



PATIENT SURVEYS

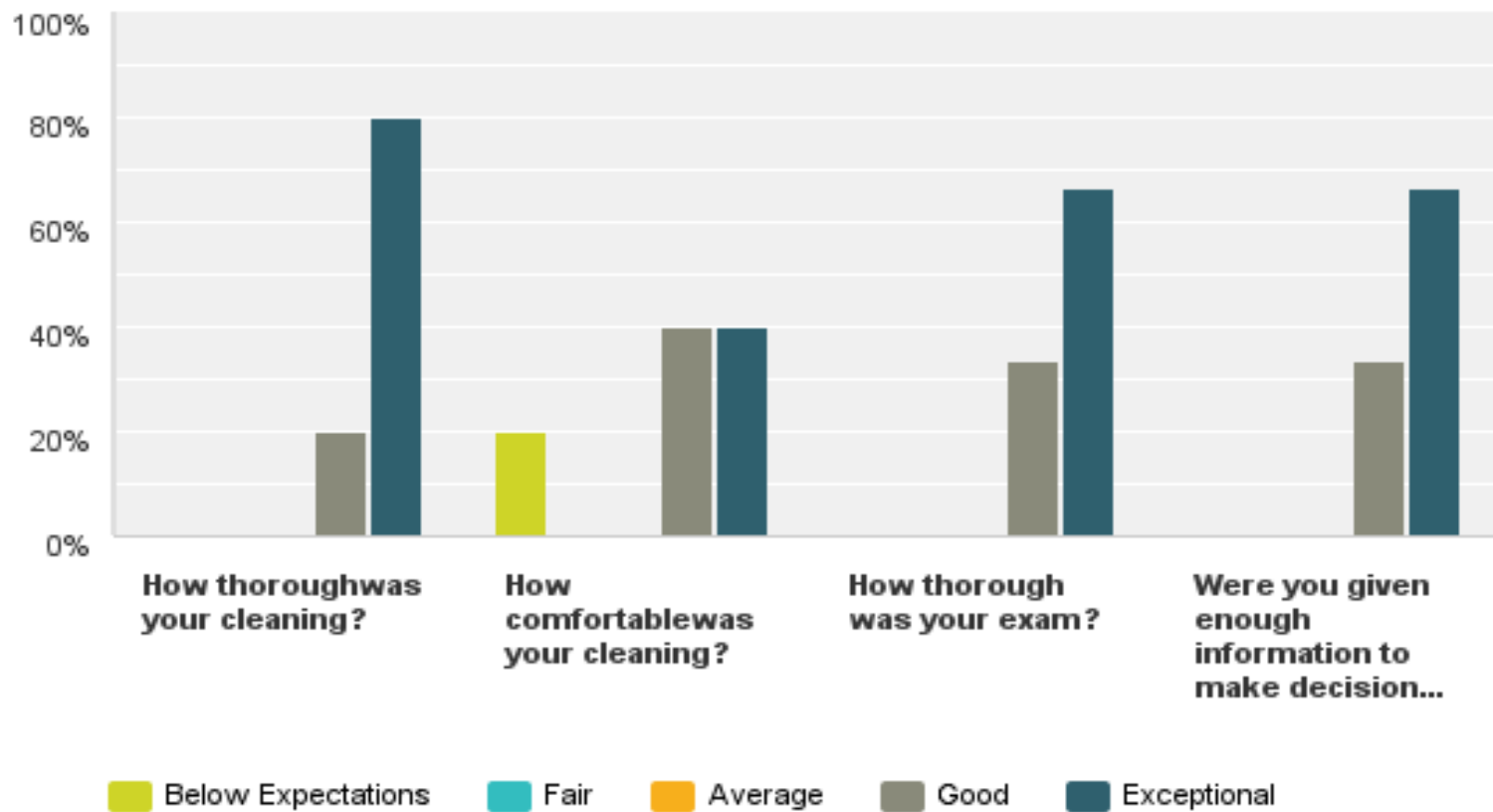
Payson — July 2016

What Do You Want Most From Us?

