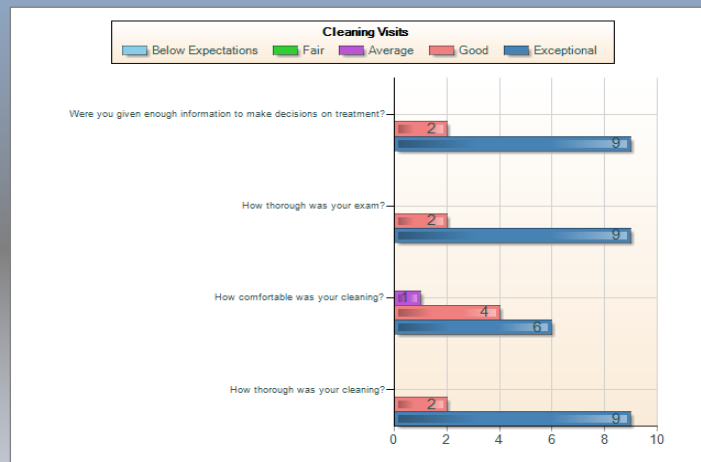




Springville Office
April 2012

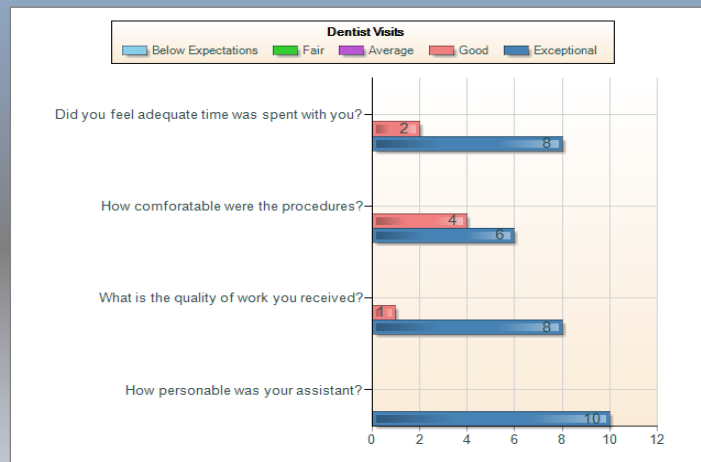
Patient Satisfaction Survey: Cleaning Visits



Comments on Cleaning Visits:

- Love Collette. She is very personable and easy to talk to.
- Thanks for helping Jessica.
- The staff is very professional and does a great job.
- Love your staff!
- I don't love the cleanings b/c of sensitivity in my mouth, but it isn't your fault. I appreciate the time spent explaining everything and being able to be apart of the decision making process in my treatment plan.
- Colette was very helpful and nice. She made my cleaning very comfortable, which is great because I'm terrified of the dentist! :) I enjoyed the atmosphere a lot as well. Thanks!
- was probably given a little more information than I needed about the status of my teeth.

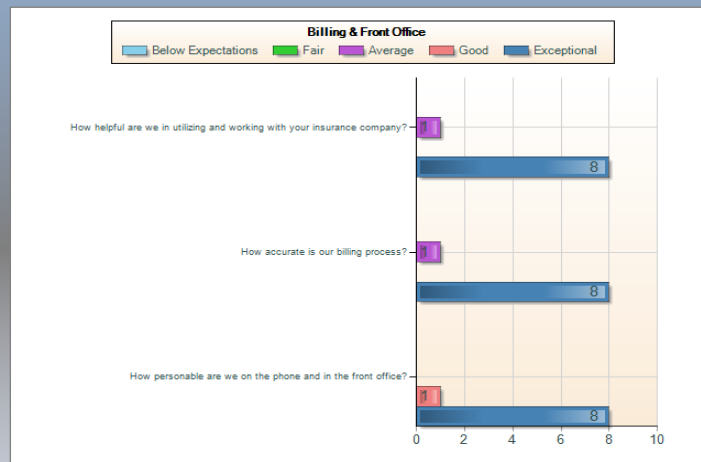
Patient Satisfaction Survey: Dentist Visits



Comments on Dental Visits:

- Just as with my cleaning, everyone and everything was great!
- The only reason I would mark the last question with a 4 instead of a 5 is that it was a long cleaning visit. I realize I had additional questions for the dentist, but even with additional questions, this was a much longer appointment than I am used to for cleaning.

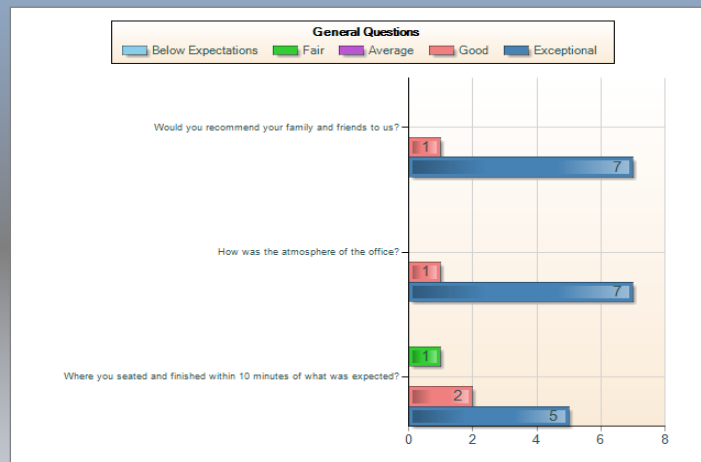
Patient Satisfaction Survey: Billing & Front Office



Billing & Front Desk Comments:

- The office is more than willing to go to bat for me with the insurance company and get me the best deal possible.

Patient Satisfaction Survey: General Questions



How are we *exceeding* your expectations?

- The whole office does a wonderful job of making patients feel important and validated.
- Thank you for helping me with my children today. I forgot about spring break, so I had my kids with me. The office staff was very kind and willing to help watch them during my appointment.
- Staff is great. Very helpful.

How can we make your experience better?

- If we could shorten the overall time of the appointment, that would be great. I do very much appreciate the thoroughness, but I was there for two hours for a cleaning.