




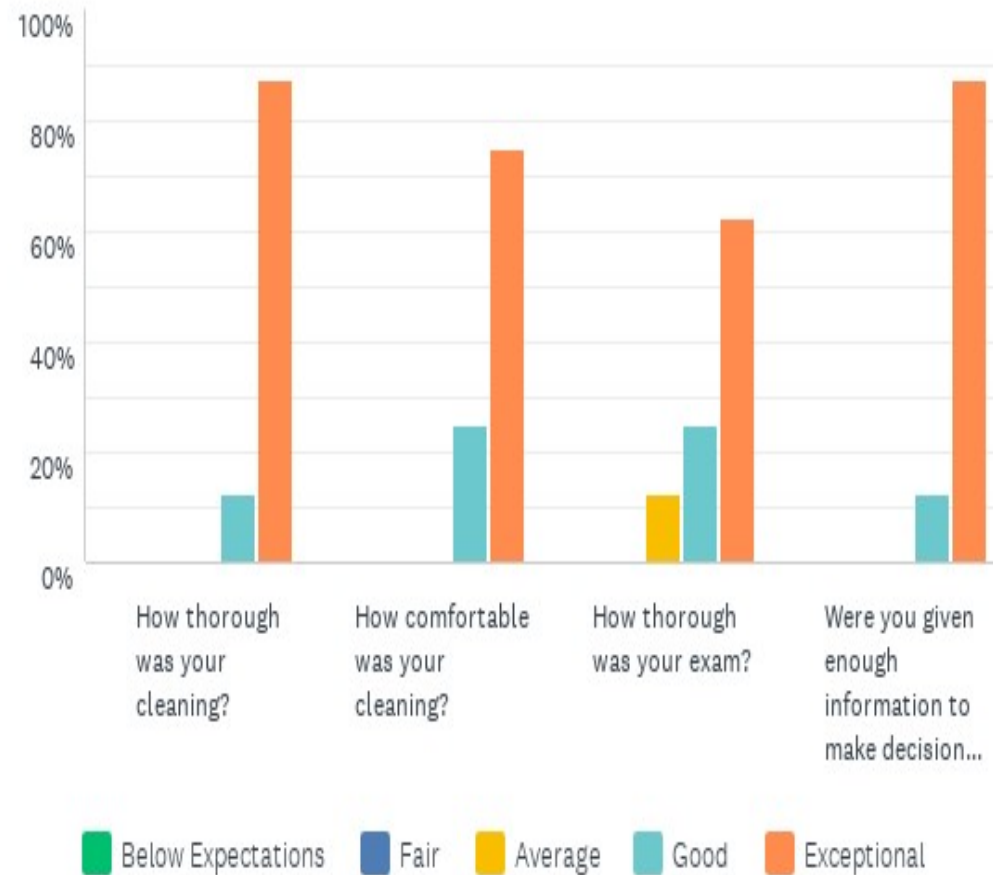
PATIENT SURVEYS

Payson — October 2020

What Do You Want Most From Us?

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- Friendly efficient and safe service.
 - You're already doing great- smiles, patience, flexibility, efficiency.
 - Clear instructions about how to check-in for appts. Come in, stay in case & call, stay in case & text?
 - Good service.
 - Service to help us stay healthy.
 - Just what I got the service was excellent.