- ❑ Quality cleaning and thorough exams.
- ❑ Kindness
- ❑ got everything I needed
- ❑ Personal service
- ❑ "-High quality care (cleanings, surgery)
- ❑ -Dentists/hygienists who listen carefully to my dental concerns
- ❑ -Friendly staff"
- ❑ Figure out why my mouth hurt
- ❑ No pain
- ❑ Safe, comfortable, and thorough dental care

Q2 Cleaning Visits

Answered: 6 Skipped: 2



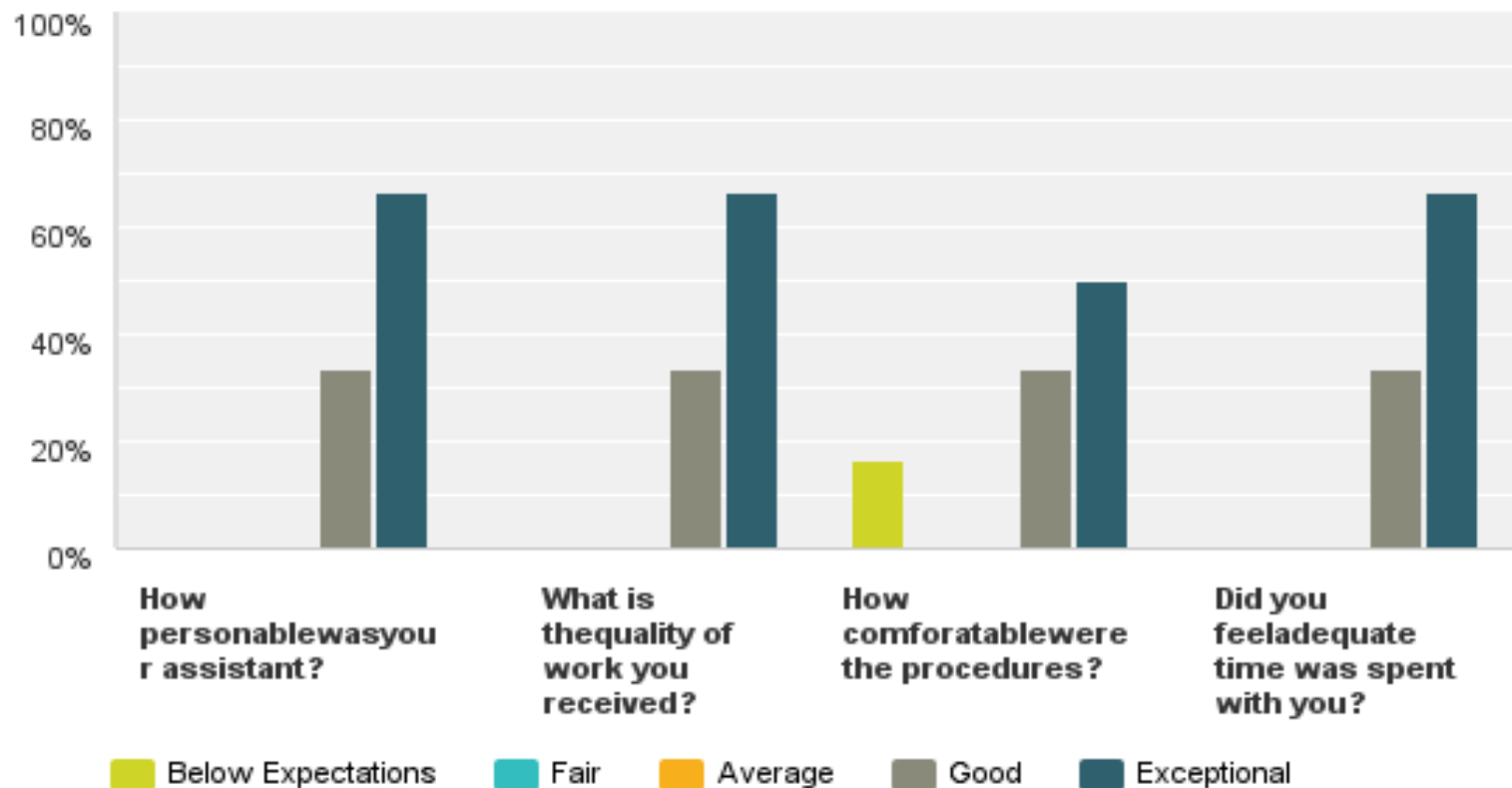
Cleaning Visits

Comments on Cleaning Visits:

- ❑ Melanie was fantastic. I'd like her to clean my teeth every time. I think I want to take her on a date!
- ❑ I would prefer a numbing gel or spray for my gums, they were extremely uncomfortable this time
- ❑ A bit of scraping was required, and that is not comfortable, but it was only a small problem.

