



Payson Office
September 2012

What Do You Want Most From Us?

- Excellent care for my grandkid's teeth.
- Exactly what you did. You were able to make the appointment when we needed it. You helped us work it out financially. We appreciate all you did.
- Good dental care
- Good dental service
- Comfort and understanding
- Payment options
- Timely, honest service.
- As a family we are looking for a professional, quality, and patient friendly experience. We received that.

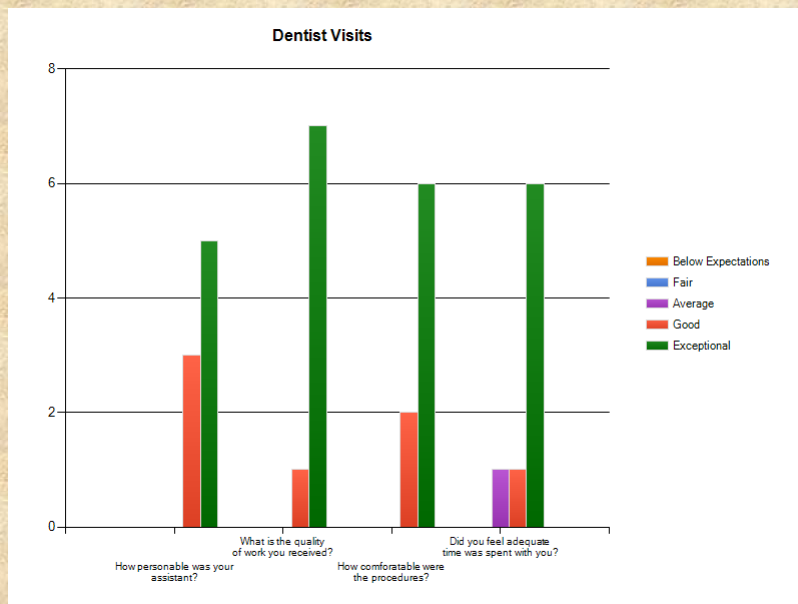
Payson Patient Satisfaction Survey: Cleaning Visits



Comments on Cleaning Visits:

- The two dental techs did a lot to make the kids feel at ease. They talked with them, asked them questions, made them feel like they were really interested in them.
- Haven't had any cleanings yet.
- Great experience, very thorough and caring.

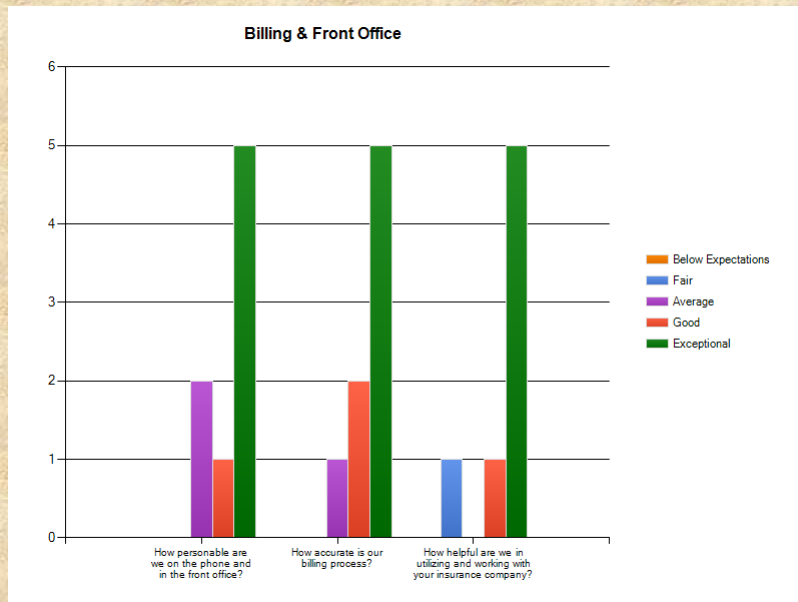
Payson Patient Satisfaction Survey: Dentist Visits



Comments on Dental Visits:

- My grandkids actually look forward to going to the dentist!
- I just came in for an exam and the office personnel were fantastic. Dr. Johnson was absolutely amazing. Such a very good doctor and kind man. I was beyond impressed with everyone and the office set-up, but most especially with Doc. Johnson
- was made very comfortable and reassured. My visits have been very non-stressful.
- 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.
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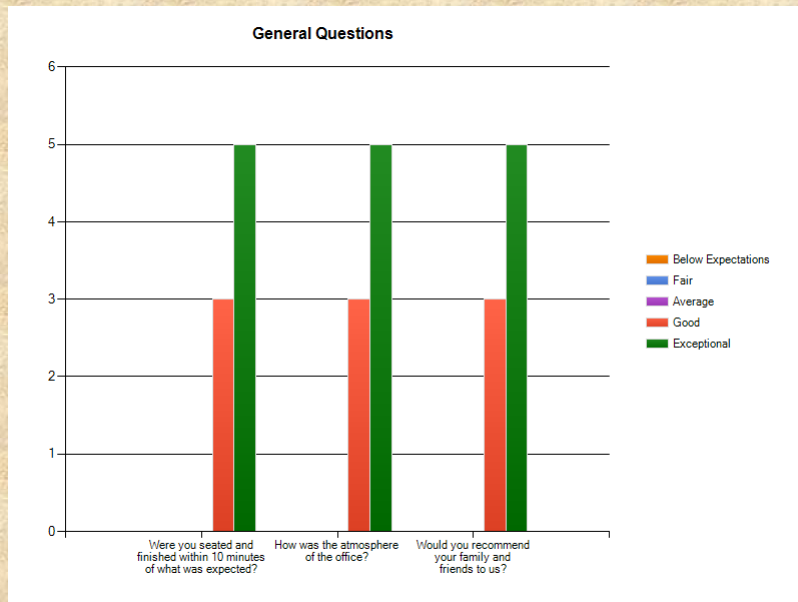
Payson Patient Satisfaction Survey: Billing & Front Office



Billing & Front Desk Comments:

- The kids had new insurance and the receptionist went to a lot of work to track everything down and make sure exactly what coverage the kids had.
- You found the absolute best deals for me. I felt so taken care of and looked after which was so helpful because I had no idea what I was doing. I felt very protected. Thank you
- I appreciate all that has been done for me to make it possible to receive treatment.

Payson Patient Satisfaction Survey: General Questions



Any specific comments about team members or doctors in exceeding your expectations?

- I am always pleased with the level of professionalism and also the personal touches that make my grandkids happy to be there.
- The whole experience has been surprisingly relaxing. Staff and doctor are amazing.
- My dental assistant, Amanda was great. She communicated throughout the process and provided the doctor quality information concerning my care. Thank you Amanda!

How can we make your experience better?

- Keep up the good work!
- It really was amazing. Thank you. If there was any way to rid your tv of non-family friendly channels, I would recommend that. But I understand you buy a package deal.
- Its already been better than I ever thought it would be.
- Maintain your quality of excellence.