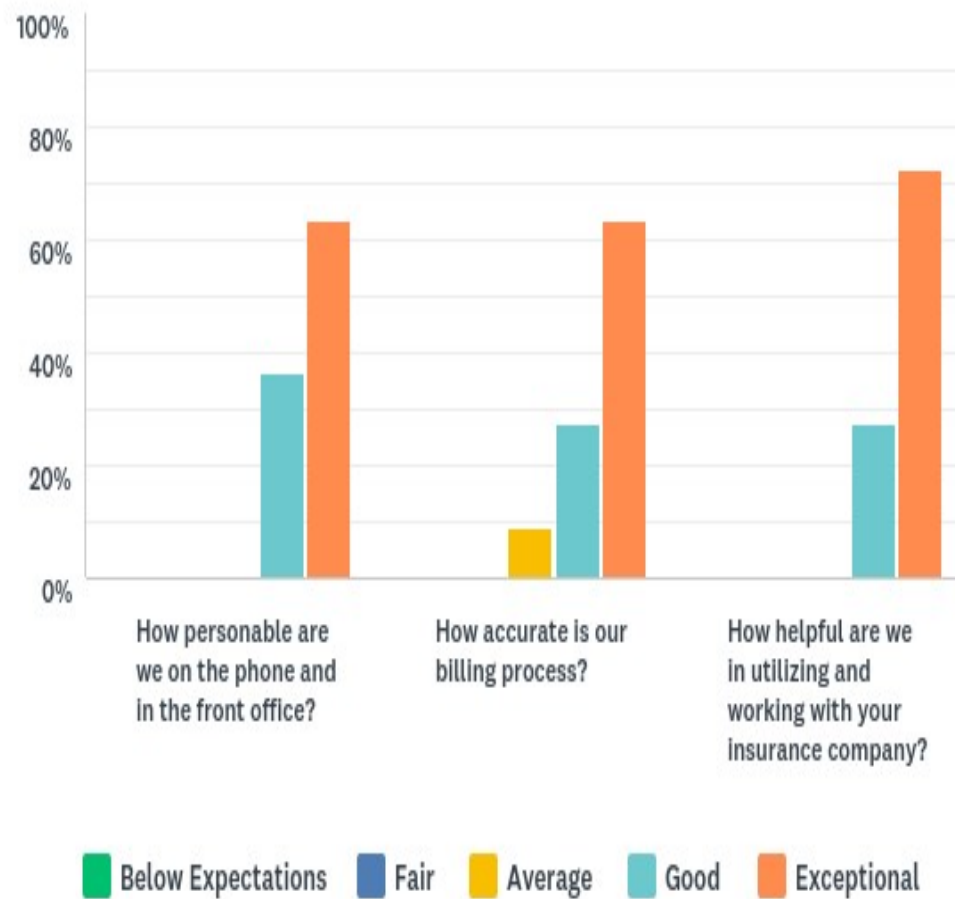
Dental Visits

Comments on Dental Visits:



- The assistant, Christie, was absolutely wonderful. The Dentist was great too--though I did not see him for very long. There was nothing wrong with my teeth, though, so not much to chat about.
- We love Dr. Allred!
- Normal.
- Actually you guys probably took way to much time with me, but it was my first visit. So you were very kind and took extra time with me.
- Always so thorough.

Q6 Billing & Front Office

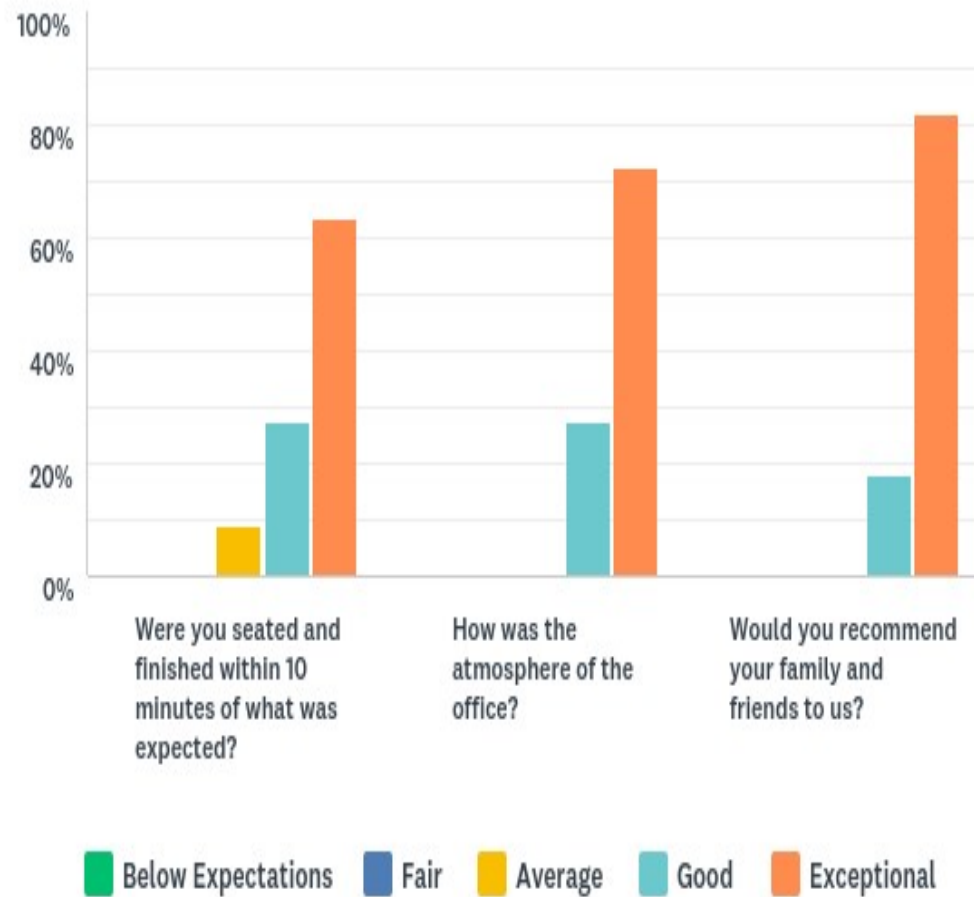


Billing & Front Office

Billing & Front Desk Comments:

- One of the reasons I decided to come to your office was because the person on the other end of the phone was so nice! I was nervous about finding a dentist office--and I was new to the idea of dental insurance. However, the woman on the phone was very kind and friendly. She was so nice that I decided to schedule an appointment with your office instead of calling multiple offices (as I had originally planned). In fact, everyone I met at your office was very nice. It was a really easy visit.
- Friendly.
- Sorry I don't know the lady's name but she went over it very clearly and we worked out a perfect plan.
- Always so helpful and friendly

Q8 General Questions



General Questions

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



- ☐ Yes both were very nice and professional.
- ☐ Christie was great. She was super nice and very easy to talk to. She put me at ease and made my experience a good one.
- ☐ Nope.
- ☐ Just super nice, and that meant so much to me since my experiences in the past were so horrible at another dental company.
- ☐ All were awesome and helpful and kind.

How can we make your experience better?



- ☐ Everything has been excellent every time I've visited the office Thank you.
- ☐ I had a few general questions I wanted to ask--just about tooth care in general. However, there never seemed to be a good time and the questions were not really specific to anything. I'll ask next time. Overall, this was a really great experience!
- ☐ I am perfect.
- ☐ Keep up the excellent job