



PATIENT SURVEYS

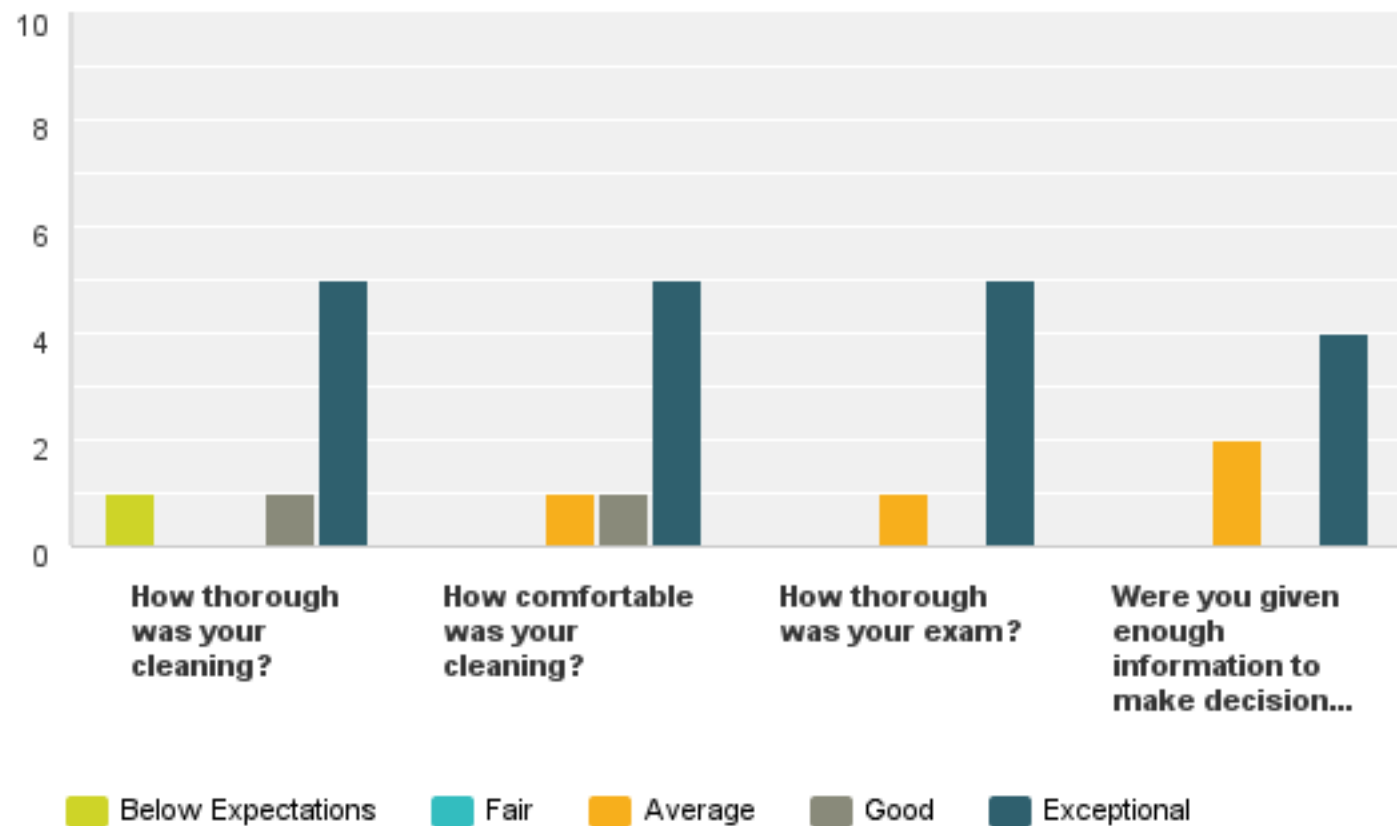
Payson — April 2016

What Do You Want Most From Us?

