



PATIENT SURVEYS

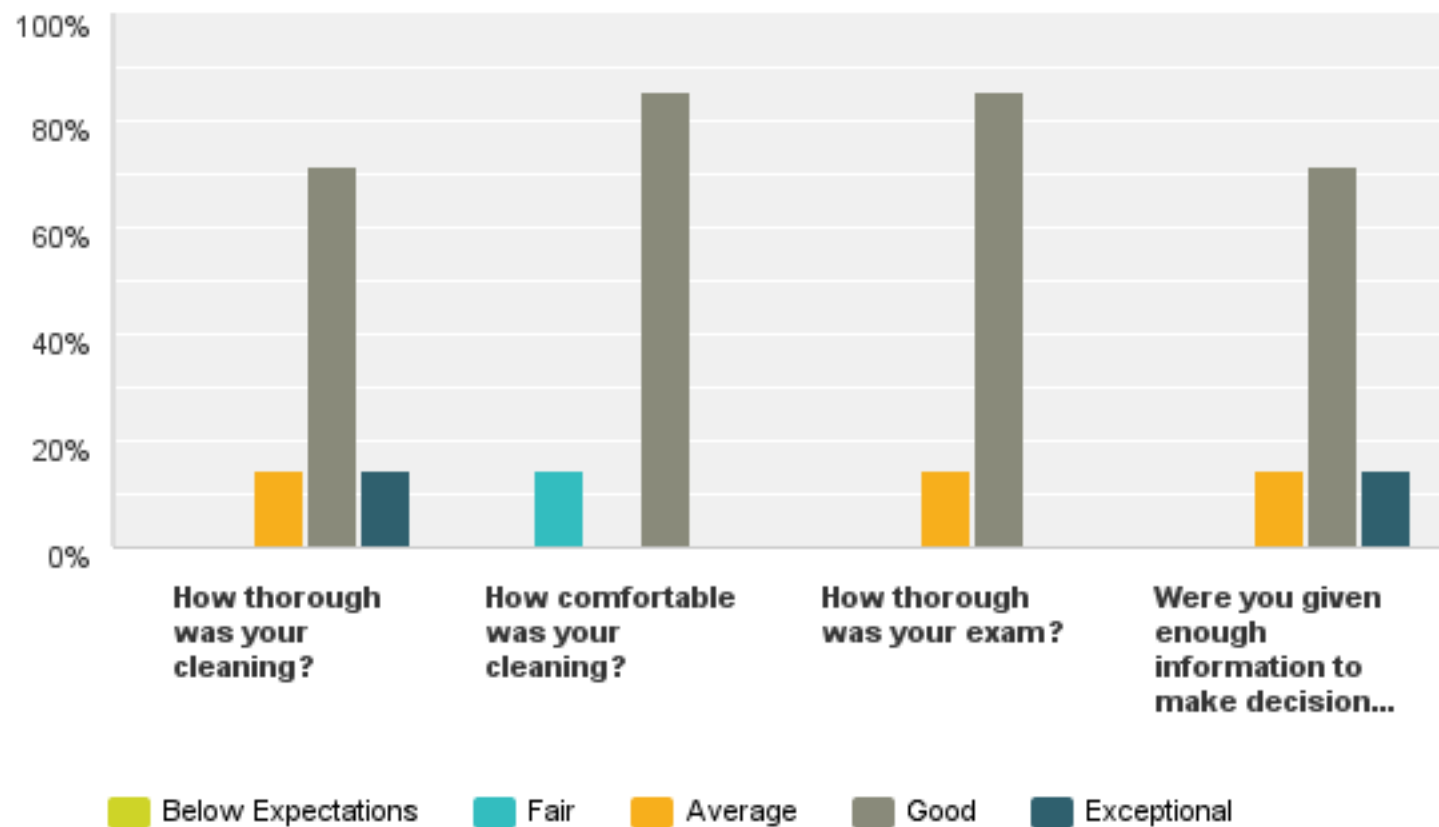
Payson — July 2014

What Do You Want Most From Us?