Q2 Cleaning Visits

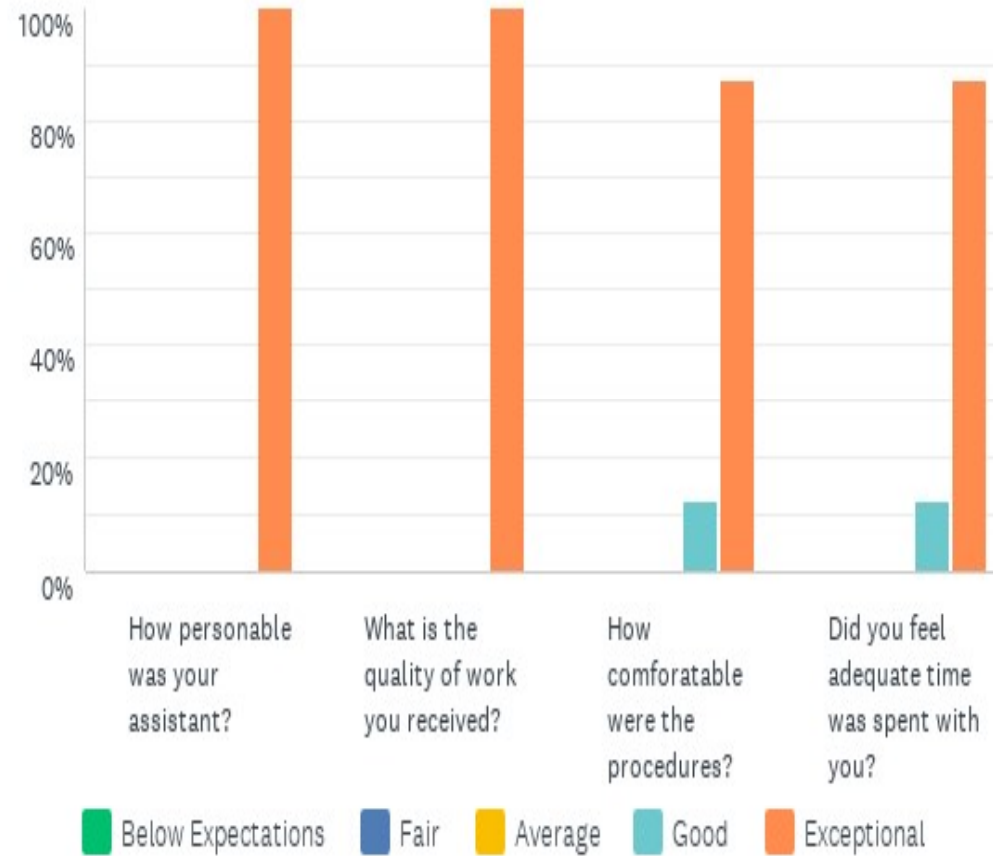


Cleaning Visits

Comments on Cleaning Visits:

- The flossing is a bit painful for some of us in the family. Perhaps a little more attention to gentleness on that for some of the hygienists. They weren't deliberately mean at all, just a little rough and fast.
- They always do a good job, which is especially difficult with COVID.
- The lady who cleaned my teeth was great she didn't even stab me once and she was very nice.

