



PATIENT SURVEYS

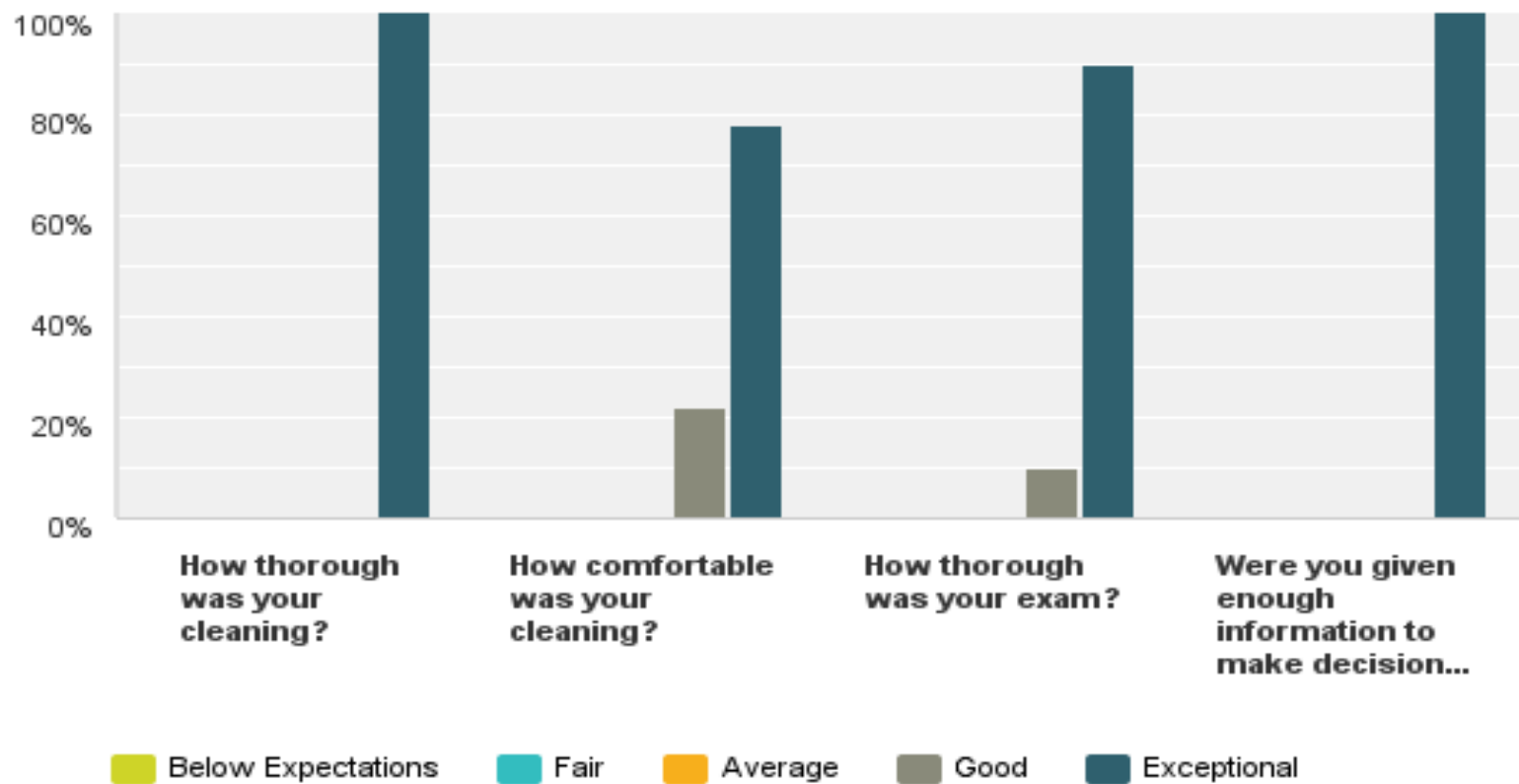
Payson – June 2016

What Do You Want Most From Us?

