



PATIENT SURVEYS

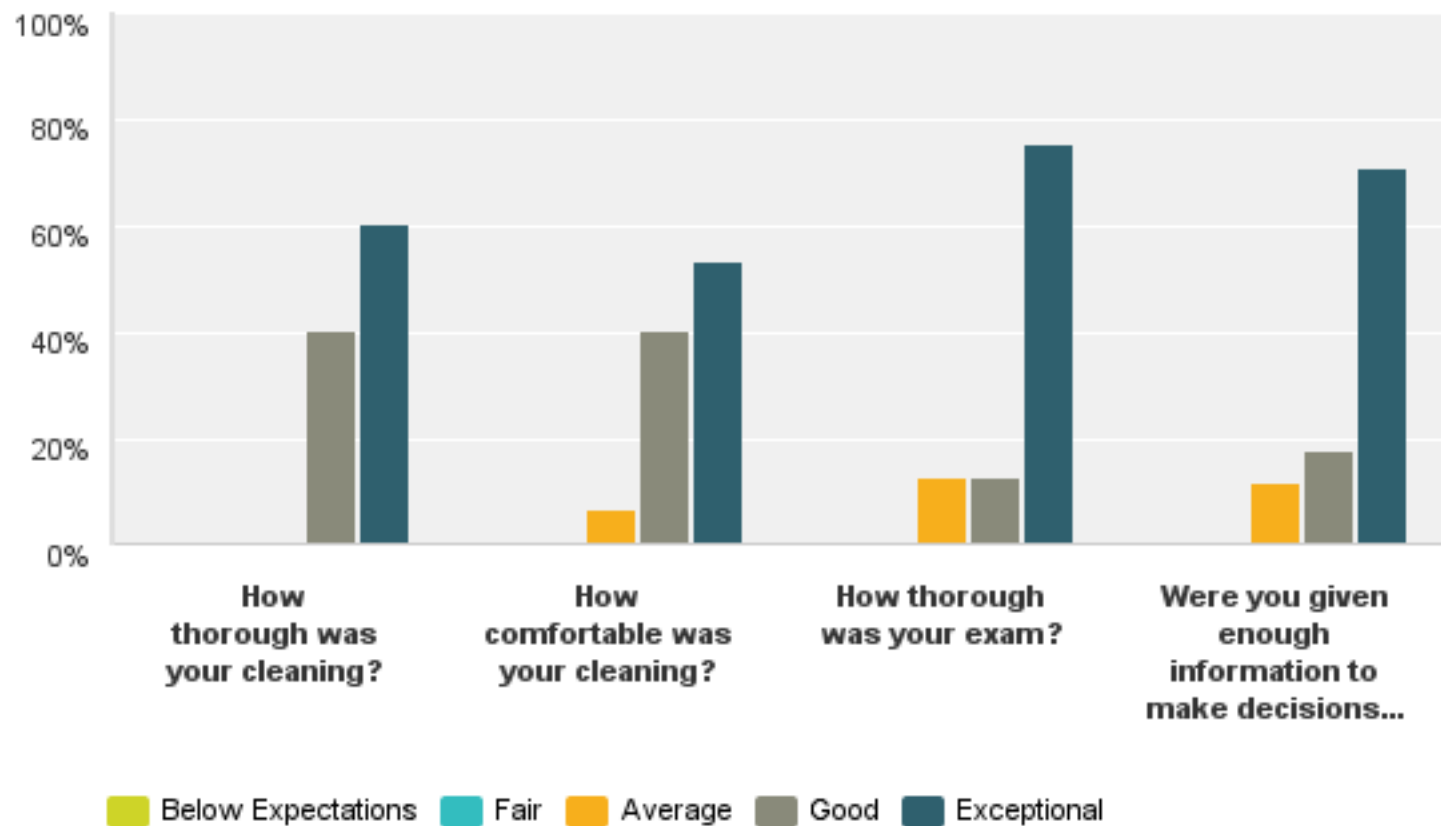
Payson – June 2013

What Do You Want Most From Us?

