



PATIENT SURVEYS

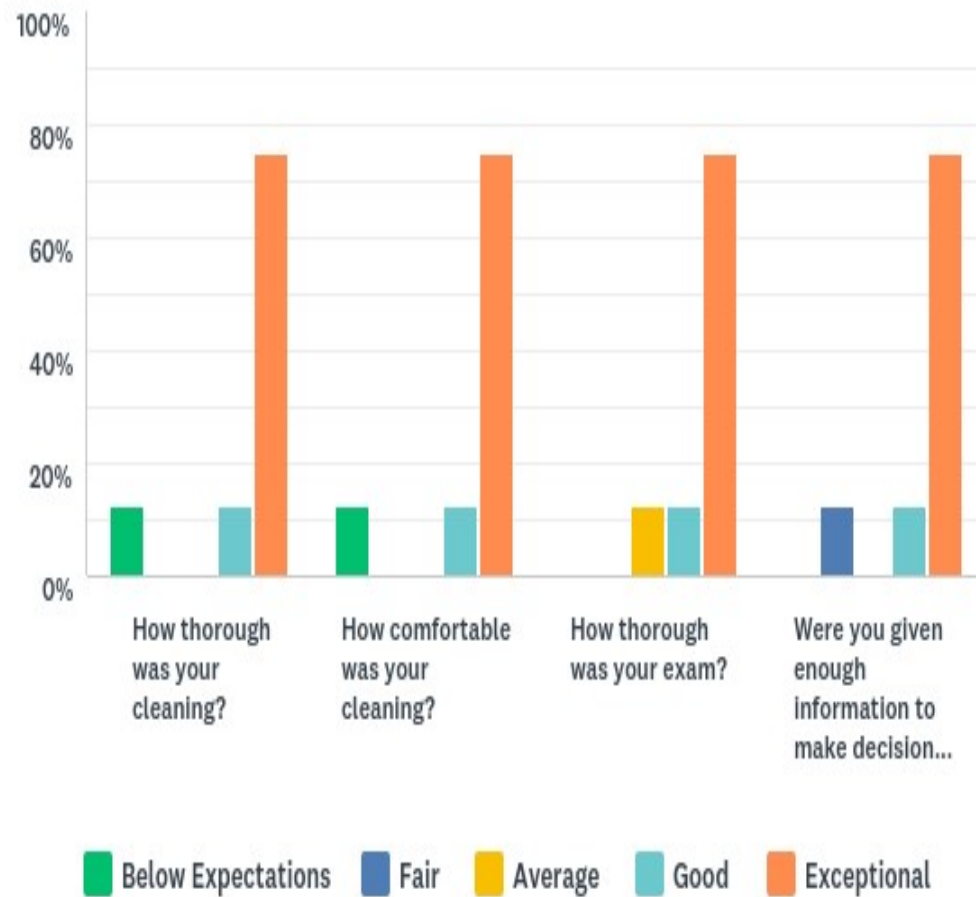
Payson — September 2019

What Do You Want Most From Us?



- ☐ Good, honest care
- ☐ Professional competent treatment
- ☐ Quality service in a timely manner
- ☐ Good dental care with friendly service
- ☐ Patience
- ☐ Dental care...
- ☐ Friendly professional dental care
- ☐ Clean teeth

