



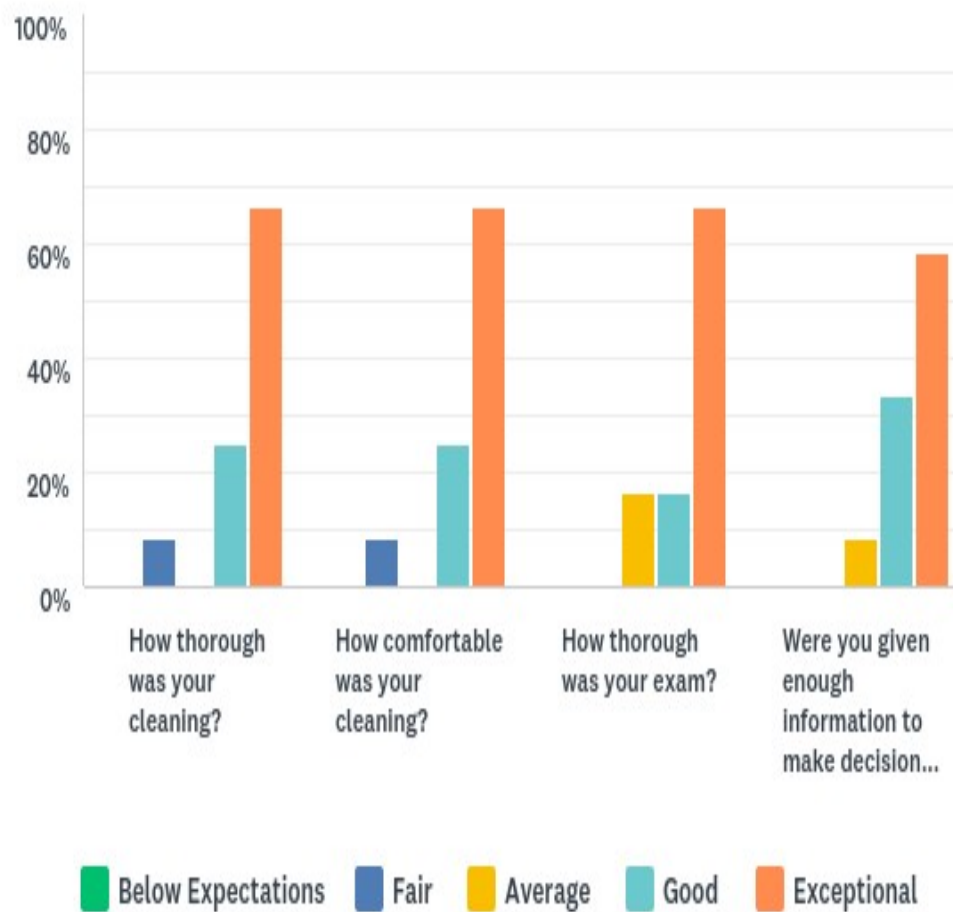
PATIENT SURVEYS

Payson – December 2019

What Do You Want Most From Us?

- Good professional service
- Good dental care at a fair price
- Gentle, affordable dental care.
- An apology? To admit that you're wrong. Or maybe to recognize that your service is going downhill, FAST
- So far everything you do is awesome.
- To have my procedures explained to me ahead of time and feel like I know what is happening and why - which you did an EXCELLENT job of!!
- Really good dental work. Punctuality.
- Staff who care.
- Nice looking teeth.
- good care
- Experienced hygienists
- Good dental care
- Friendly painless service.

Q2 Cleaning Visits



Cleaning Visits

Comments on Cleaning Visits:

- Always good
- Getting cleaning in two weeks but the general exam was phenomenal
- Staff is very polite and caring
- great job
- I felt like I was at a school for dental assisting while getting my cleaning. Not what I'd expect from a hygienist at all. She was unsure if how to manipulate her tools, I felt worried about my teeth the way she was scraping them. I've been going to the dentist every six months my whole life. Including here for years. She was not what I'd expect from a high quality establishment, we will be going somewhere else next visit.
- The best.

