



PATIENT SURVEYS

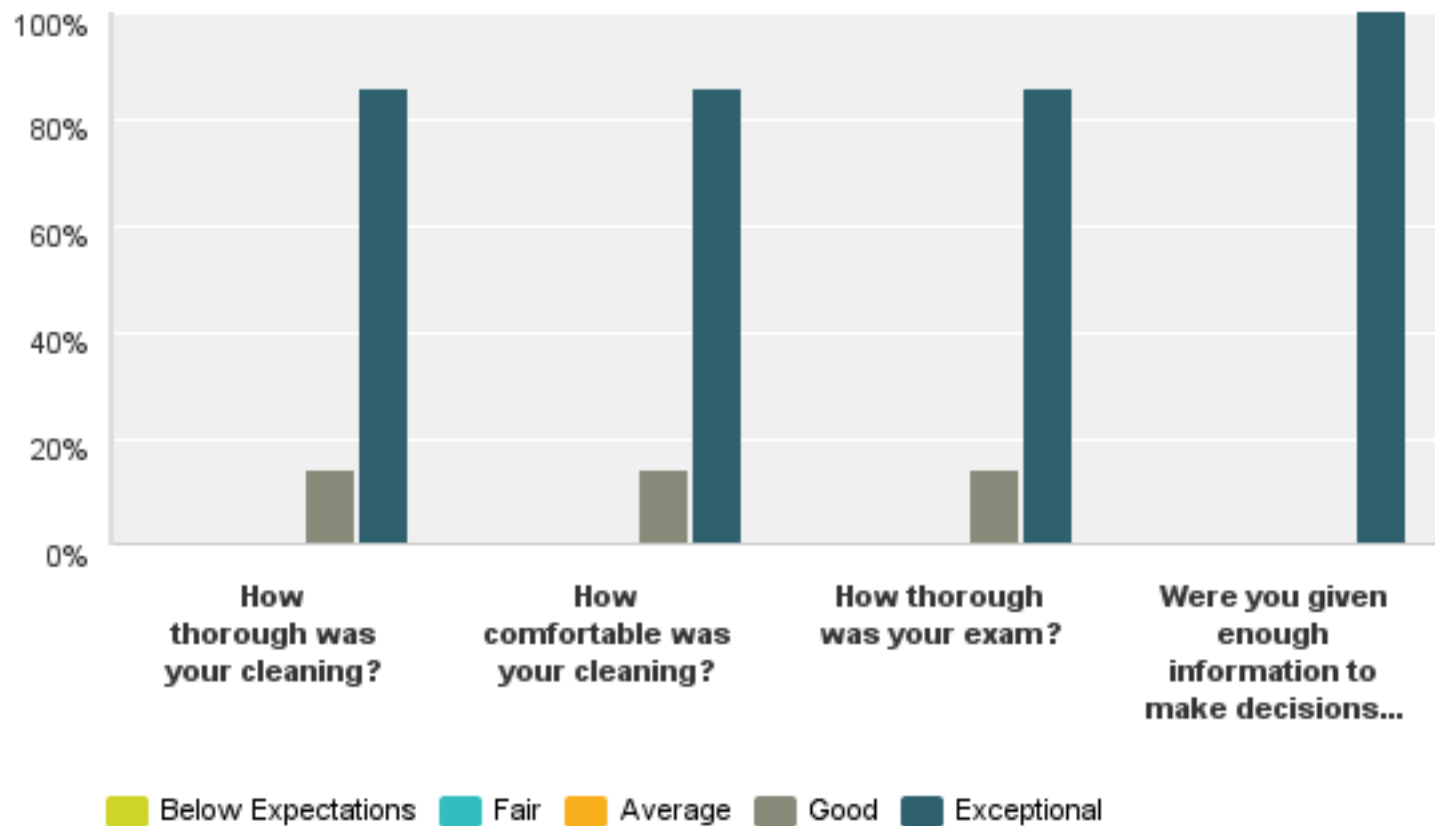
Payson – September 2013

What Do You Want Most From Us?

- Clean and Healthy mouths :)
- Good service at a fair price.
- Friendly, timely help
- To get my teeth fixed
- Great, personable service.
- Great care and friendly people. I love the office. Everyone is so helpful and nice.
- Comfort, great up to date dentistry and friendly service and you delivered above and beyond!!!