- ❑ Safe, painless dentistry
- ❑ Safe, painless dental care
- ❑ Excellent dental care
- ❑ A clean, happy, positive environment with no rush.
- ❑ Positive service, friendly, cleanliness
- ❑ Quality dental work
- ❑ just find what's wrong with my mouth/teeth and take care of it:)
- ❑ Good service
- ❑ Consistent dentist, meaning that it's the same one every time, or close to it
- ❑ Honest, kind care
- ❑ Great dental care

Q2 Cleaning Visits

Answered: 10 Skipped: 3



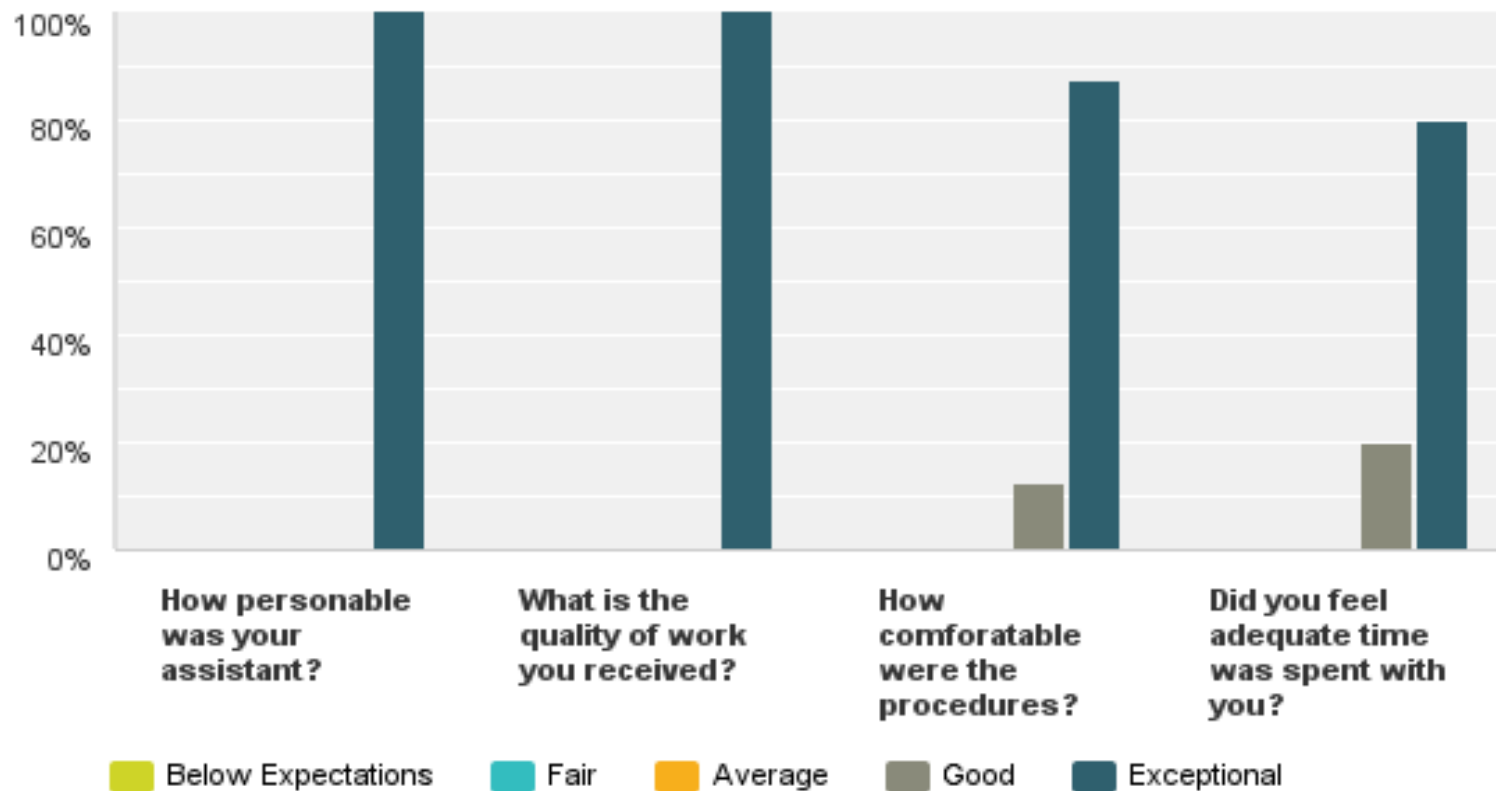
Cleaning Visits

Comments on Cleaning Visits:

- ❑ Amazing care and attention to my needs. A little bit of scraping was necessary (my fault) and that kept the score from being exceptional
- ❑ Wonderful. Excellent staff. Succeeded my expectations by far.
- ❑ The young lady who cleaned my teeth did an outstanding job. Visited with me about what I should do for improvement, etc.
- ❑ No cleaning was done
- ❑ This was the best and most comfortable cleaning I have ever had. I couldn't ask for a better experience. She was excellent at her job.
- ❑ The dental hygienist was amazing! Makes my kids okay with coming back because they get such a nice lady:)
- ❑ Great Hygienist and Dr. Allred is the Best in the work he does and talking to you about your dental care and kids !!!

