



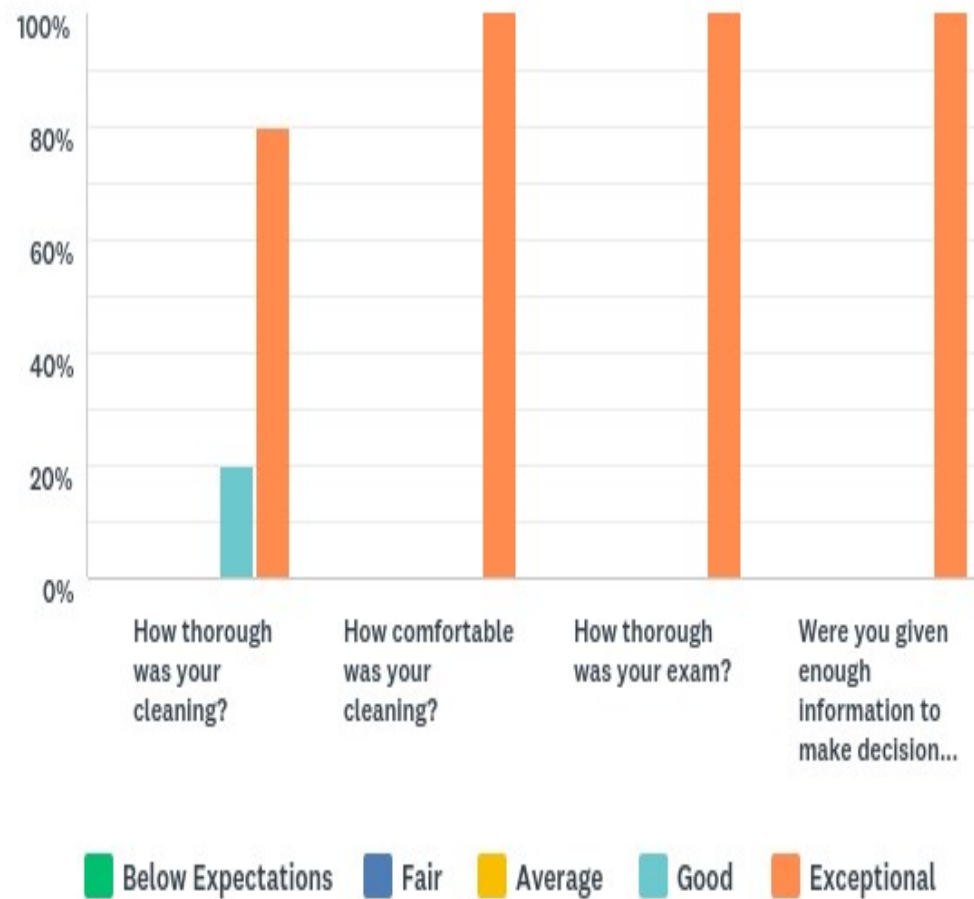
PATIENT SURVEYS

Payson – November 2019

What Do You Want Most From Us?

- Complete dental service, prompt and at a good price.
- Good, reasonably priced dental care.
- To do a good job and also to make sure that I'm comfortable, numb and completely anxiety free.
- Help me and my family maintain good oral hygiene so we can avoid any major issues in the future.
- Customer service