- ❑ Quality care for the whole family, young to old.
- ❑ Good dentistry and good price
- ❑ friendly, caring dental care
- ❑ Honesty about treatment needed and sincere relationship.
- ❑ An overall great experience, which was done.
- ❑ efficient service, Friendliness, quality work
- ❑ Good and kind service
- ❑ Do a honest job

Q2 Cleaning Visits

Answered: 7 Skipped: 3



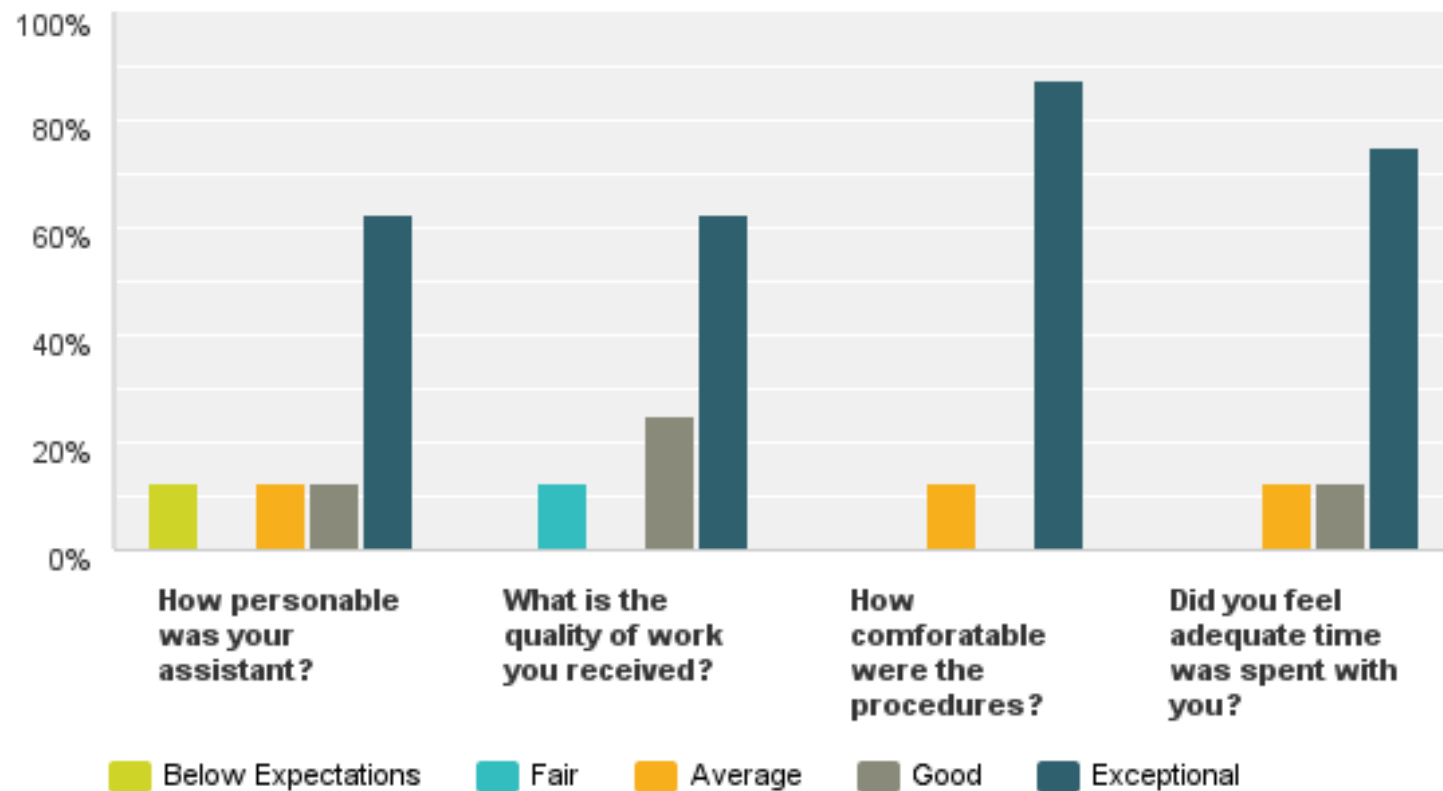
Cleaning Visits

Comments on Cleaning Visits:

- ❑ Amanda's patient care is second to none. I moved from Payson to Eagle Mountain and return because of the care and quality.
- ❑ My visit today was way above average. McKenzie always does and super job. She is fast and efficient and does excellent job.
- ❑ Didn't do such a good job on cleaning. Saw stains when I got home

