

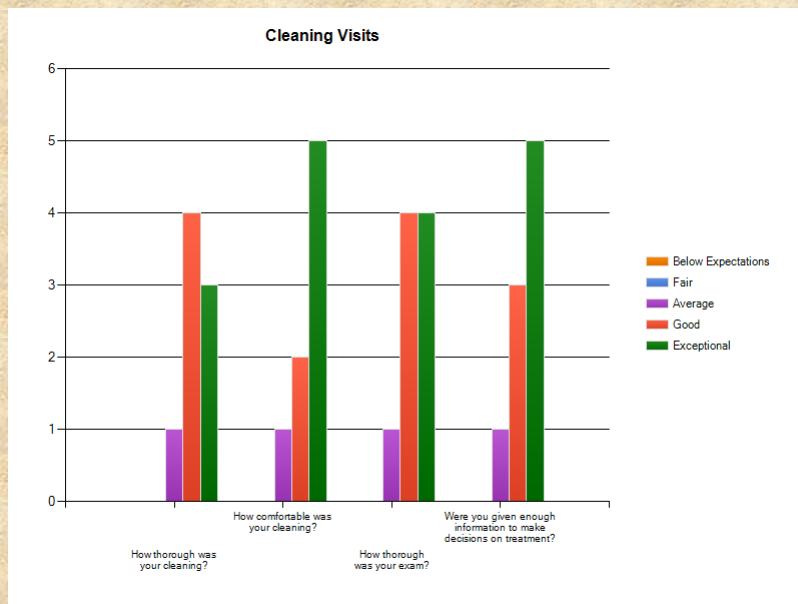


Springville Office
December 2012

What Do You Want Most From Us?

- Thorough and professional dental care
- To be treated nice
- Just to be able to work out a good decent payment plan and friendly workers with communication
- Quality dental care
- Teaching my kids (and me) how to take care of our teeth, friendliness, not-hurried time to answer all my questions, a good experience for the kids so they will not be afraid of the dentist.
- A good dental staff who is willing to help with arrangements of payments and is professional and nice

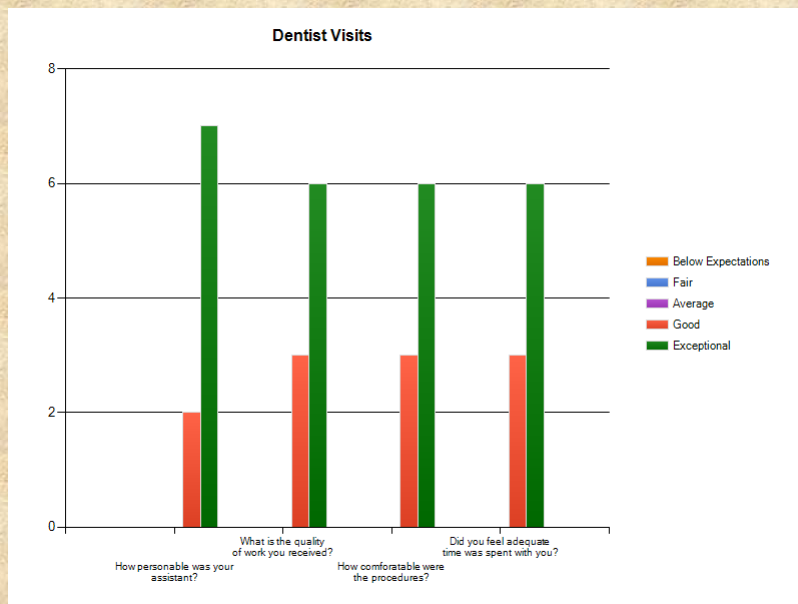
Springville Patient Satisfaction Survey: Cleaning Visits



Comments on Cleaning Visits:

- Friendly & knowledgeable. Loved seeing X-rays of my teeth & having procedures explained in a non-condescending way.
- I came for an exam, not a cleaning
- The hygienist and dentist were both extremely nice and I liked how they explained everything to me.
- I was very pleased with how the hygienist treated my daughter, showed her all of the equipment, and made her feel comfortable.
- I did not get a cleaning done at my appointment so I can not say