- Clean healthy mouths
- Kindness and understanding, because I'm terrified of dentists.
- Professional, economical dental care.
- Affordable prices. High quality. Flexible appointments. Friendly staff
- Friendly office staff and competent dental work.
- I got exactly what I went there for & I'm very pleased with the results
- Quality cleanings, trust to do only doing necessary fillings/etc, friendly environment
- Short wait times and quality dental work.
- Quality service in a timely manner

Q2 Cleaning Visits

Answered: 7 Skipped: 3



Cleaning Visits

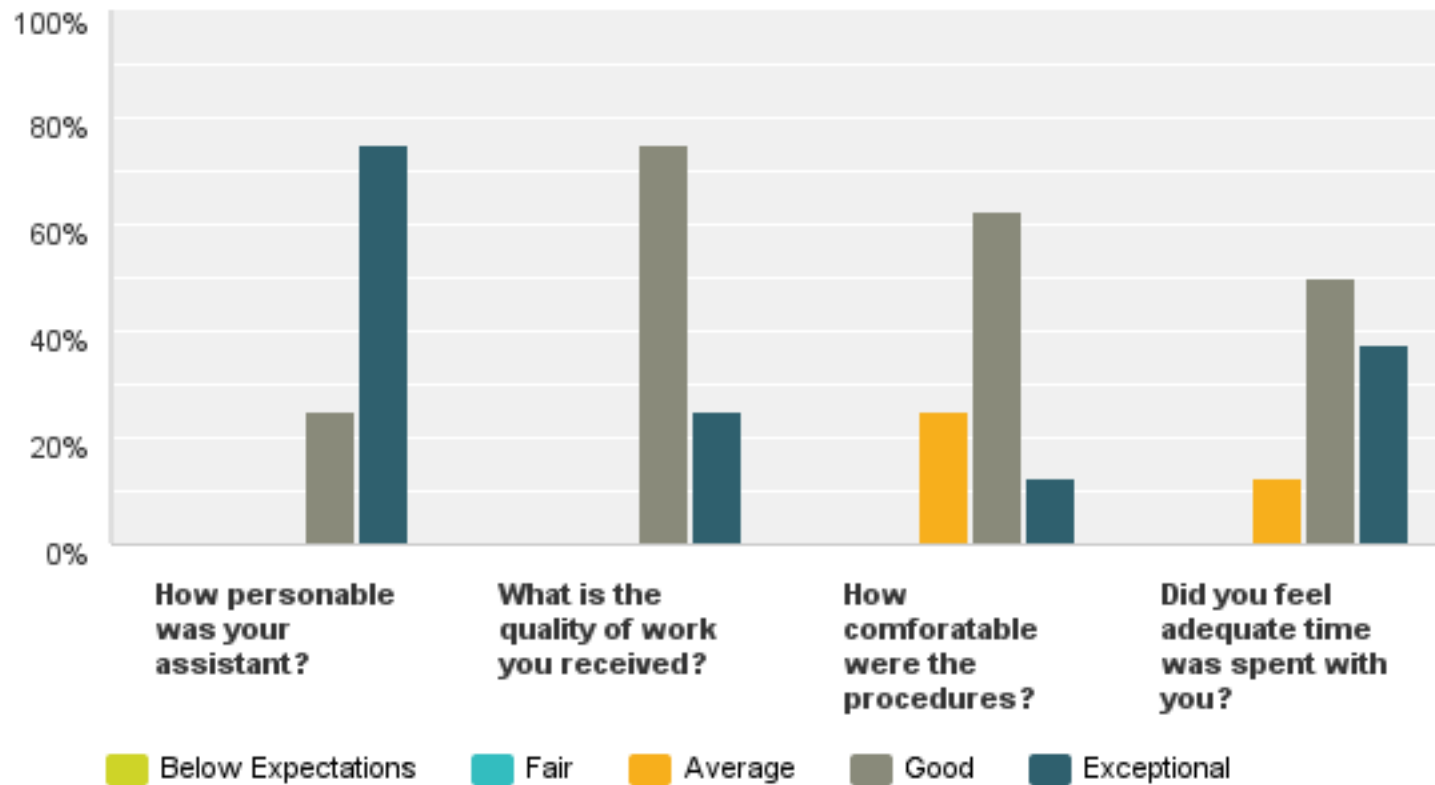
Comments on Cleaning Visits:



- Everyone is always so friendly
- I like it when you provide estimates of costs before hand
- N/A
- I appreciated that the cleaning seemed very thorough and not rushed...but after a while the chair gets to be uncomfortable in the fully reclined position. Even start to feel somewhat light headed.
- The staff is always so great with my kids. I really appreciate that.