Q4 Dentist Visits

Answered: 10 Skipped: 3



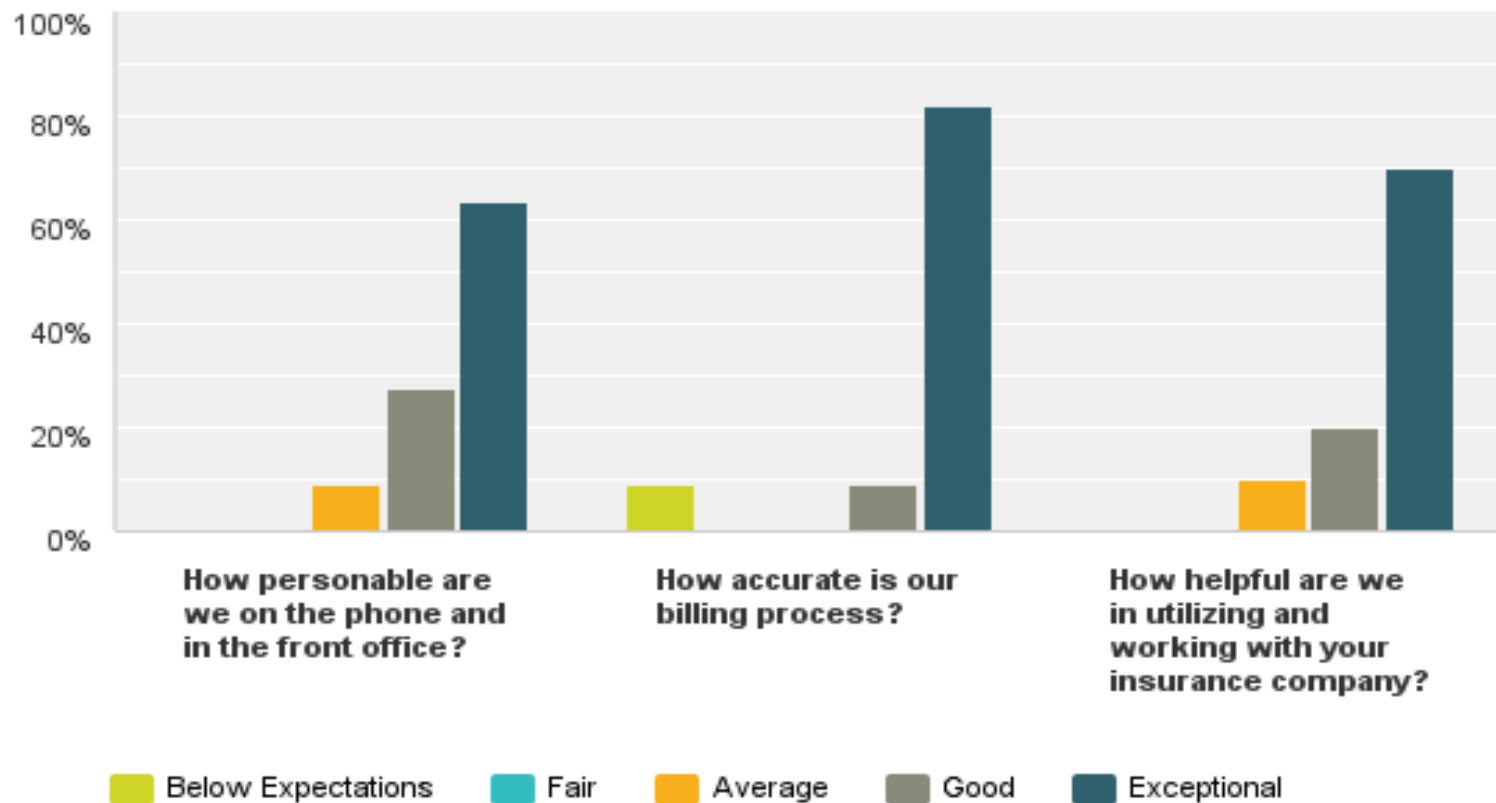
Dental Visits

Comments on Dental Visits:

- Dr. Allred was very friendly and professional and explained thoroughly his recommendations
- Same comments as previously stated.
- Very positive. Explained future treatment needed. Dr. Allred is Awesome !!!! My family all chooses to go to him.
- Very Happy!
- No procedures were done
- I have been to many different dental groups over the years and yours has been the best in terms of quality work, patient comfort and friendliness

