



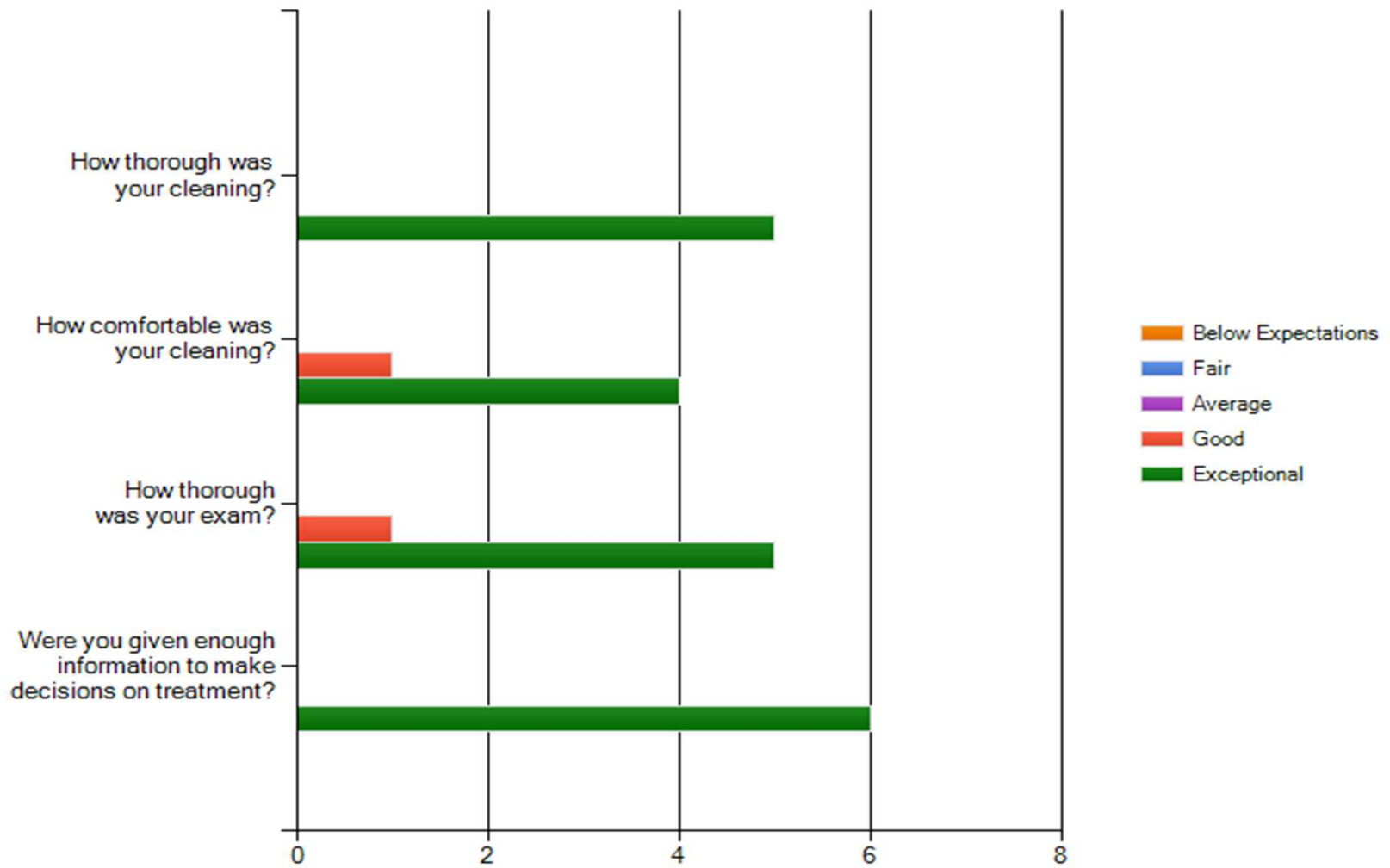
PATIENT SURVEYS

Payson — March 2013

What Do You Want Most From Us?

