



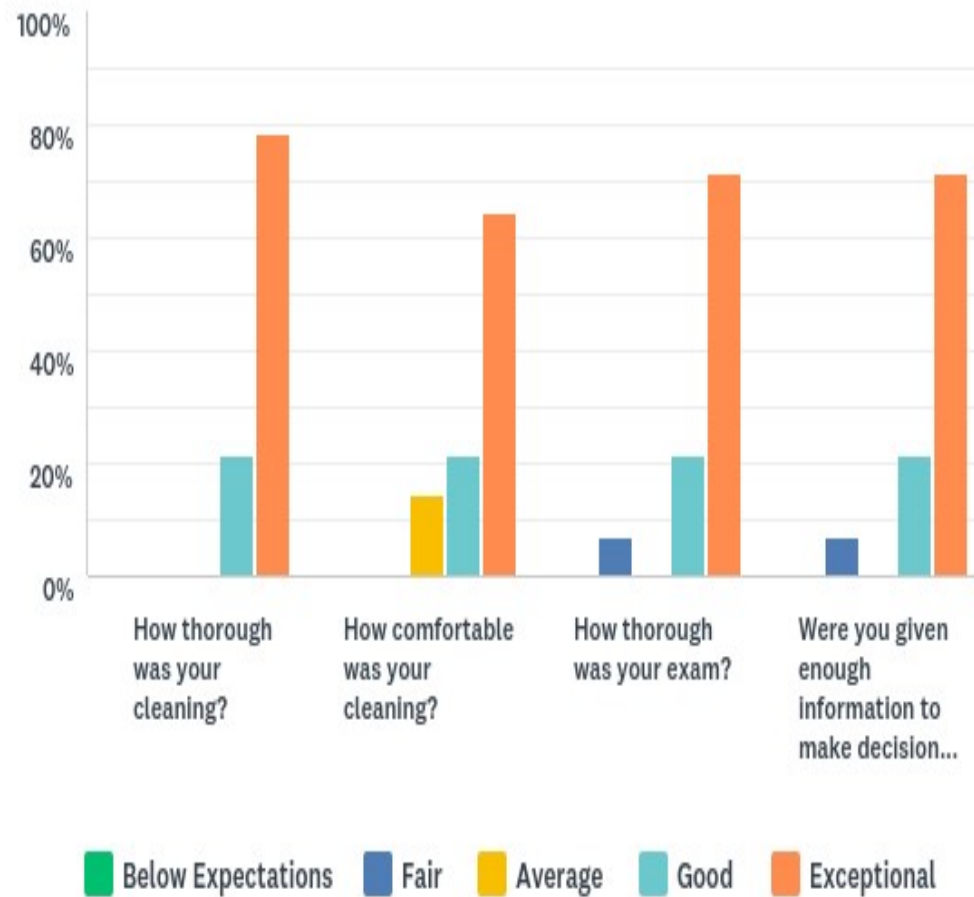
PATIENT SURVEYS

Payson – October 2019

What Do You Want Most From Us?

- Friendly, honest service.
- Clean, Friendly, Efficient, dental services for my family.
- Being on time. Courteous of our time.
- Nothing, I enjoy your staff and the personal level of care that I receive. I'm not a number and you guys clearly show me that. Thanks
- Great people to work with us
- Clean teeth, advice, Lighter hands when cleaning, some of the girls scrape so hard my teeth get sensitive.
- Quality care at an affordable price.
- Fast and friendly service with high quality care
- A comfortable experience
- You are all great!
- A honest opinion on how my teeth are
- Personal and honest feedback
- Taking care of my teeth