- Friendly, great dental care.
- On-time spots.
- Quality care with affordable pricing.
- Gentleness
- You guys are great and I like you lots
- Professional care
- Honest info given in a sensitive way. Professional care given with economy. Coordinate all \$ with insurance.
- Kindness
- Professional dental care and friendly service
- Nothing more than what you are doing :)
- My husband said the hygienist that worked on him murdered his gums. I know that this has happened to me before. The girl that did me was awesome first time I have left the office with out sore gums. But my husbands gums were very sore.
- My wife and myself need implants but can't afford them. All up front I wish we could. Make payments
- Quality work and good customer service.
- Professional, courteous, economical service.
- Good, quality care

Q2 Cleaning Visits

Answered: 17 Skipped: 0



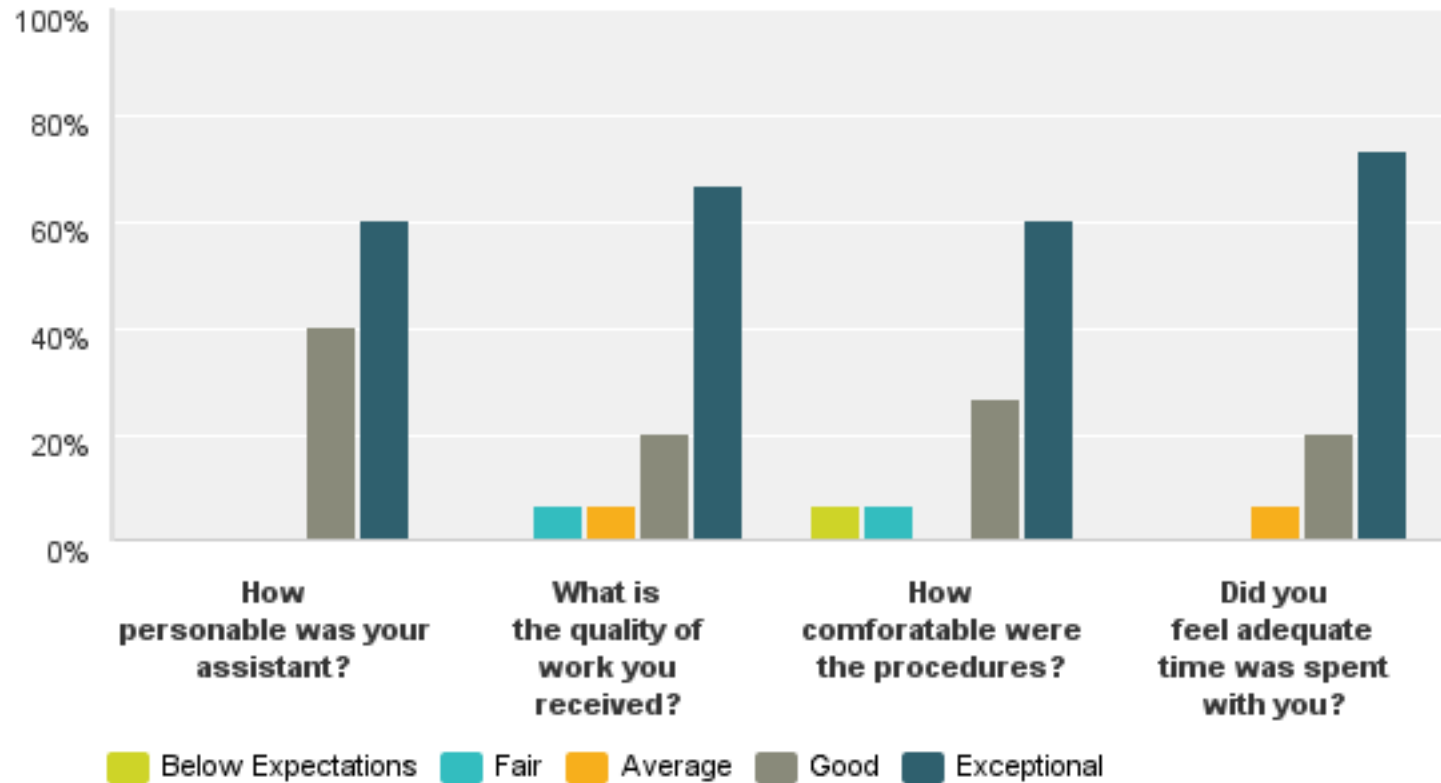
Cleaning Visits

Comments on Cleaning Visits:

- My experience here has been the best I've experienced in my life. I love coming here because I know I'm in competent hands and everyone is so nice. I love having Amanda as my dental hygienist, too.
- I didn't have a cleaning. I did get xrays.
- Good advice from technician
- Amanda was great. Thank you.
- I really enjoy my time with you and feel comfortable in your care.
- Didn't have a cleaning
- Amanda Lovell was so gentle and did a great job!!
- One of the hygienist is very hard on the mouth. We always leave with very sore gums.
- Always love a good cleaning
- Thanks for pulling the remainder of the wisdom tooth root!

Q4 Dentist Visits

Answered: 15 Skipped: 2



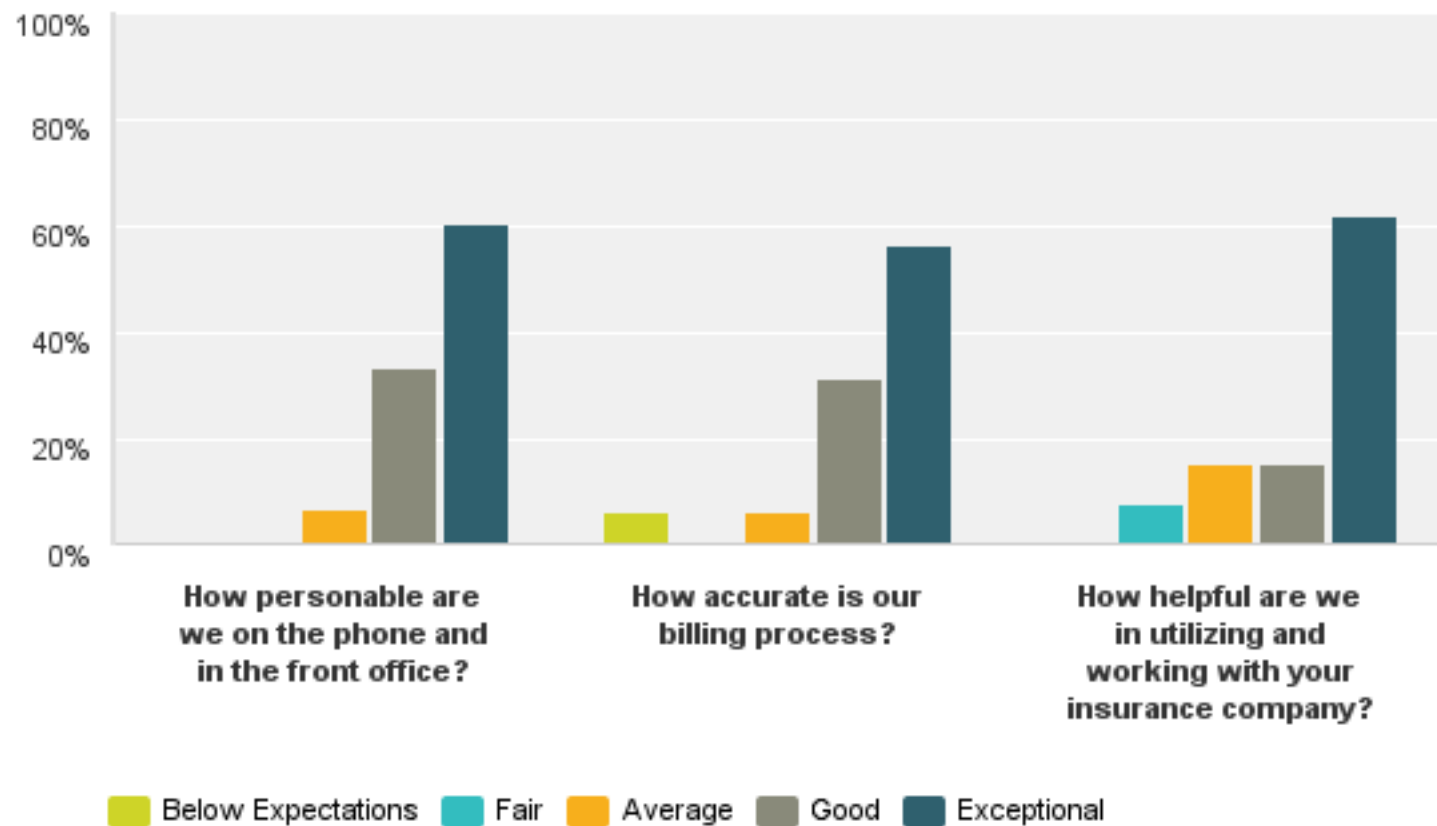
Dental Visits

Comments on Dental Visits:

- Very professional and friendly care
- I was unaware that all would not be able be completed in one visit. Until the end of appointment and completely down was told needed to schedule another appointment. Additional work was needed during appointment that increased the cost. I understand if it was not known until during procedure but I was just told the final cost with no print out of breakdown of extra work. I was unprepared for the increase in cost compared to the estimate and was caught off guard right after treatment with nitrous.