Q4 Dentist Visits

Answered: 8 Skipped: 2



Dental Visits

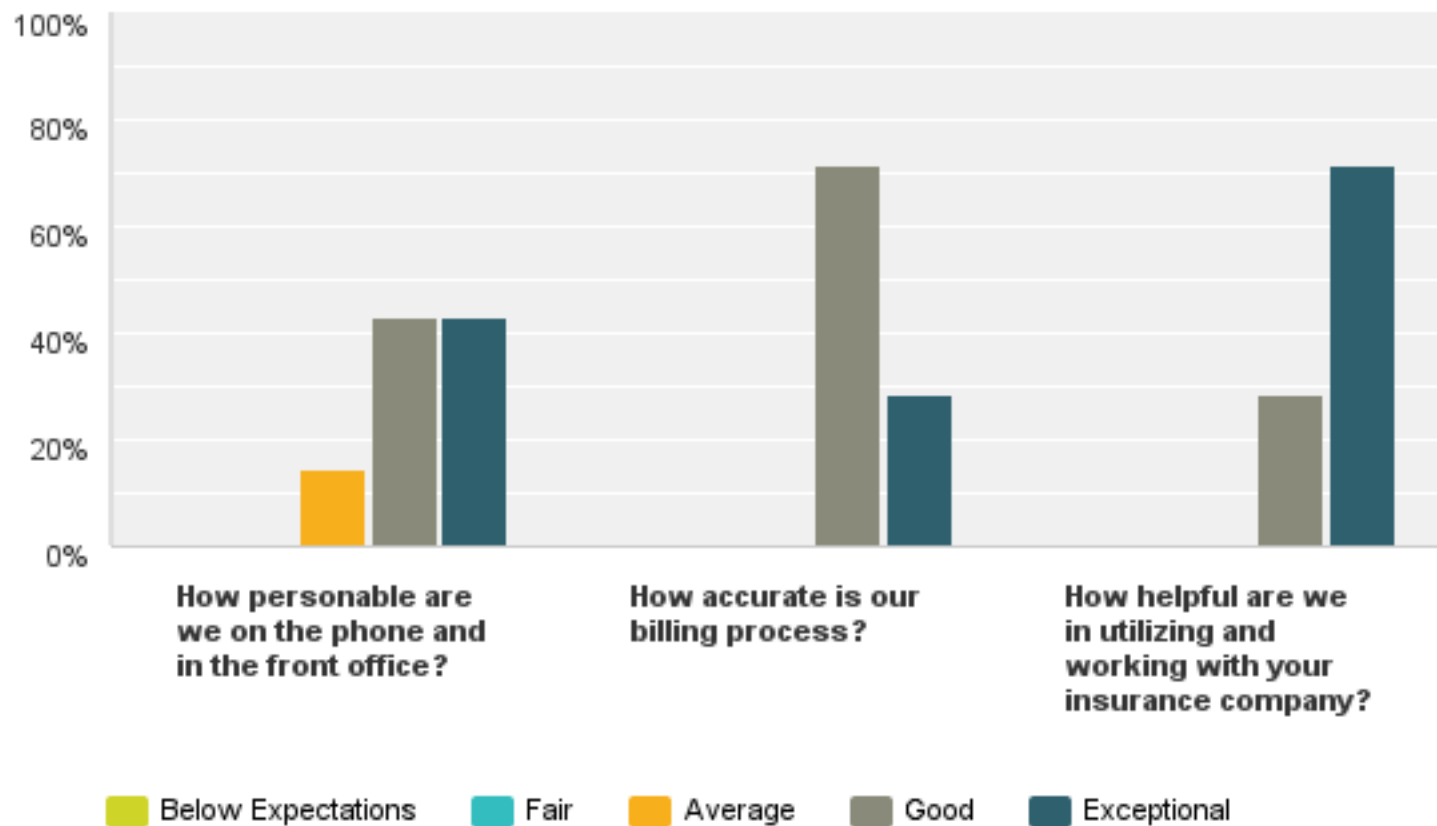
Comments on Dental Visits:



- I did wait quite a long time between the end of the cleaning and the dentist coming to do his check. May have just been a one time thing (only been to your office once so far), but had hoped it would be quicker as I had a friend babysitting my toddler.