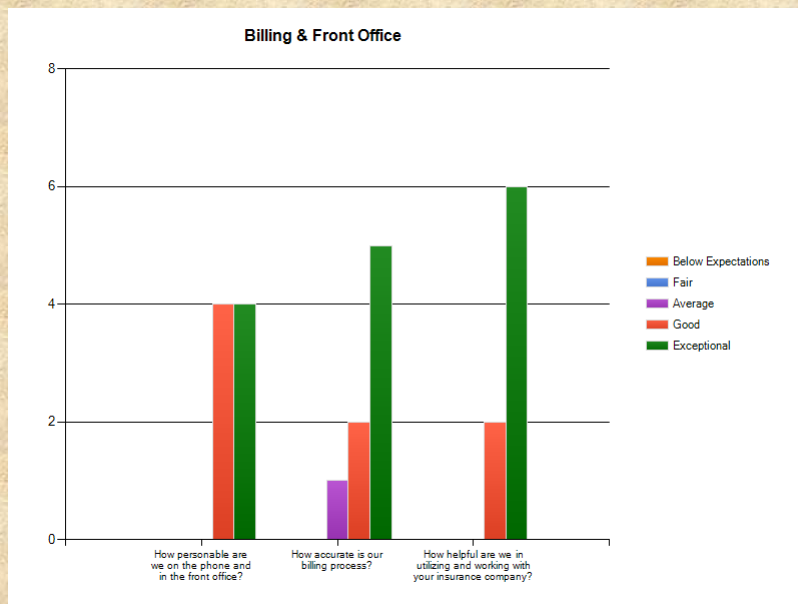
Springville Patient Satisfaction Survey: Dentist Visits



Comments on Dental Visits:

- Really friendly staff
- Wonderful! Thank you for answering all my questions and helping me understand the needs of my kids and make informed decisions about it. I felt a part of the decision, but I felt well-informed. Perfect!

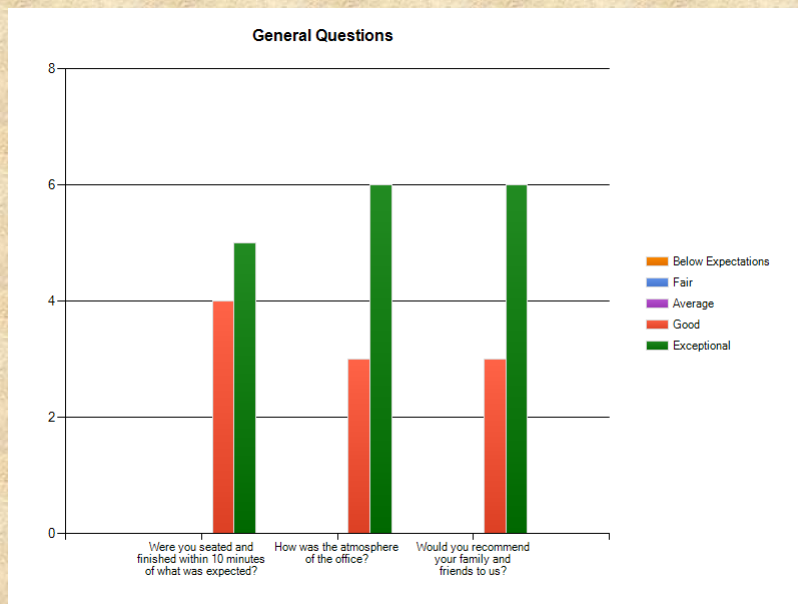
Springville Patient Satisfaction Survey: Billing & Front Office



Billing & Front Desk Comments:

- I appreciate seeing the break down of my payments versus my insurance on my receipt. It was very clear.
- Thanks for all your help if figuring it out!

Springville Patient Satisfaction Survey: General Questions



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

- The kids loved the movies and toys in the waiting room, the treasure chest at the end, and the TV during treatment. They felt comfortable and were in a good mood when we left. I loved how you talked directly to the kids, answered my questions, and included me in the decisions.
- Tamara was a wonderful help and referred our family to receive treatment at your office and was extremely kind and helpful with the entire process of filling out paperwork and insurance estimates.

How can we make your experience better?

- Headphones? But it was just a cleaning & evaluation for options available.
- Everything was great.
- It was perfect!