Q2 Cleaning Visits

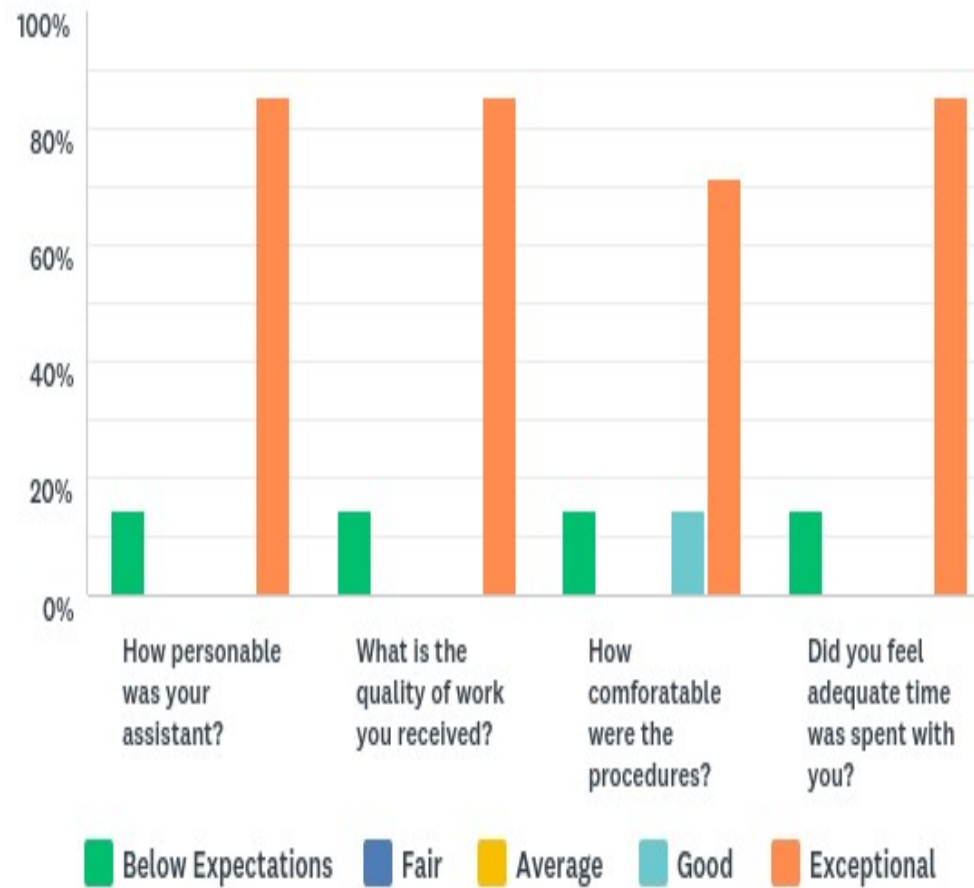


Cleaning Visits

Comments on Cleaning Visits:

- My hygienist was great!
- Hygienist is gentle and explains everything well.
- My cleaning is always the best Susie is the Greatest!!!
- The lady who cleaned my teeth was clearly new and should have been supervised because she didn't know what she was doing, She couldn't even coordinate suction and the polisher. She forgot to offer the TV, She scaled VERY hard and I have never had problems with hygienists in the past. I asked for someone else to clean my teeth but she said it was fine and she would try some other method. My teeth didn't feel polished after. I am seriously considering switching dentists.
- My hygienist is the best!
- Love coming here

Q4 Dentist Visits

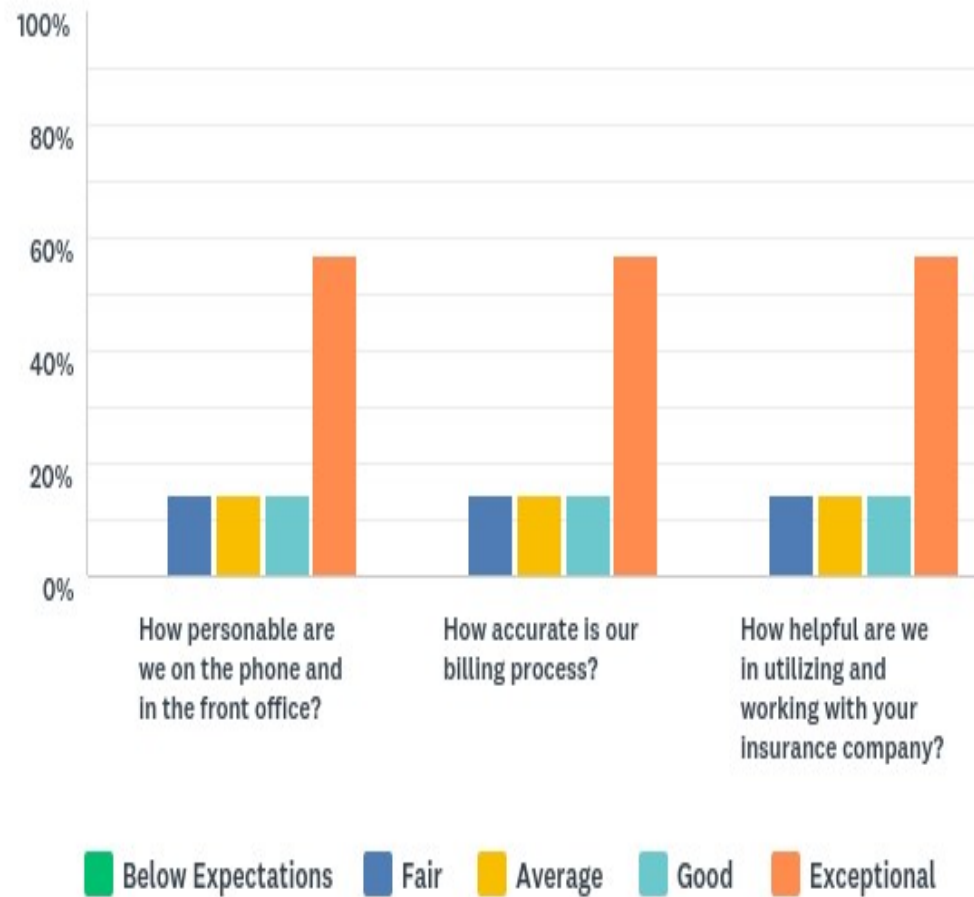


Dental Visits

Comments on Dental Visits:

- Great service
- Great!!!
- Painful, the assistant didn't make any conversation because she was so busy trying to figure out how to do her job. 1 time someone came to ask how she was doing, but when she said she was fine, left. She needed to be supervised the whole time. Sometimes people try to make others think they know what they are doing but they don't. She was a smaller Latina woman.
- Nice, nothing against her, but when I come to a dentist I expect a good, professional cleaning. I felt like I was getting a free cleaning at a dental assisting school and it made me VERY uncomfortable.
- Wonderful

Q6 Billing & Front Office



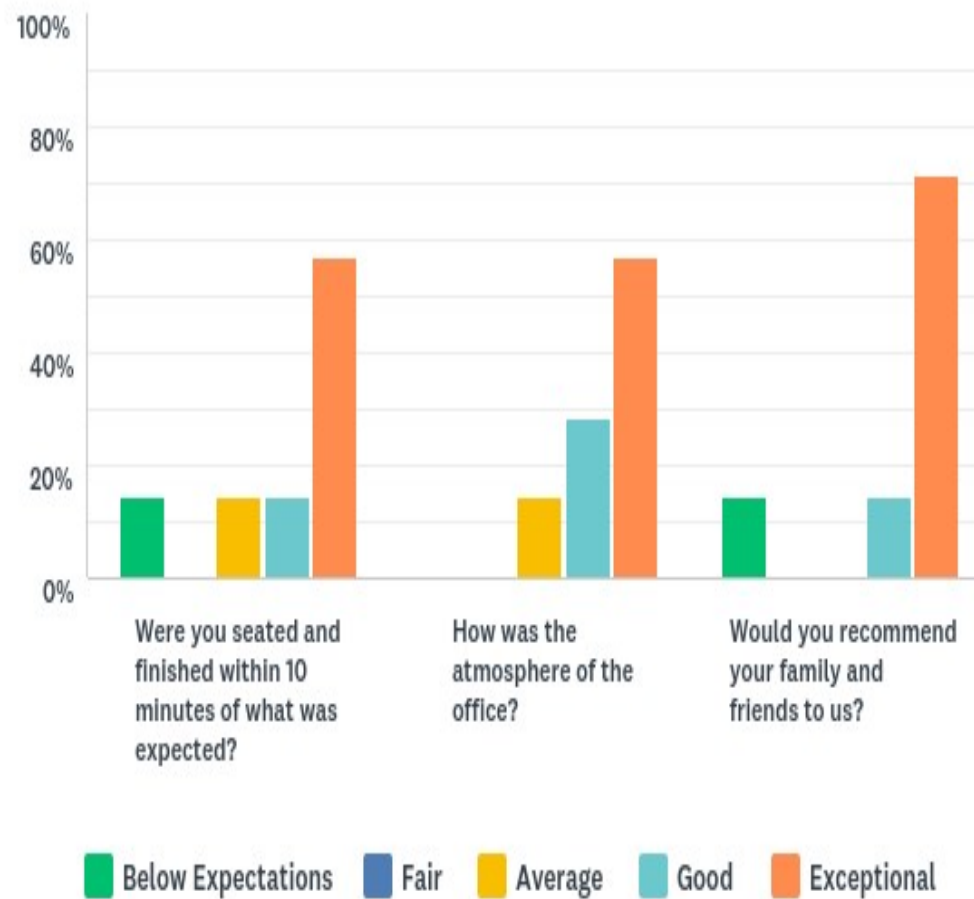
Billing & Front Office

Billing & Front Desk Comments:



- ☐ Always friendly
- ☐ Ok!

Q8 General Questions



General Questions

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



- Wish I knew the woman's name who worked on my daughter. It was her 1st time & so scared but days later & my daughter is wanting to come back already

How can we make your experience better?



- ❑ Supervise new hires for at least a month
- ❑ Play more relaxing music and at a lower volume. Thanks
- ❑ Please don't change