Q2 Cleaning Visits

Answered: 7 Skipped: 1



Cleaning Visits

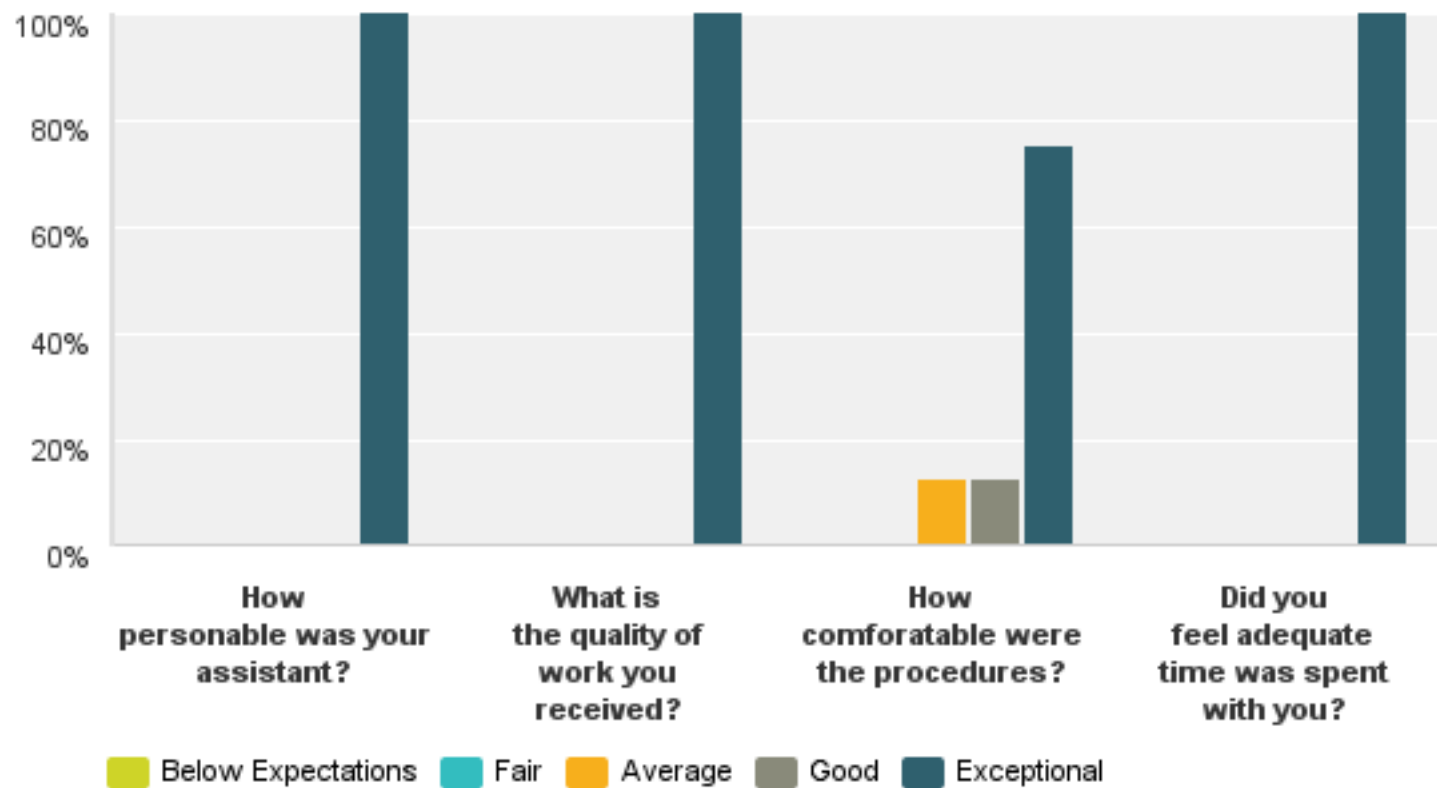
Comments on Cleaning Visits:



- Haven't had any cleanings yet
- We just love Suzy. She has been doing our teeth for about 6 years and we wouldn't trade her for anything.
- Need to get the cotton candy back for the polishing. I don't care how old you are "mint" isn't always the chosen flavor. She used bubble gum which I have had before and we had a good laugh about the cotton candy.