Q4 Dentist Visits

Answered: 8 Skipped: 2



Dental Visits

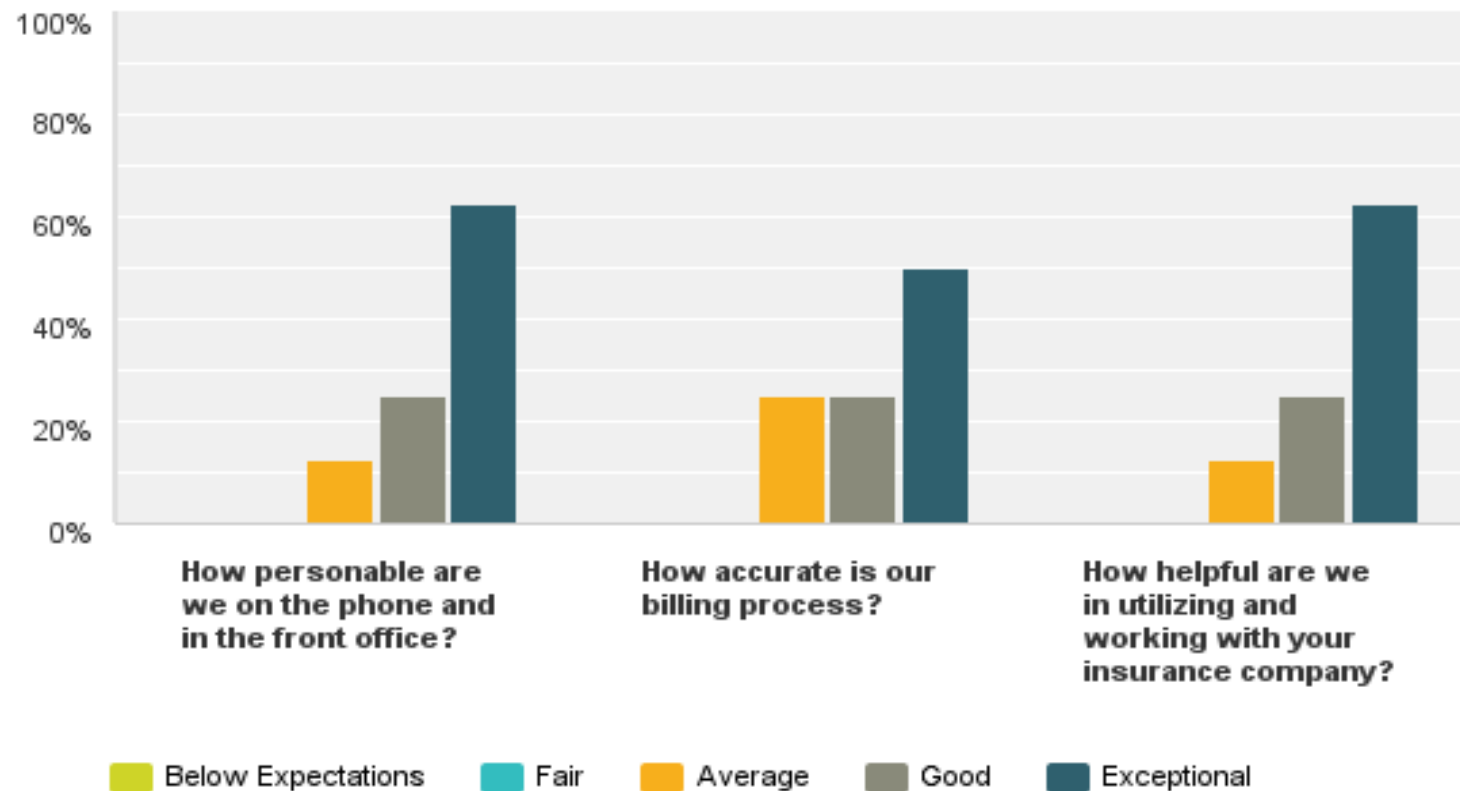
Comments on Dental Visits:



- See comments in prior question
- Dr. Baird was extremely helpful in us being able to find an adequate dental plan which you don't usually get from the dentist himself. Very impressive!
- It was a great experience. Wonderful staff as well, Lynn was so kind and welcoming.