Q4 Dentist Visits



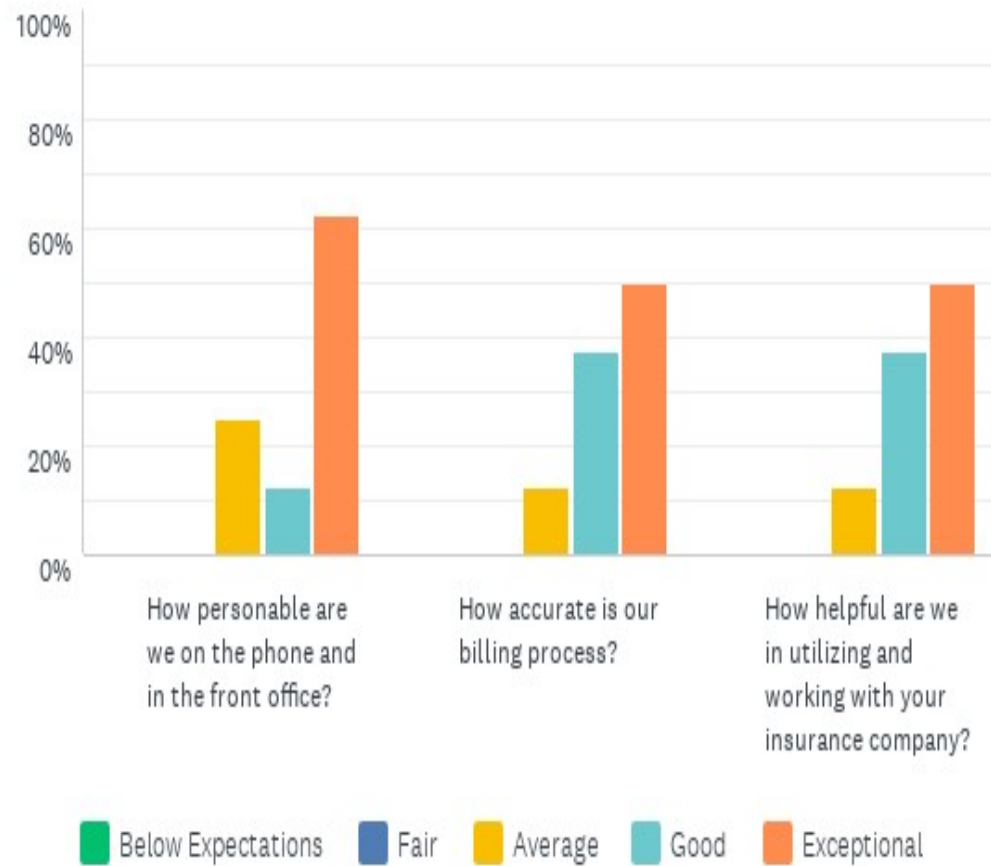
Dental Visits

Comments on Dental Visits:



- We love Dr. Winward!
Thanks!
- They always take time,
and don't seem rushed
- Good staff

Q6 Billing & Front Office

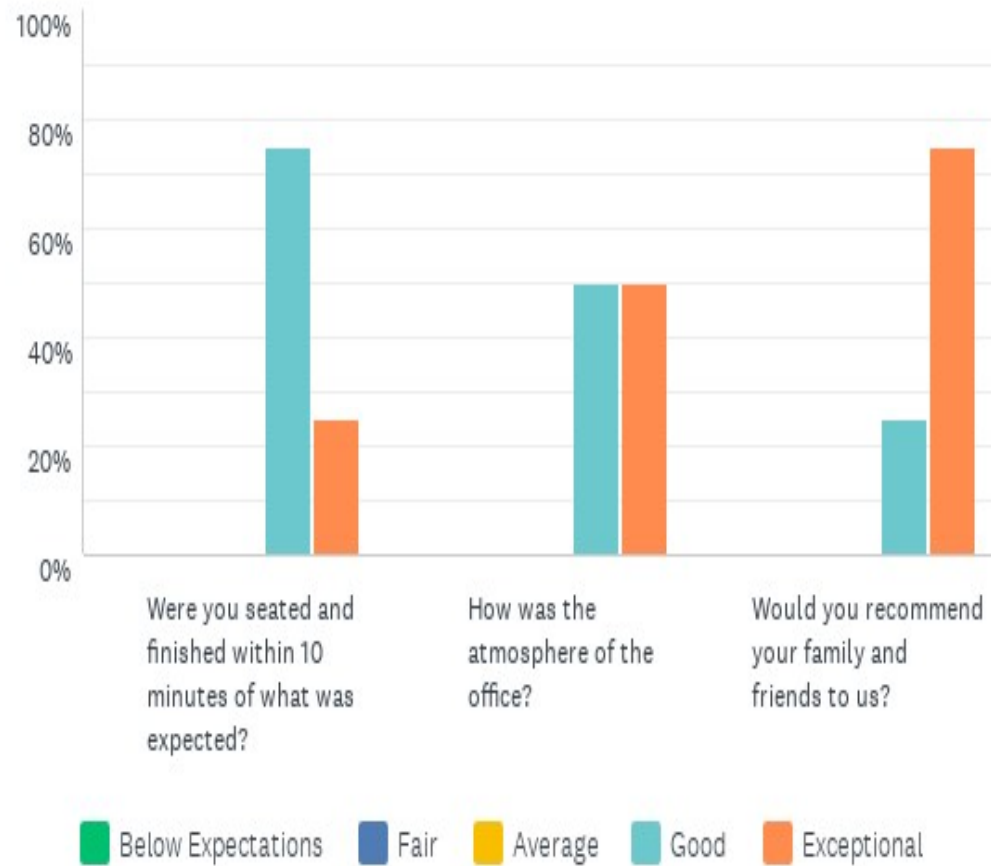


Billing & Front Office

Billing & Front Desk Comments:

- I really appreciate the printed paper showing itemization of work needing to be done so that we can plan ahead to pay for it. We also appreciate the warmth they so obviously try to convey behind their masks.
- They're always so helpful and willing to go the second mile for whatever is needed to submit to insurance

Q8 General Questions



General Questions

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



- I appreciate how everyone is so patient when we bring our large family in.

How can we make your experience better?



- ❑ I know it's closed because of Covid, but my kids are looking forward to the playroom being open again.