Q4 Dentist Visits

Answered: 8 Skipped: 0



Dental Visits

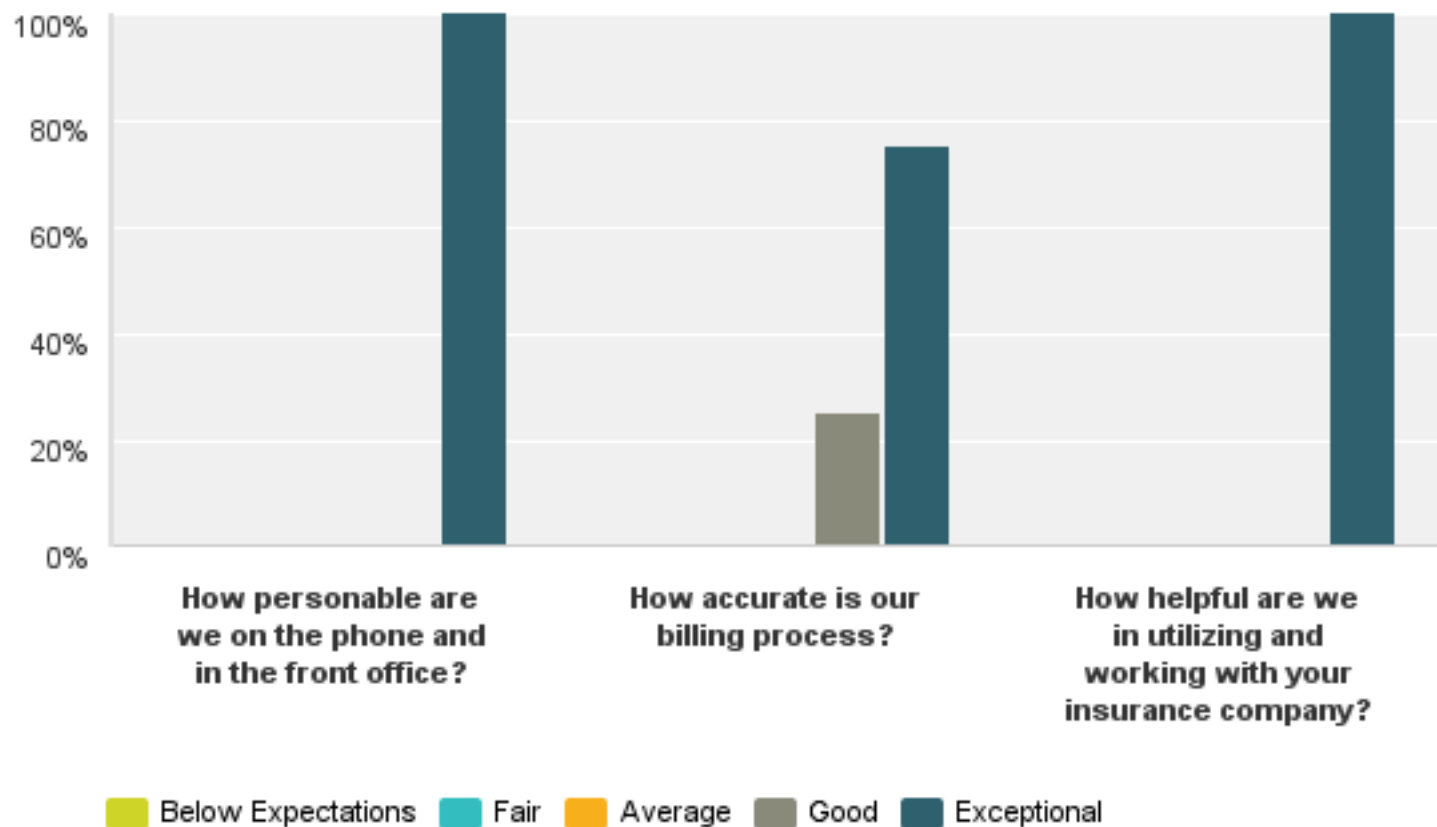
Comments on Dental Visits:



- I was in a lot of pain and scared to death of dentists
- We love going into the office. Everybody is really friendly and helpful.
- I don't have a specific dentist I ask for or see each time. I have never been disappointed in any of them. Keep up the great job!