Q6 Billing & Front Office

Answered: 16 Skipped: 1



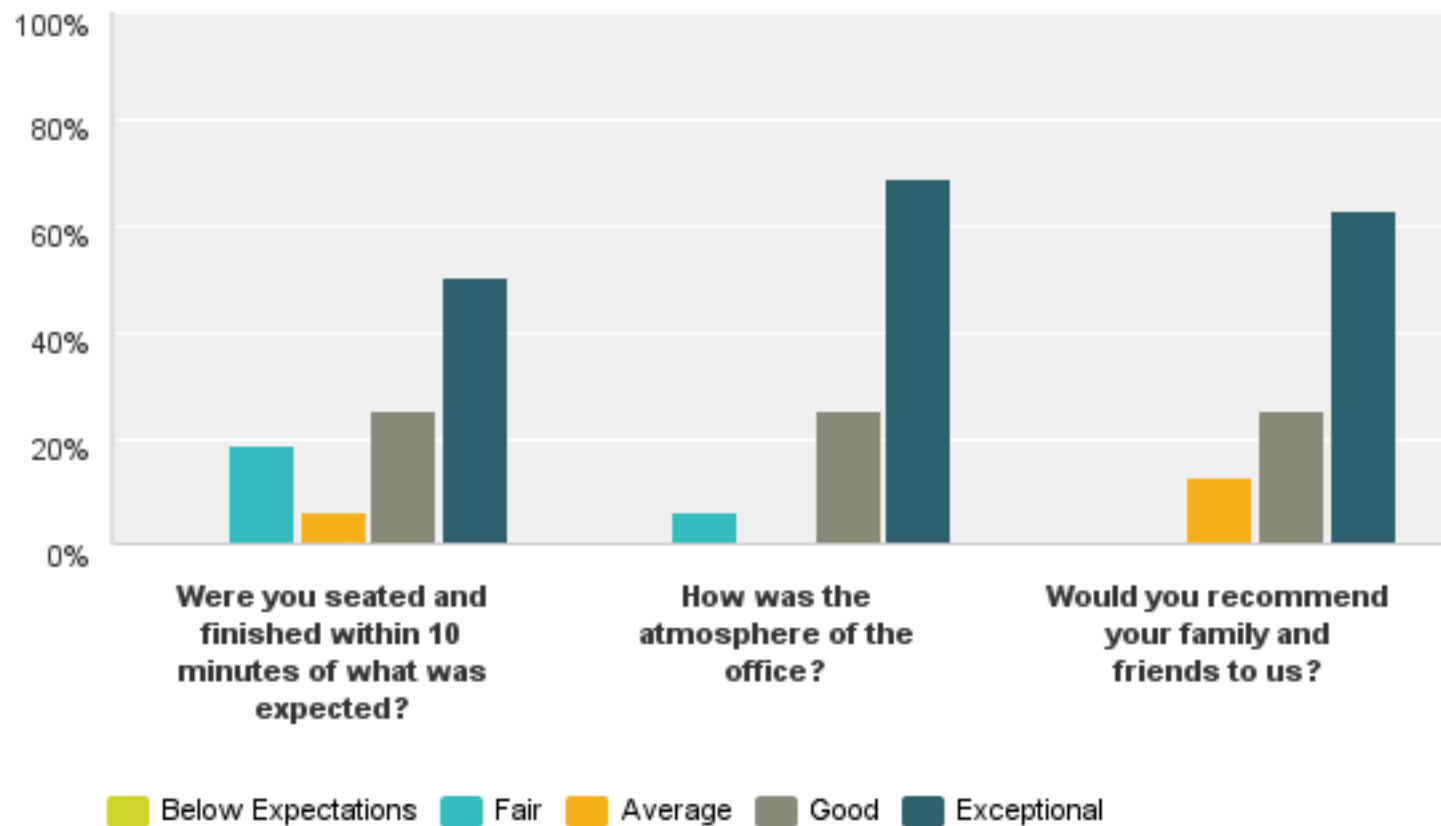
Billing & Front Office

Billing & Front Desk Comments:

- ❑ "It is hard to answer the first question because it really has two parts to it. I had a hard time getting my appointment and when I called the first two times I received an answering machine message and left my name and number and didn't receive a call back. When I called back the third time I was able to get a receptionist and she was very good and scheduled me an appointment as well as giving me the free exam and x-rays.
- ❑ The second half of the first question on how personable was the help in the front office--good.
- ❑ The last question I can't answer because I do not have insurance at this time."
- ❑ All my questions and concerns were taken care of
- ❑ Don't have insurance which has made it hard to finish my root canal. Wish there was more ways to get help other than the CareCredit and the discount through cascade family dental.
- ❑ "I actually had a credit on my account for some time at least six months. My insurance company paid for nightguard which I had already paid for in amount of \$150. Called office several times regarding how to get issued the refund, almost did not return to your office. Finally was issued check after brought to attention again in person after my cleaning appointment.
- ❑ Usual have received exceptional service at the front desk, but felt rushed and frustrated at the last few experiences."

Q8 General Questions

Answered: 16 Skipped: 1



General Questions

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

- I've had a lot of negative dental experiences and for the first time I kind of like coming to the dentist.
- Frustrated with long wait time, even when office manager says will get in in a few minutes.
- I was pleased with my service and the help from both Katie and the doctor. Thank you!
- They care how you feel and want to make it all feel better
- Your entire office staff and assistants are great!
- Dr. Allred is such an amazing dentist!!!!!! I can't believe he took the time away from his family to come see me on a Sunday and help me as much as he could. He is so unbelievably nice and I could not have asked for a better dentist.
- Dr was fast and friendly
- I was given a chair due to office lobby being full.
- Very friendly!

How can we make your experience better?

- Text or call if appt time will be 15 min or later.
- I would be happy if I got call backs when I leave my name and number for wanting to set up an appointment. Other than that, my experience has been great. Thank you!
- Really nothing. Very thorough and. Helpful.
- More help if you don't have insurance. I did care credit and the discount through the dentist but still do not have enough money to finish my root canal.
- It is always way to cold in the office.
- Take payment
- I am not sure if it was a schedule issue, but it seemed to be extremely busy and would rather have had a different time or known when it would be less busy. Did not receive the personable service that I had received previously last year.