Q4 Dentist Visits

Answered: 6 Skipped: 2



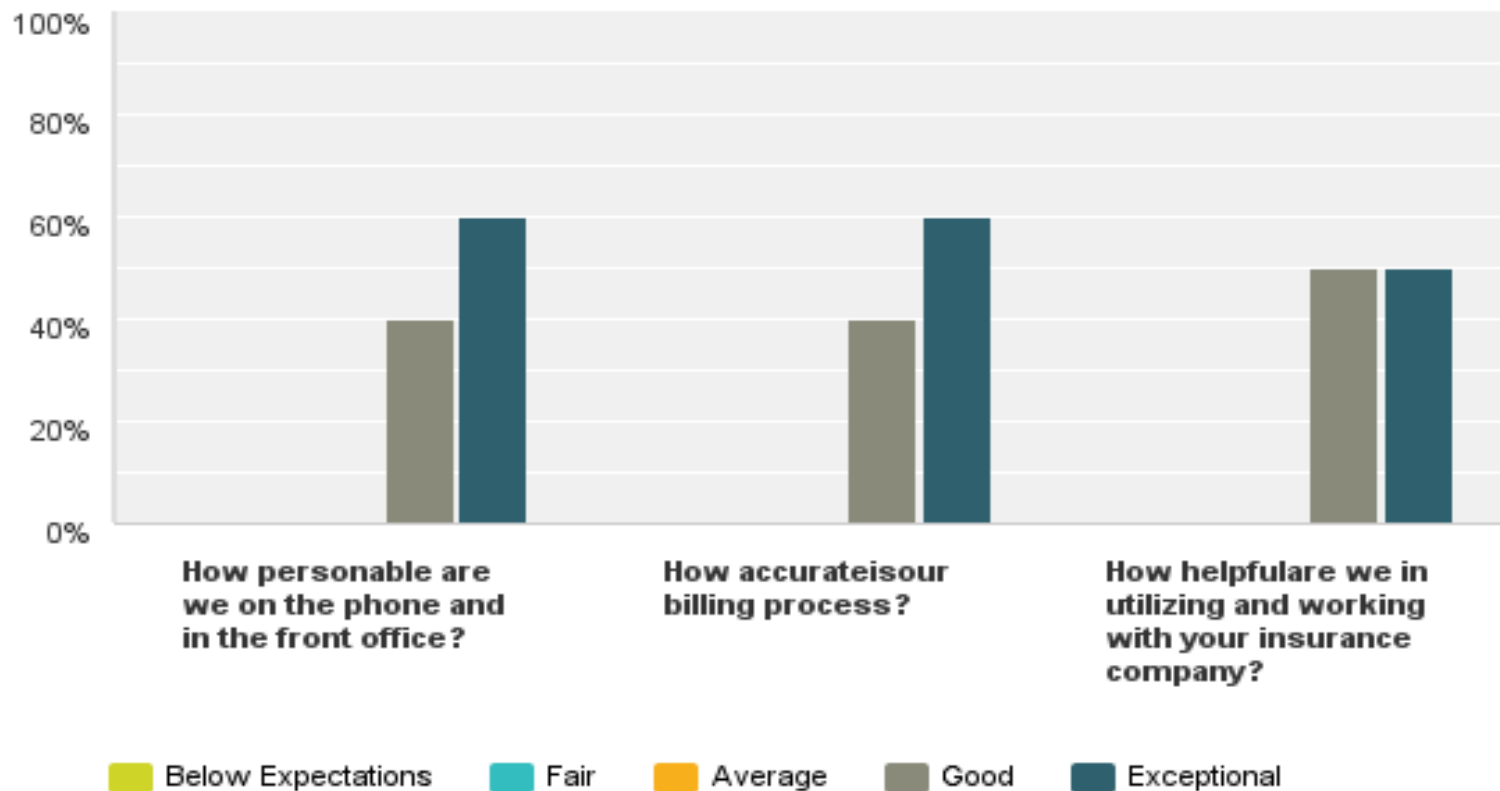
Dental Visits

Comments on Dental Visits:

- Dr. Allred is wonderful to talk to and work with. He explained my x-rays well, listened to my questions, and answered them. I didn't feel rushed.
- I really like Dr. Allred