Q2 Cleaning Visits

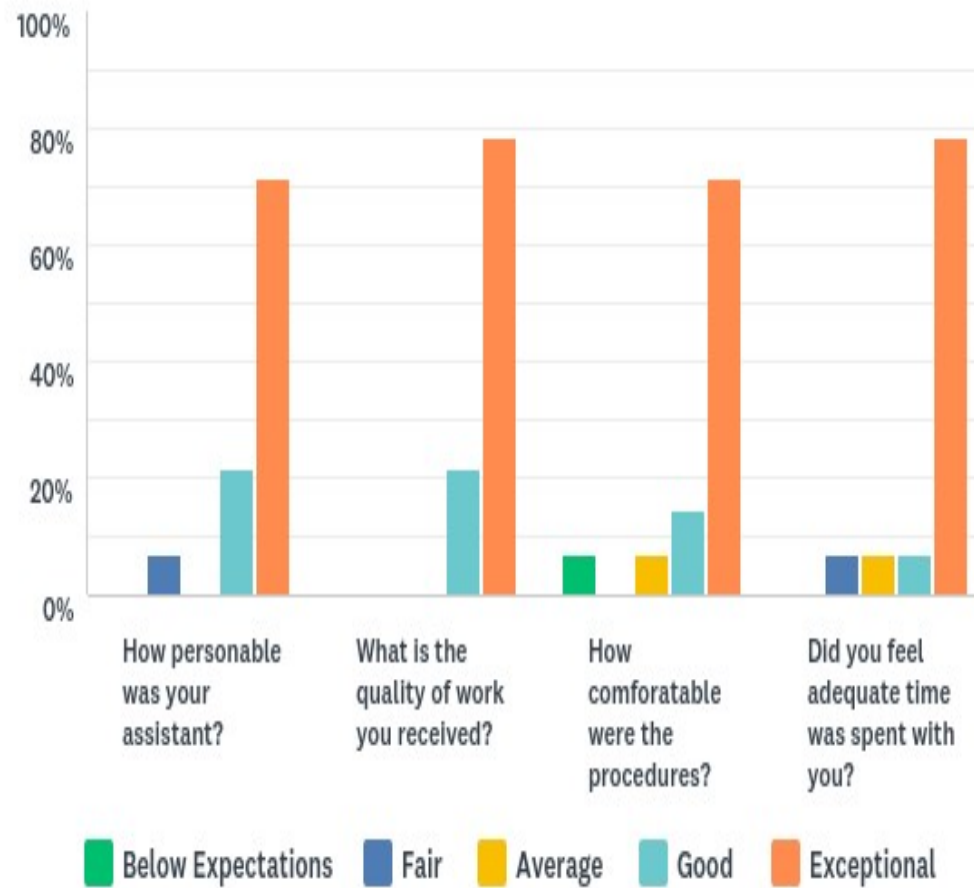


Cleaning Visits

Comments on Cleaning Visits:

- Awesome!
- Lauren is exceptional. I have been with her for a few years now and I leave trusting I have received the up most care that can be provided.
- Great staff, I like that they remember who i am and my family.
- It depends on who is cleaning my teeth. Melanie is my favorite she's caring and has a super light hand that my teeth don't get sensitive. Mel is my go to. The other girls scrape way to hard.
- Some parts of my cleaning were a bit uncomfortable yesterday.
- We had to wait a substantial amount of time to get in for the cleaning
- It was painless
- Great job.
- Rinse water a bit cold
- Mel was awesome and made me very comfortable
- Excellent

Q4 Dentist Visits

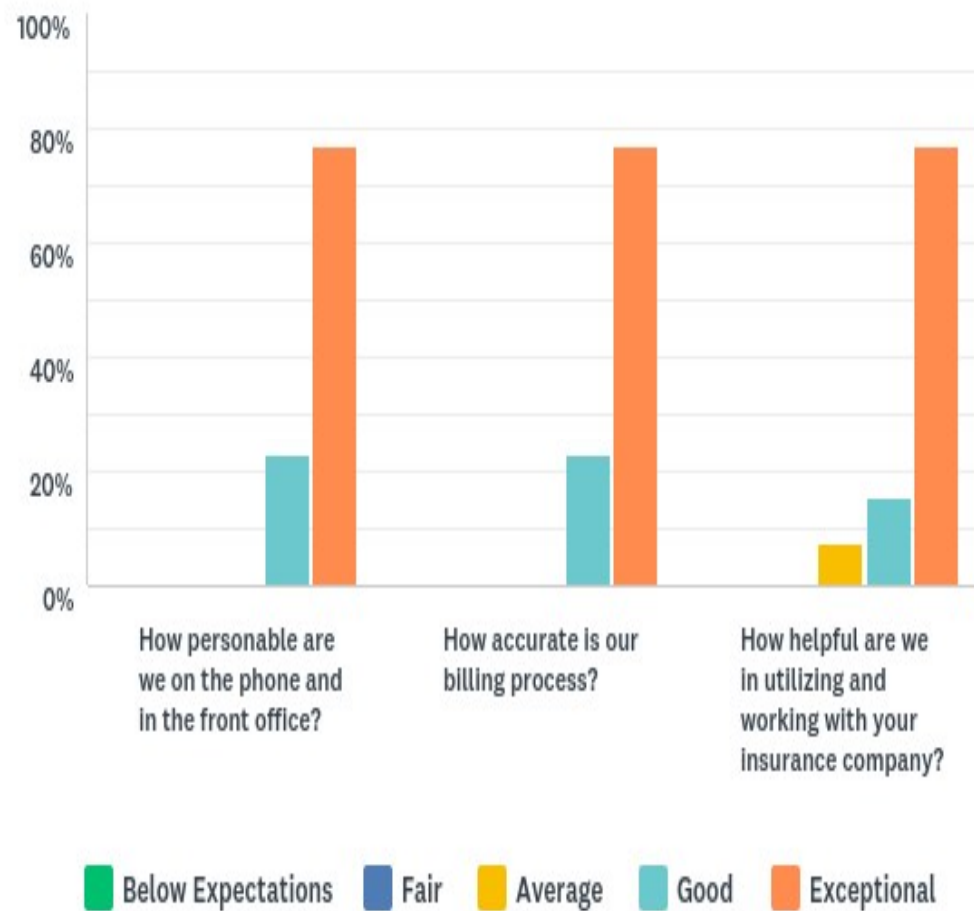


Dental Visits

Comments on Dental Visits:

- Friendly and personable.
- My last visit for filling was super uncomfortable. It's understandable when there is one doctor and it's busy in the afternoon, but don't leave a patient who is numb and you've drilled on their teeth and leave for 15-25 min and leave the tooth wide open and not filled. The Dr came back a put air in the hole of my tooth and the air hit the nerve and it hurt super bad I wanted to jump out of the chair. The other visits in the past have been wonderful except the last visit.
- This was the best dentist experience I have ever had.
- I felt comfortable.
- Always a great experience
- Good job

Q6 Billing & Front Office



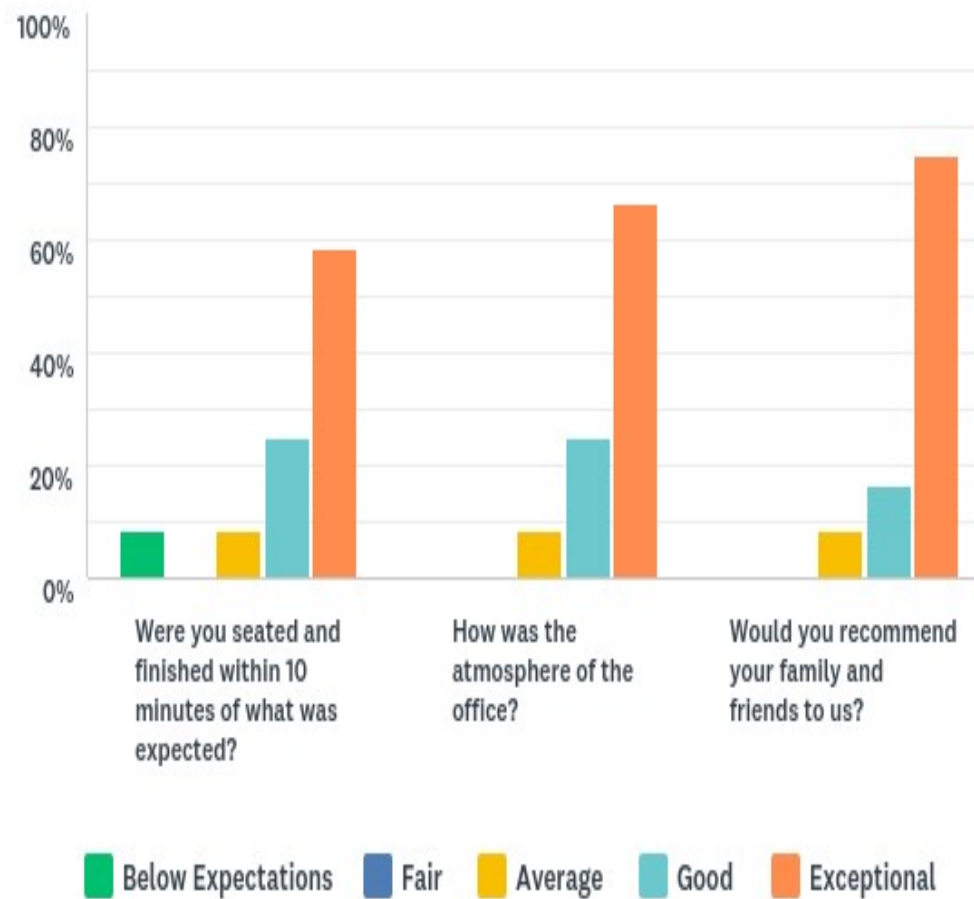
Billing & Front Office

Billing & Front Desk Comments:



- ☐ Thank you!
- ☐ I like that everything is taken care of by one person. Good change
- ☐ Front desk lady's are always so sweet and helpful
- ☐ I received ample reminders to show up. I appreciated that.
- ☐ I appreciate you all.

Q8 General Questions



General Questions

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



- ☐ Everything is awesome!
- ☐ The dentists are always super nice.
- ☐ No
- ☐ I got a filling and it did not hurt at all.
- ☐ Wonderful!
- ☐ Very professional

How can we make your experience better?



- ☐ Never change

- ☐ I was left in my chair for over a half hour, waiting for the dentist, after my cleaning. They were in a meeting..?.... maybe don't have meetings during quick cleaning and check ups. I have been coming to you guys for over 10 years and I love you guys! I wasn't mad but it was kind of a waste of time. Thanks for listening.

- ☐ Finish what ur doing don't leave a patient with drilled holes to sit for 15-25 minutes.

- ☐ I'm not sure.

- ☐ Keep up what you guys are doing.