- A clear opinion of what needs to be done for our dental health as well as an accurate estimate of the costs
- Good care.
- Friendly & efficient
- Affordable, high quality dental care.
- To be on time
- Be gentle and you are!!!
- Exactly what you give. You're the best we've ever been to.
- EXCELLENT CARE

Cleaning Visits



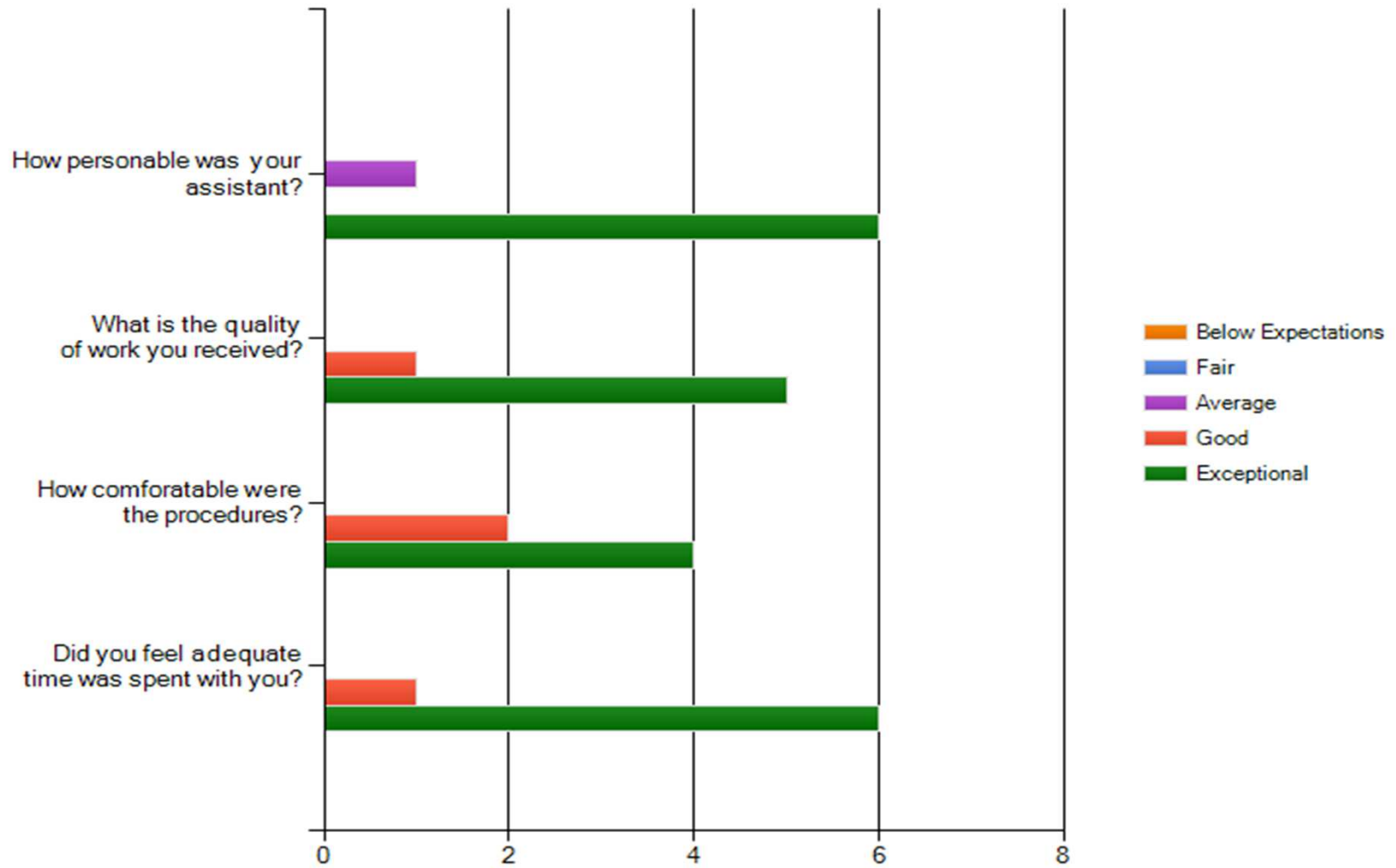
Cleaning Visits

Comments on Cleaning Visits:



- ☐ I did not have my teeth cleaned today
- ☐ No cleaning was done today
- ☐ Went well
- ☐ The lady who did it was very knowledgeable and attentive to me. Great lady!
- ☐ Love your staff