Q6 Billing & Front Office

Answered: 5 Skipped: 3



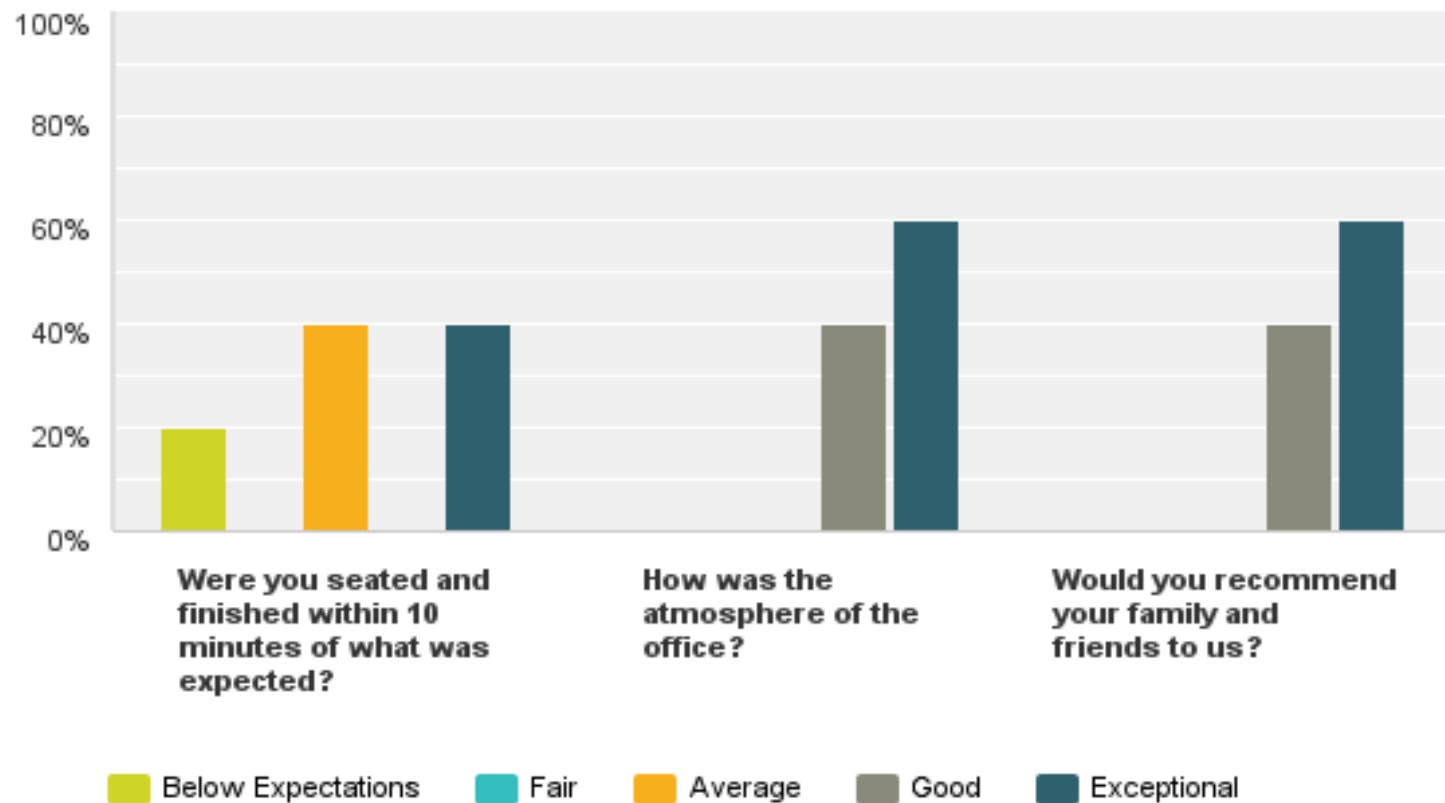
Billing & Front Office

Billing & Front Desk Comments:

- My insurance company is...meh.
But you guys are great.
- They gave the coupon special I was planning on, even though I had left my coupon at home.
Amazing service. Very capable and friendly.

Q8 General Questions

Answered: 5 Skipped: 3



General Questions

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



- ❑ I had teeth staining from periodontal wash (chlorahexidine), and Melanie was very careful to get it all off. My teeth felt very smooth after and were very clean and white in the mirror.
- ❑ Both Chantel and Dr. Allred were all I could have asked for

How can we make your experience better?



- ☐ More of the same.

- ☐ I waited over 15 minutes for the Dentist.