

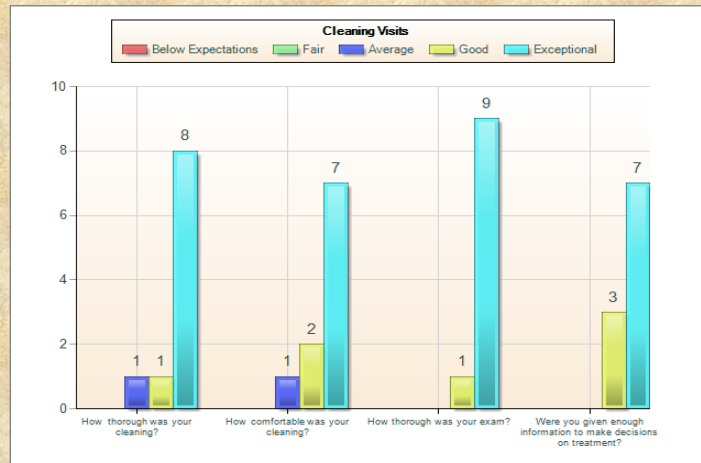


Payson Office
August 2012

What Do You Want Most From Us?

- Quality work at an affordable price in a pleasant atmosphere (which you do).
- Good quality work for a good price
- make my kids happy with cleaning their teeth, knowing they don't have cavities.
- A clean environment, competent friendly staff, reasonable prices.
- Friendly and reliable dental care.
- Good, friendly service.
- kind, nice people to work with
- No Comment - all services were great!
- Dental care
- Latest equipment, gentle care
- As a family we are looking for a professional, quality, and patient friendly experience. We received that.

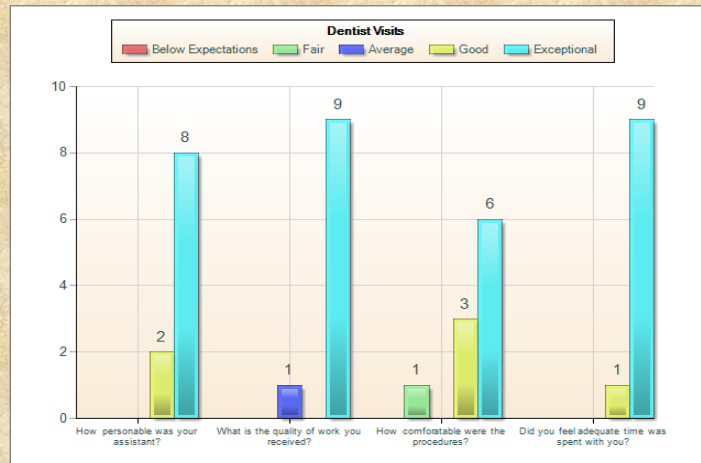
Payson Patient Satisfaction Survey: Cleaning Visits



Comments on Cleaning Visits:

- Very quick and easy.
- Hygienists are always fabulous! Very happy!
- I didn't care for the water pick. I have not had that in the past and my teeth are too sensitive.
- I felt like my teeth were so clean when I left. She took her time, in tailoring the cleaning for me.
- Great experience, very thorough and caring.

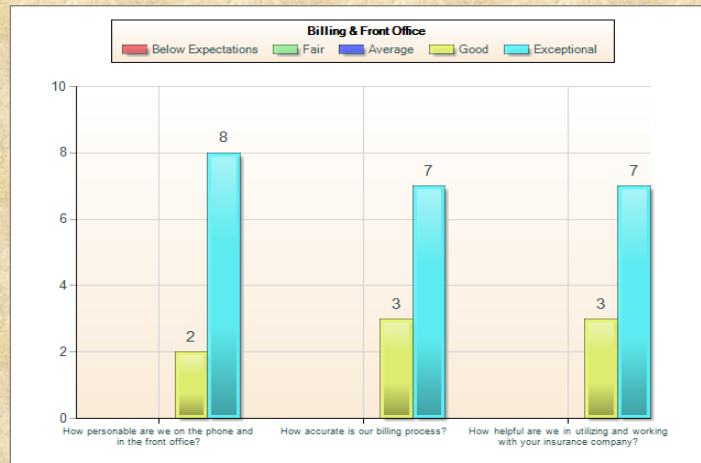
Payson Patient Satisfaction Survey: Dentist Visits



Comments on Dental Visits:

- Any dental work will have some discomfort, but you keep it minimal.
- Dr. Johnson is Awesome! He is personable, and seems to truly care. I feel secure in the diagnosis he makes.
- I did not have any major issues, however my families care was wonderful. They were given all the details for a better understanding to include my 8 year old boy who is deathly afraid of dentists.

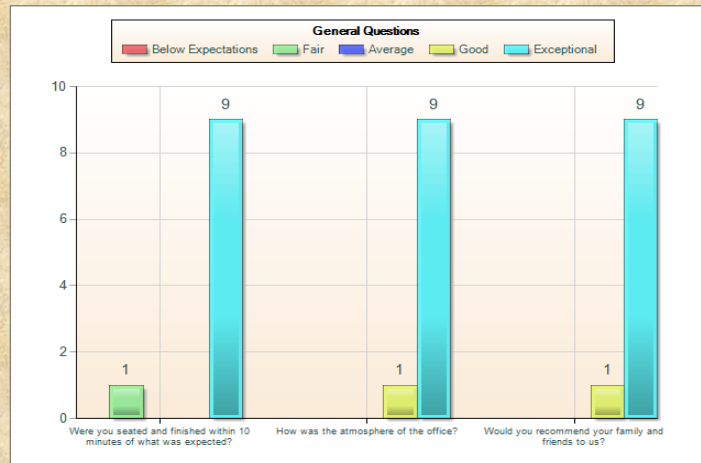
Payson Patient Satisfaction Survey: Billing & Front Office



Billing & Front Desk Comments:

- You guys are awesome!
- I am not happy that the "free whitening for life" is not honored. I love everything else about your office, but that is upsetting to me. Your ad to bring us in said "Free Whitening For Life" so when I tried to take you up on that it was explained to me that "We can't just give free gel away to everyone! That would be crazy!" That is not what your offer says. It does not say that you get a free set of trays guaranteed for life. It says "Free Whitening for Life". That to me means that everything needed to whiten my teeth, is covered, for life. Very misleading. Extremely unhappy about that. I will still come b/c I love everything else about your office, but you need to change that on your ad. It will make people upset and not trust you.
- The Front Office is very friendly, and seems very personable with all the patients. The billing is always accurate.

Payson Patient Satisfaction Survey: General Questions



How can we make your experience better?

- I really appreciate the care all the staff.
- You have the best doctors here in Utah county, very nice and caring.
- We love every doctor we see. We've seen them all. We go away every time saying "he's our favorite dentist" no matter which one lol!
- All members exceeded my expectations. Especially when I compare my dental experience now with how they were with my previous Dentist.
- My dental assistant, Amanda was great. She communicated throughout the process and provided the doctor quality information concerning my care. Thank you Amanda!

How are we *exceeding* your expectations?

- You use to have a wipe for your face at the end of the visit. that would be nice to be able to wipe your face.
- There isn't anything that needs to improve, your doing a great job, keep it up.
- See my rant about your "free whitening for life" in previous question.
- I really am completely satisfied with my experience, and wouldn't ask for more.
- Maintain your quality of excellence.