Q6 Billing & Front Office

Answered: 8 Skipped: 2



Billing & Front Office

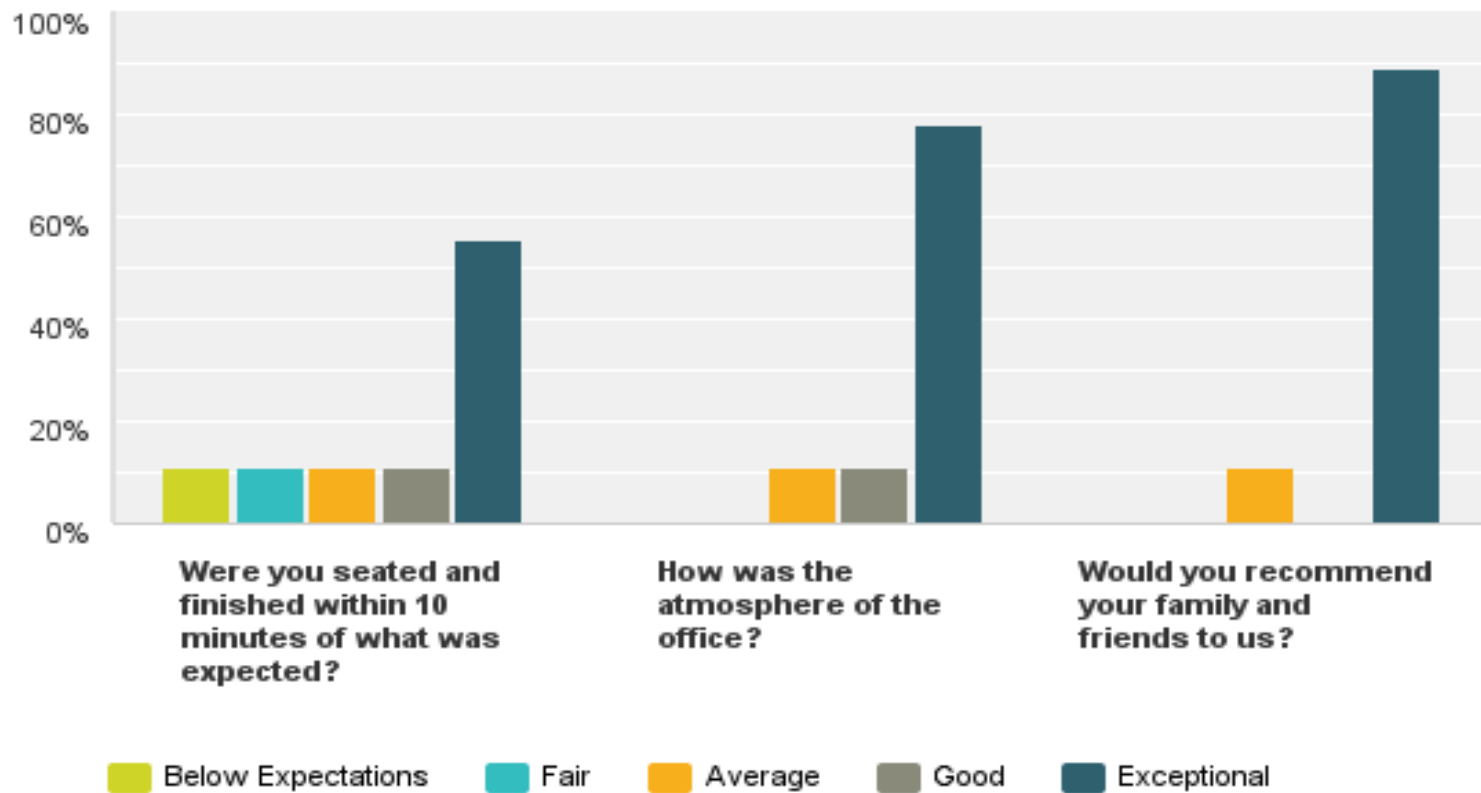
Billing & Front Desk Comments:



- I have never had an issue in 5 years.
- Loved the front receptionists. They were very helpful.

Q8 General Questions

Answered: 9 Skipped: 1



General Questions

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



- ❑ The whole staff is always incredible. Amanda has cleaned my teeth almost every time and so pleased with her care and professionalism. She is a keeper.
- ❑ I have recommended you in the past and will in the future as well.

How can we make your experience better?



- ❑ Move to Eagle Mountain...
- ❑ more knowledgeable front desk help...just a bit :)
- ❑ I really don't think there is any more you could do! You have an exceptional office, dentists and staff!!
- ❑ I did have a little trouble getting some meds that I needed from the pharmacy. It took a couple of phone calls but in the end it got done.
- ❑ Do a better cleaning job