Dentist Visits

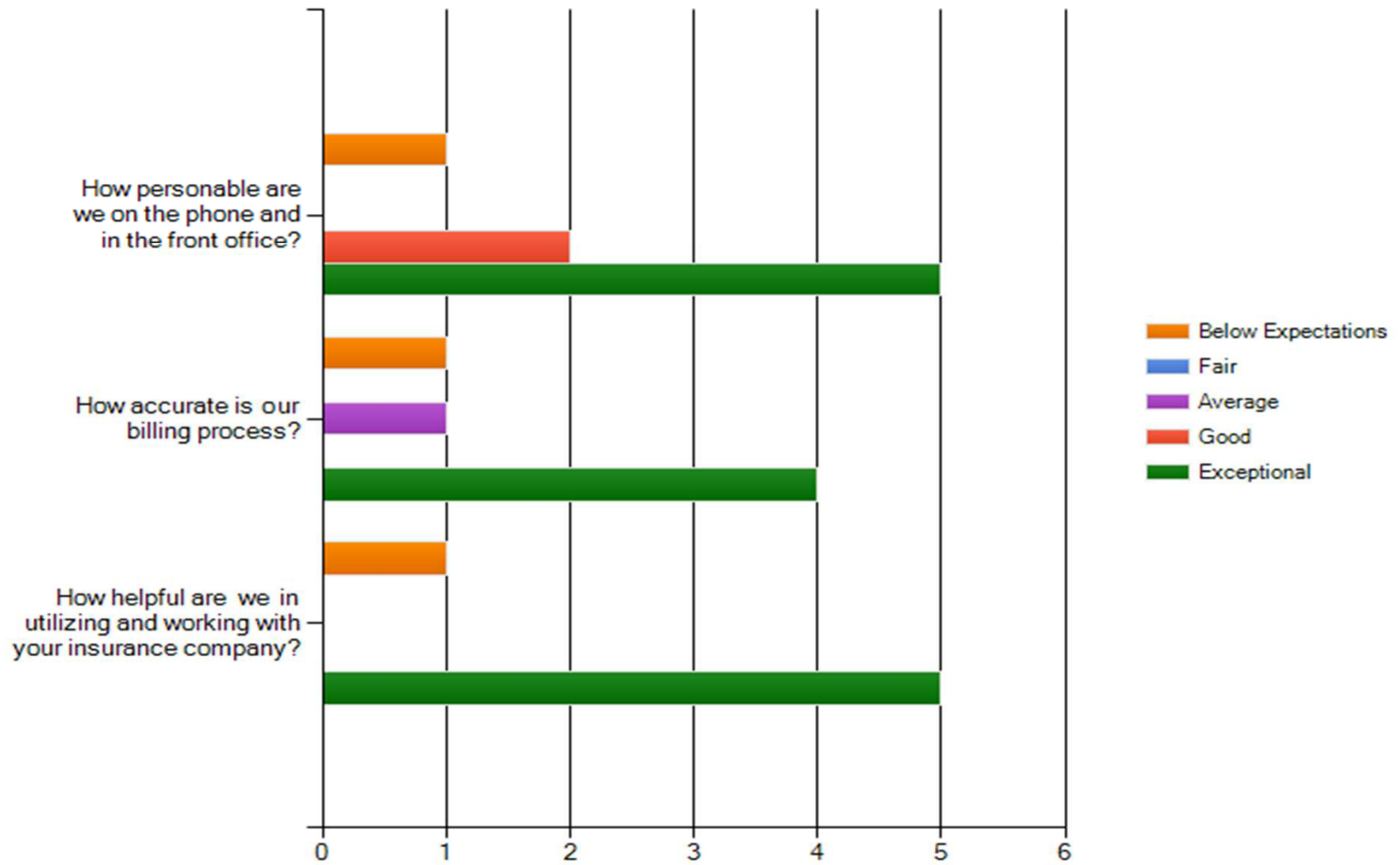


Dental Visits

Comments on Dental Visits:

- The dentists have always explained my options in a way that I can understand and make better choices.
- This was my 1st visit & it would have been nice if he introduced himself to make it more personal. I had to ask him his name;)
- She called me by name.
- Awesome dentist and assistant.
- Dr. Baird is exceptional