Q6 Billing & Front Office

Answered: 8 Skipped: 0



Billing & Front Office

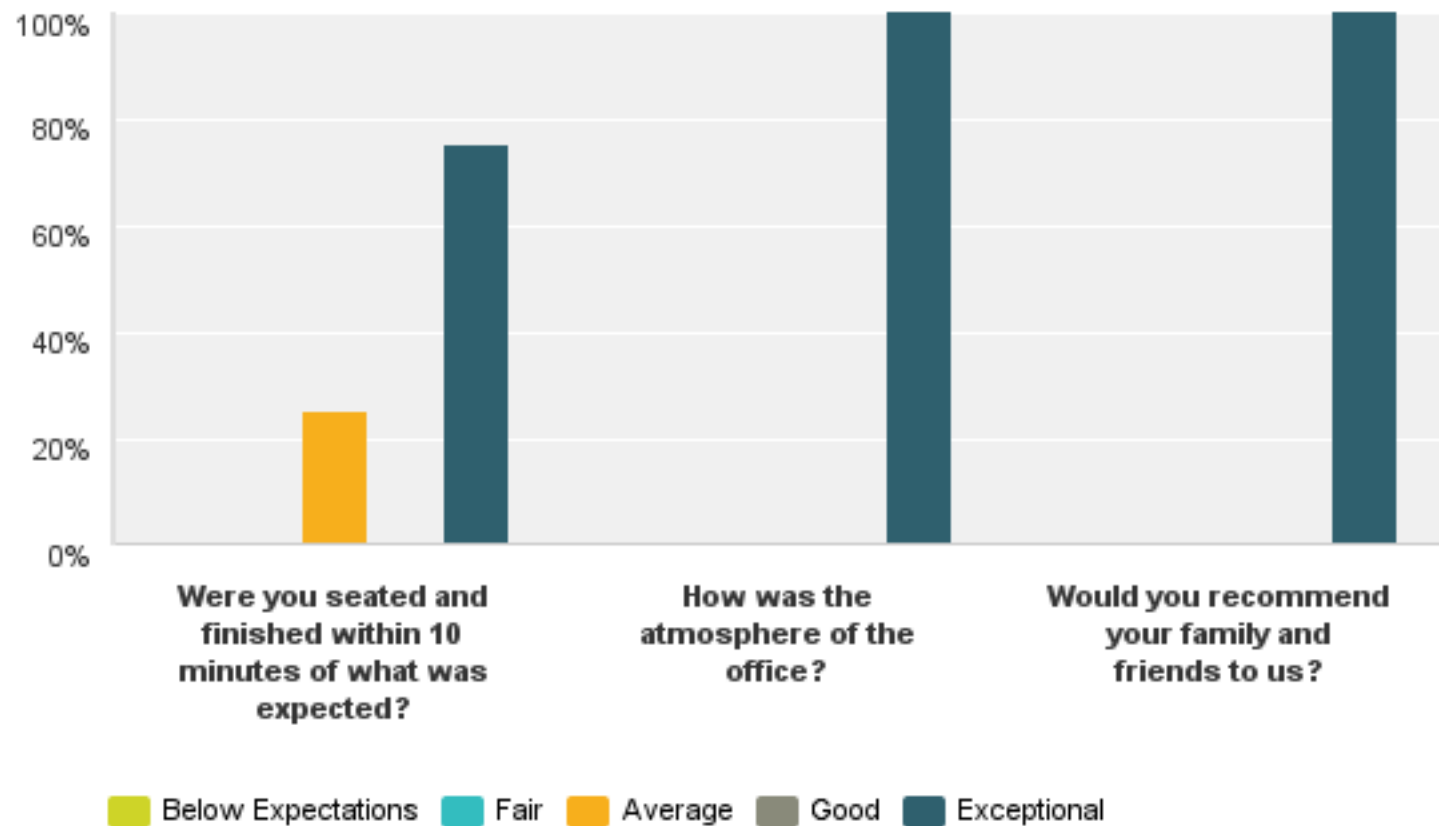
Billing & Front Desk Comments:



- ❑ Your billing is a little confusing.

Q8 General Questions

Answered: 8 Skipped: 0




General Questions

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

- Natalie was great!
- Everyone was great, they made me comfortable. I am very self conscience of my teeth, but the staff were very friendly and acted as though I was a normal patient. My teeth are really bad.
- Suzy is number one in our book. She is great in what she does and is very tender when needed.
- The office is always clean and that was very important to me when I made the change to this office. I now have my mom coming and she is very picky about her cleanings. She has been very satisfied. Her insurance doesn't pay for the cleanings and since it comes out of her pocket and she is on a fixed income she wants to get a good job done. Thanks for taking care of her. That is more important to me than anything else.
- Thank you so much for your excellent services and for the family discount Dr. Baird! We're very grateful. Having you and your staff for our dental care is well worth the drive to Payson! Thanks again!

How can we make your experience better?

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- Time management. Running behind at 9am makes for a long day.
 - Everything was great. I think I will ask for the laughing gas next time as I have anxiety issues when it comes to dentists.
 - Need to get the cotton candy polishing stuff back. Just kidding. You guys are all great.