Q6 Billing & Front Office

Answered: 11 Skipped: 2



Billing & Front Office

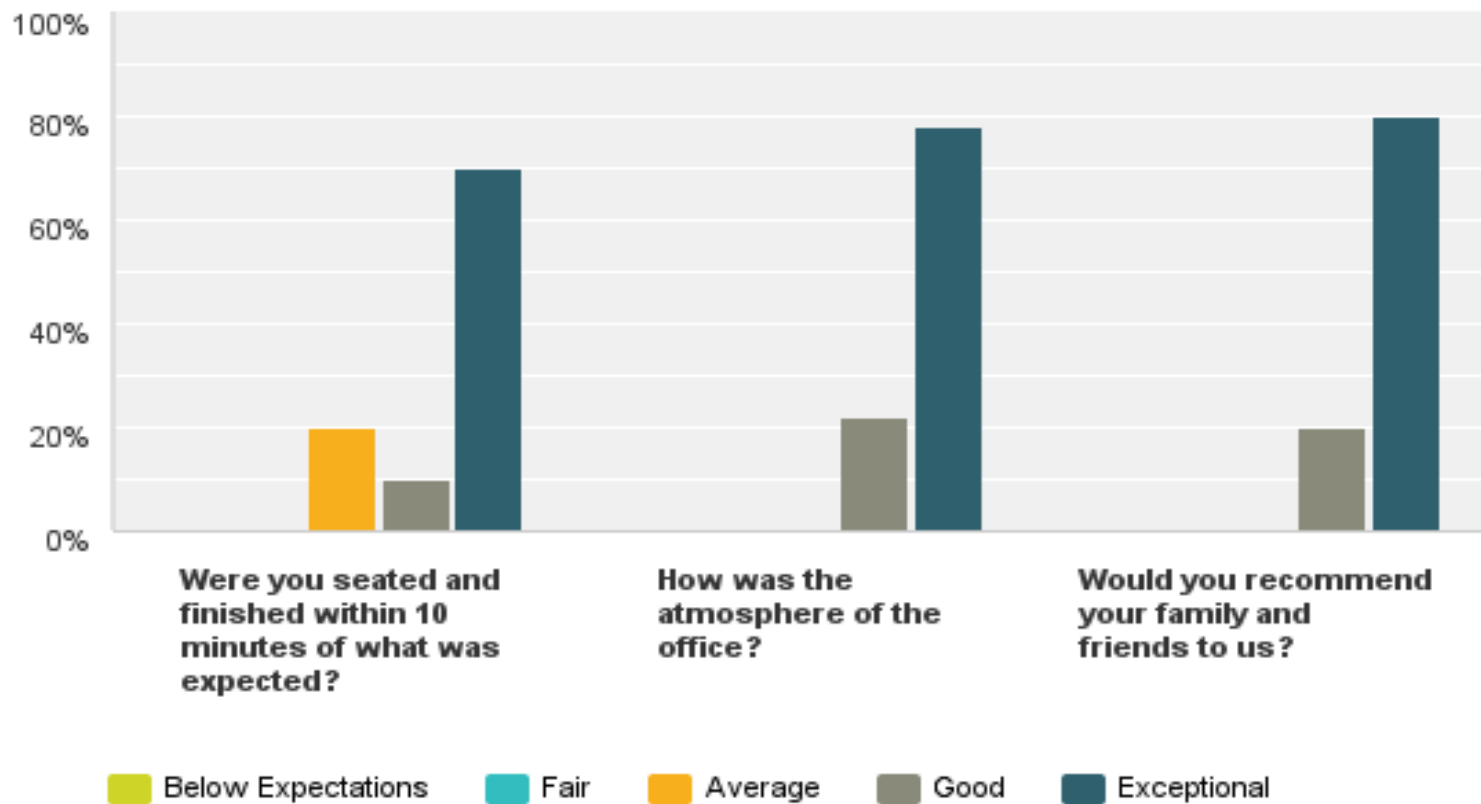
Billing & Front Desk Comments:



- Worked with me on the coupon special, and were true to their words.
- Family, so the office staff handle everything.
- I do not have dental insurance so I bought your plan and I have been extremely satisfied with it

Q8 General Questions

Answered: 10 Skipped: 3



General Questions

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



- ❑ Great staff. Wonderful!
- ❑ Dr Winward was outstanding in explaining and advising of my future needs.
- ❑ Thank you for taking time to look at my baby's dislodged tooth. You made me feel better about the situation.
- ❑ Excellent cleaning experience. The hygienist was the best.

How can we make your experience better?

- ☐ Keep doing what you are doing. It was a great experience.
- ☐ Nothing.
- ☐ I appreciate your asking but you are as good as it gets
- ☐ Make your bills clear and de-cluttered.
- ☐ To pay bill miss communication waited 10 minutes