Q4 Dentist Visits

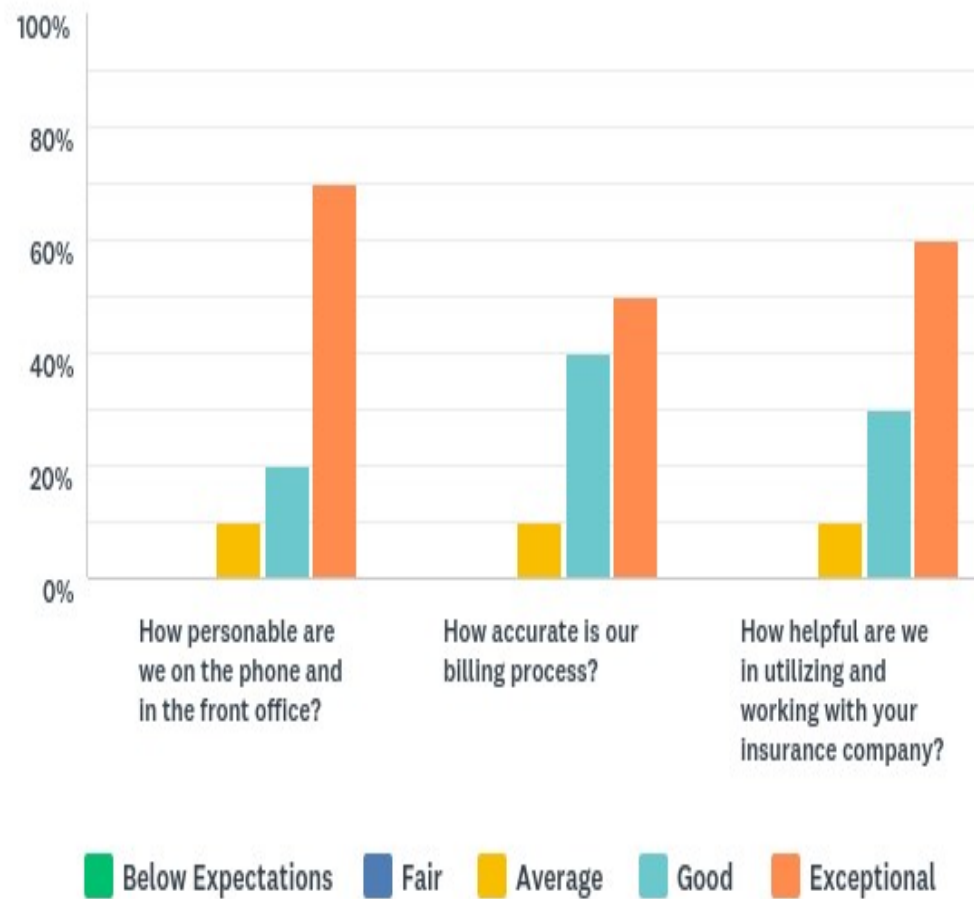


Dental Visits

Comments on Dental Visits:

- Good
- Our families last two visits have been TERRIBLE. I (Dad and adult) had the worst dental experience I've ever had in my life during my last filling, and now my son has had an even worse experience. After suffering all night with a toothache, you put him off till the next day. In that time his infection spread, he suffered and was miserable, and when he got back in, the procedure didn't work because the numbing didn't take. At that point you had the idiotic gall to suggest that he was actually numb, and said he was just "being sensitive." If any of you had actually bothered to read a file, you'd know that EVERY time I get treated, I also struggle to get numb, and request as much numbing as possible. We've been patients for years, but we are done. What terrible treatment. Don't be jerks.
- Love the massage chair in exam room
- Almost excited to go back for my procedure
- great

Q6 Billing & Front Office



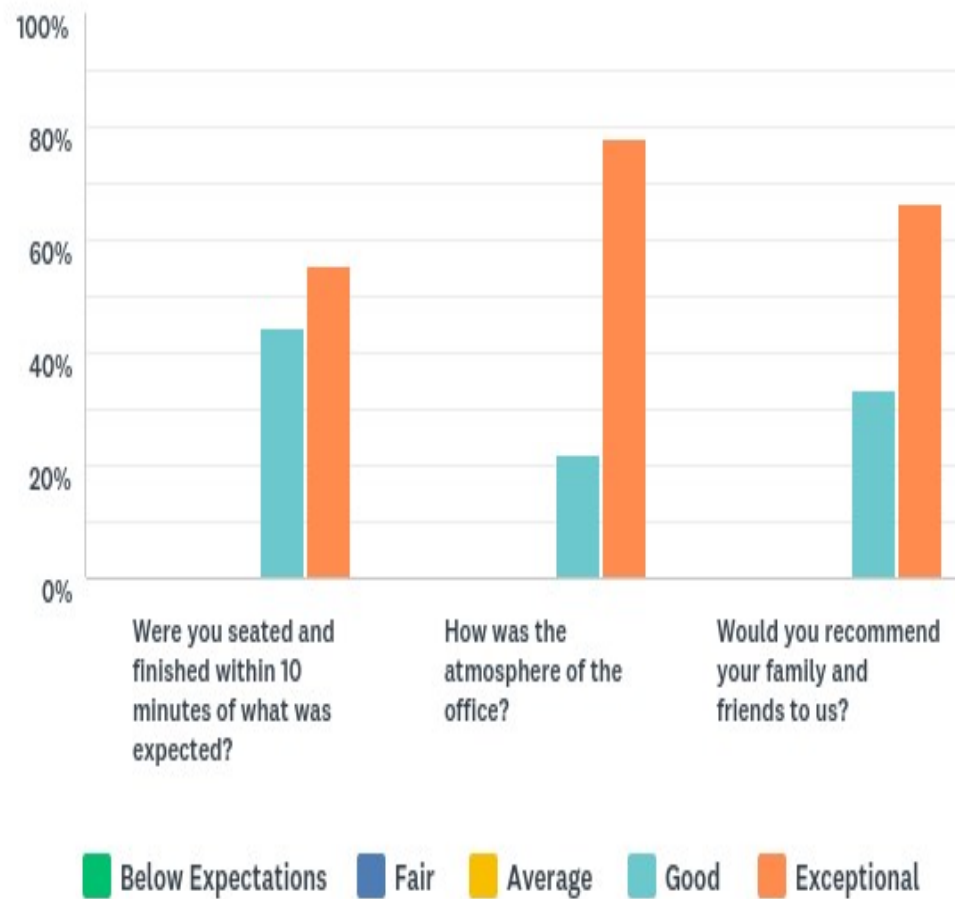
Billing & Front Office

Billing & Front Desk Comments:



- Good
- Great front desk staff, friendly

Q8 General Questions



General Questions

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



- Great staff
- The office manager is a bitty, and the new dentist that was dressed as a unicorn on Halloween sucks
- I wish I knew my techs name but she was the greatest!
- The best.

How can we make your experience better?



- ❑ ?
- ❑ Keep on continuing with the standard of service you're providing!
- ❑ I've usually had good experiences there. A couple times I've had to wait nearly an hour for the dentist to come into the room because of a previous patient needing extra time. It would have been better in those cases to just let me leave and reschedule
- ❑ Could not be better.