Billing & Front Office



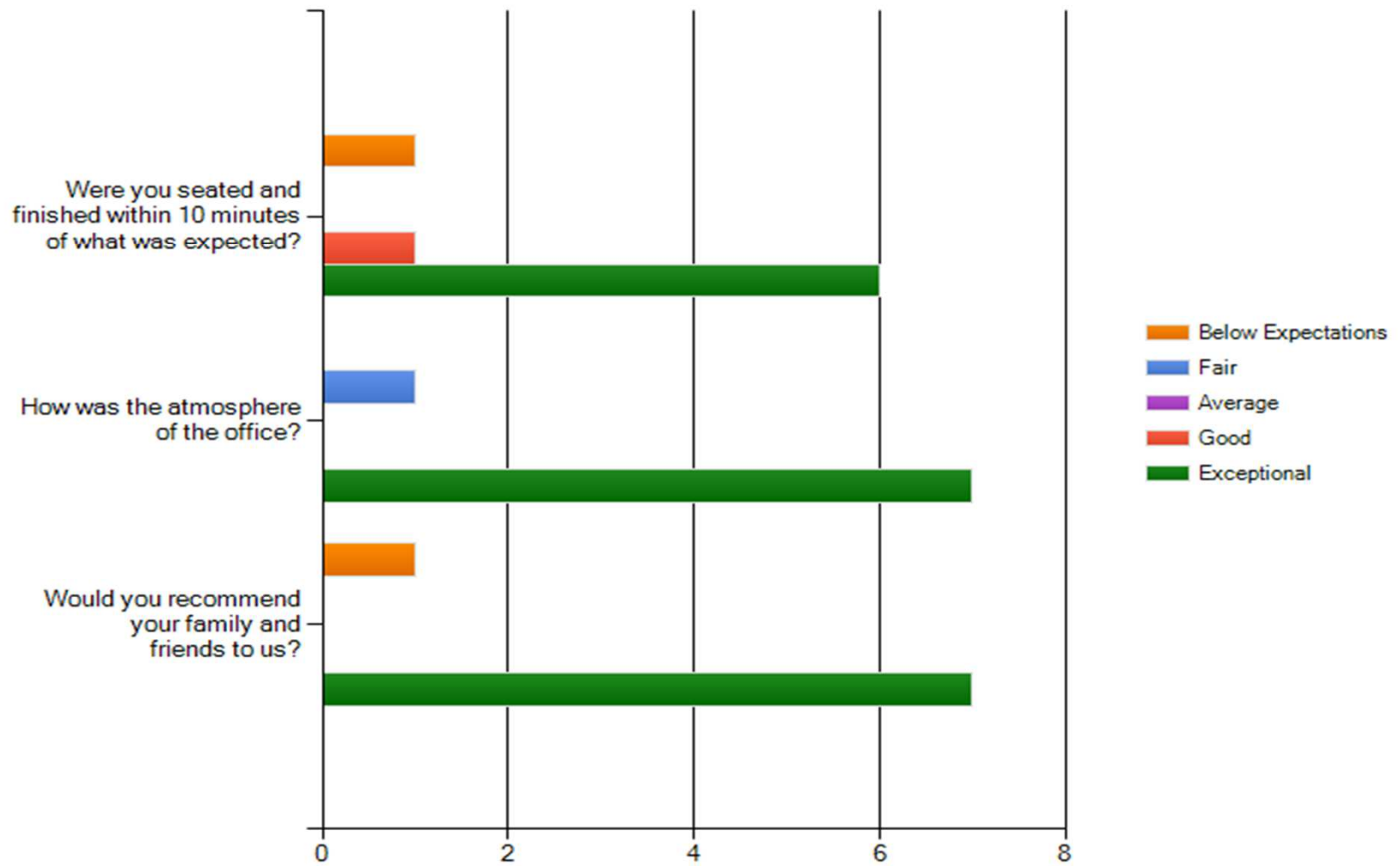
Billing & Front Office

Billing & Front Desk Comments:



- The billing procedure is so simple and accurate. I have never had any problems with the billing.
- I've only been in once so I can't fairly answer billing questions.
- Haven't dealt with billing yet
- Great office help.

General Questions



General Questions

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

- I like the fact that they explain to me what's going on, in my terms, so I can understand. And, they don't get upset if I need to have it explained more than once. Good, patient people work there!

How can we make your experience better?



- Friendly visiting while waiting for the doc & an introduction when it's your first time would be awesome! I haven't been in an office where there's more than one doc so maybe this is just how it works? I don't think you can. I like it just as it is.
- I have no complaints. You run a very efficient business and I love having you for my dental care.
- Doesn't get any better