Q6 Billing & Front Office

Answered: 7 Skipped: 3



Billing & Front Office

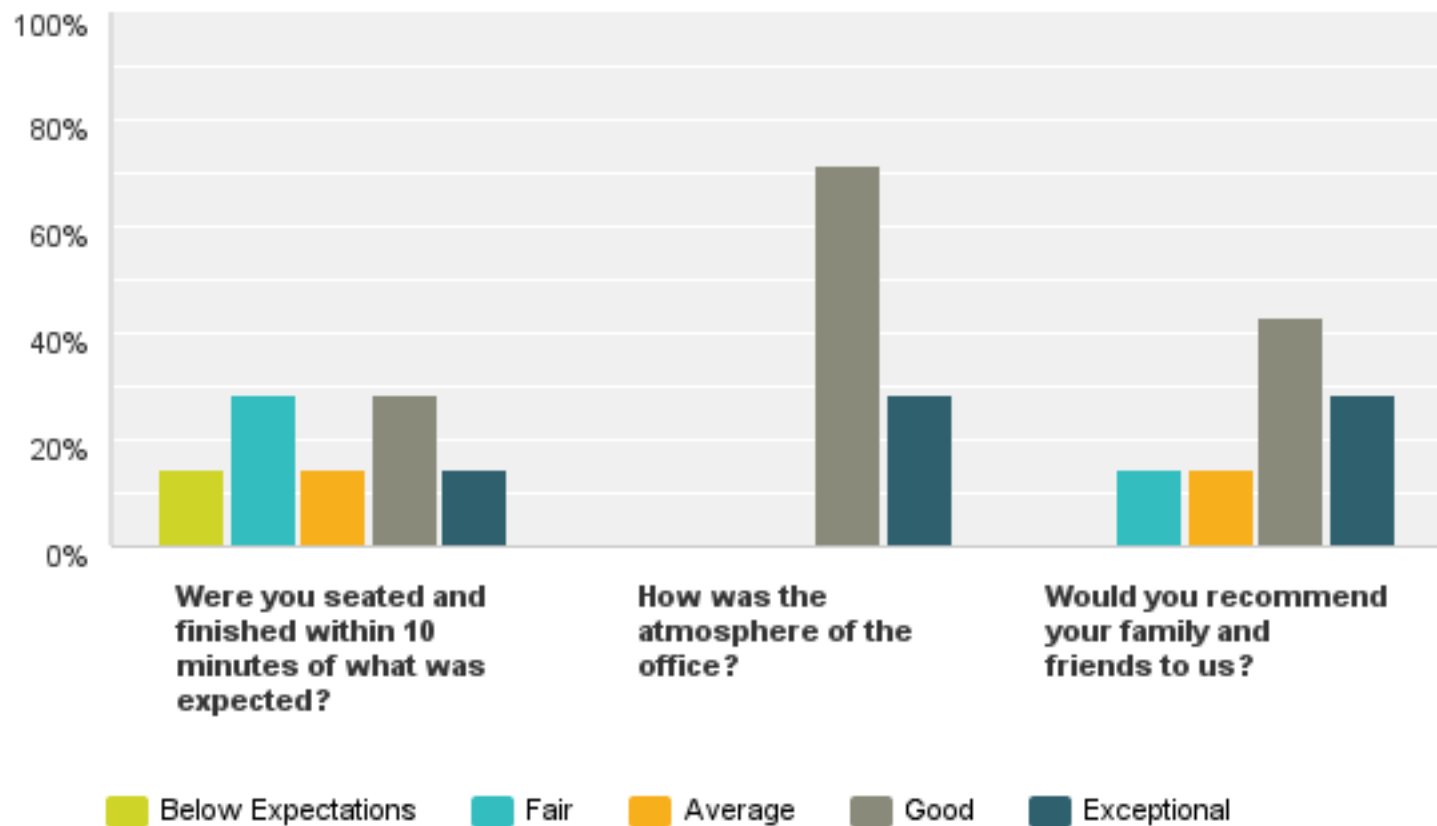
Billing & Front Desk Comments:



- ❑ I understand why you charge people for missing an appointment, but it is driving them away. I see it in my own family, and other acquaintances.
- ❑ no problems yet!

Q8 General Questions

Answered: 7 Skipped: 3



General Questions

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



- Seems always quick to on everything, except for the dentist to come in. Been this way for every visit I have had.
- I am always pleased when they fix a problem with their own work free of charge or fix a little thing like a chipped tooth at the same time as a cavity at no additional charge. It makes me feel like I am more important than my money.

How can we make your experience better?



- Send reminders of when I need to make an appointment rather than making me set an appointment so far in advance that I will inevitably have to cancel. Maybe consider lowering the missed appointment fee a bit.
- I think it's great. I can't think of an improvement, except a more smiley receptionist. (Jodeen is my favorite!)
- Improve wait times