Q2 Cleaning Visits

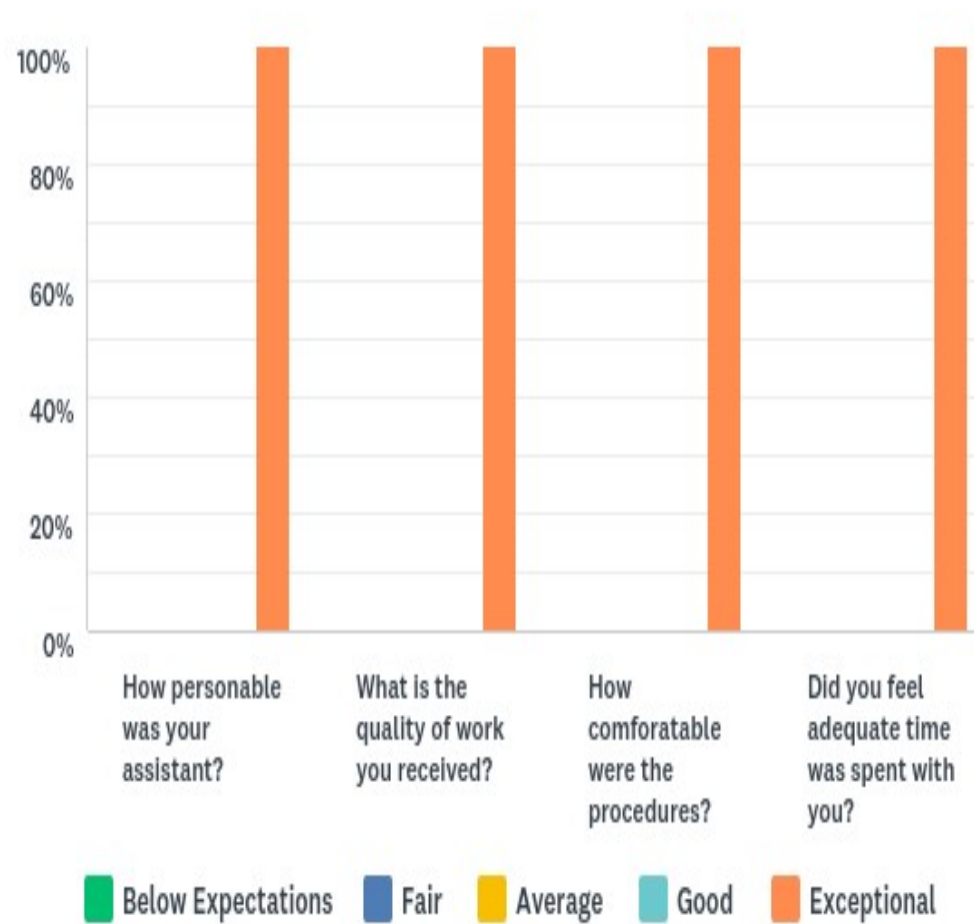


Cleaning Visits

Comments on Cleaning Visits:

- My teeth were cleaned, but the polish portion was skipped. I chose the flavor, but it was never applied.
- I didn't have a cleaning done but if I would have, it probably would have been exceptional.
- My kids and I love your office and always have such a wonderful experience there.

Q4 Dentist Visits



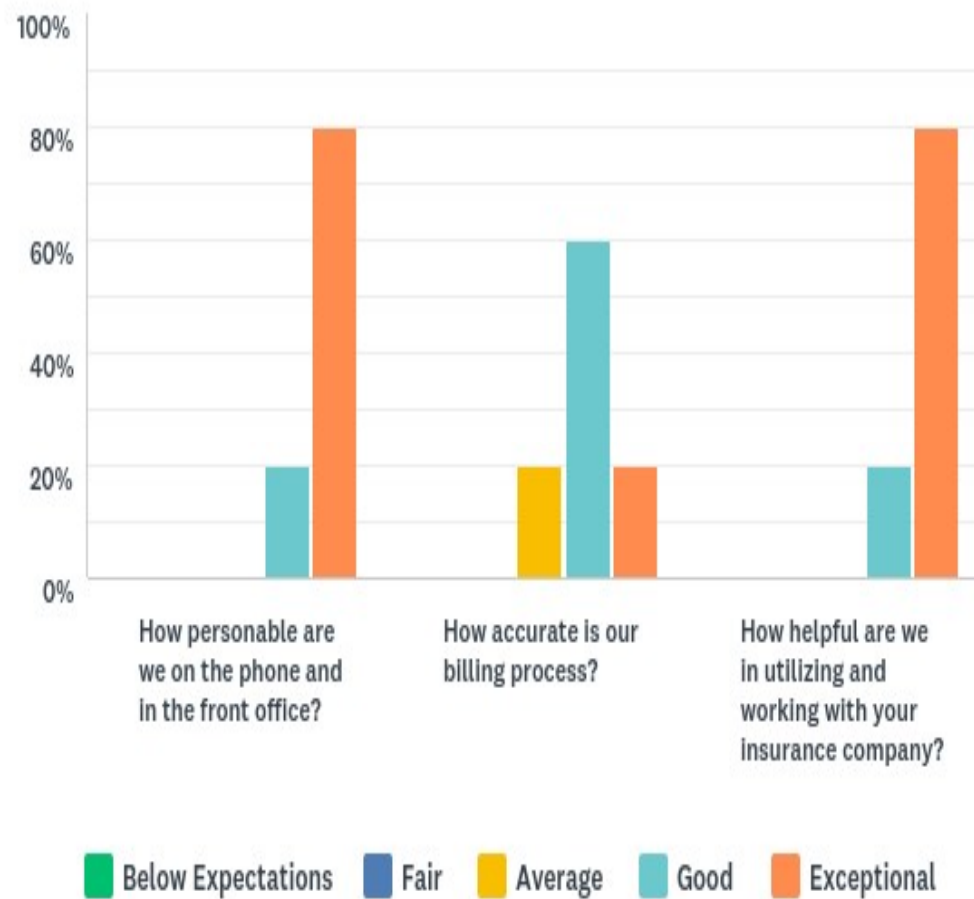
Dental Visits

Comments on Dental Visits:



- I had a root canal done a few weeks ago and not only was Dr. Baird thorough and wonderful to work with, he was quick, which made an already not fun thing not as bad. I hadn't been to a dentist in a while and it was great to come back to such great service and care.
- With my xanax and the laughing gas, the dentist was able to get me completely numb so my appointment was actually not as bad as I thought it would be. The dentist and his assistant were great!

Q6 Billing & Front Office

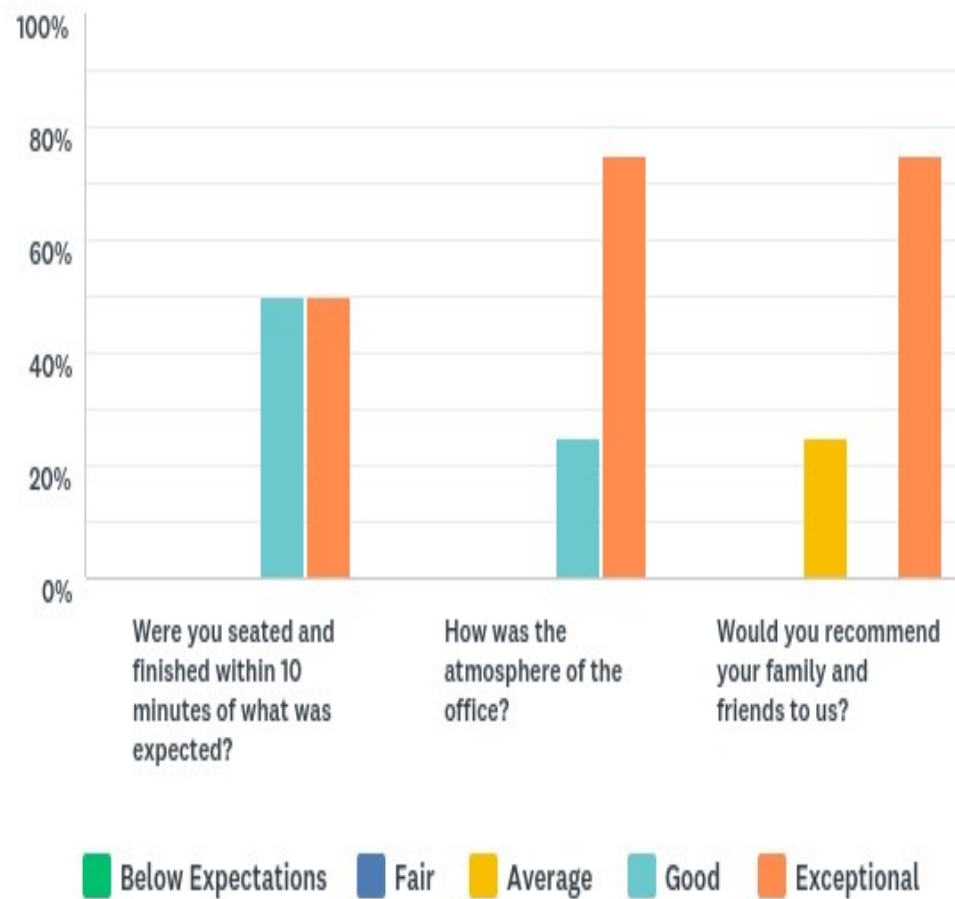


Billing & Front Office

Billing & Front Desk Comments:

- Not really able to answer as I haven't seen the bill.
- I was told I would have to pay \$99 and it ended up being \$102. It's okay. I'm glad I had the money necessary to pay the bill.

Q8 General Questions



General Questions

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



- I can't say enough nice things about Dr. Baird and his staff. I have had great experiences in this office and have recommended several friends and many coworkers to come here. The atmosphere is friendly and the staff is great to work with?

How can we make your experience better?

