



PATIENT SURVEYS

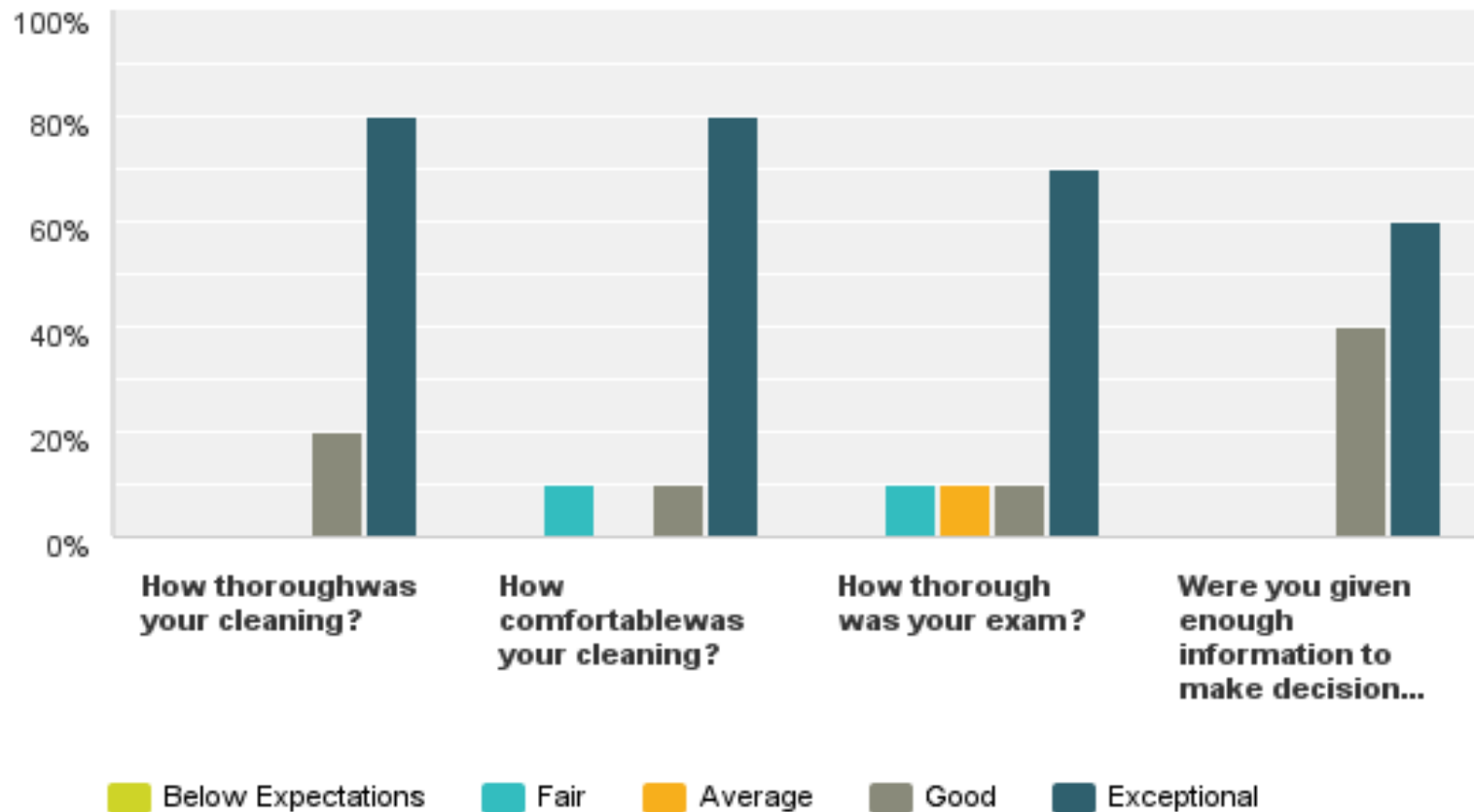
Payson — August 2016

What Do You Want Most From Us?

- ❑ Good dental work and not a long wait time
- ❑ help, understanding, sensitivity
- ❑ Good care
- ❑ Good care at a fair price
- ❑ quality of work and friendly atmosphere
- ❑ I feel like it was a waste of a drive
- ❑ Please change my e-mail address to reynoso_md@yahoo.com. My wife keeps receiving notifications for appointments and I missed my appointment today because of it.
- ❑ Good service. Friendly staff.
- ❑ Clean teeth
- ❑ Great Dental Care
- ❑ Quality and gentle care. To be informed.

Q2 Cleaning Visits

Answered: 10 Skipped: 3



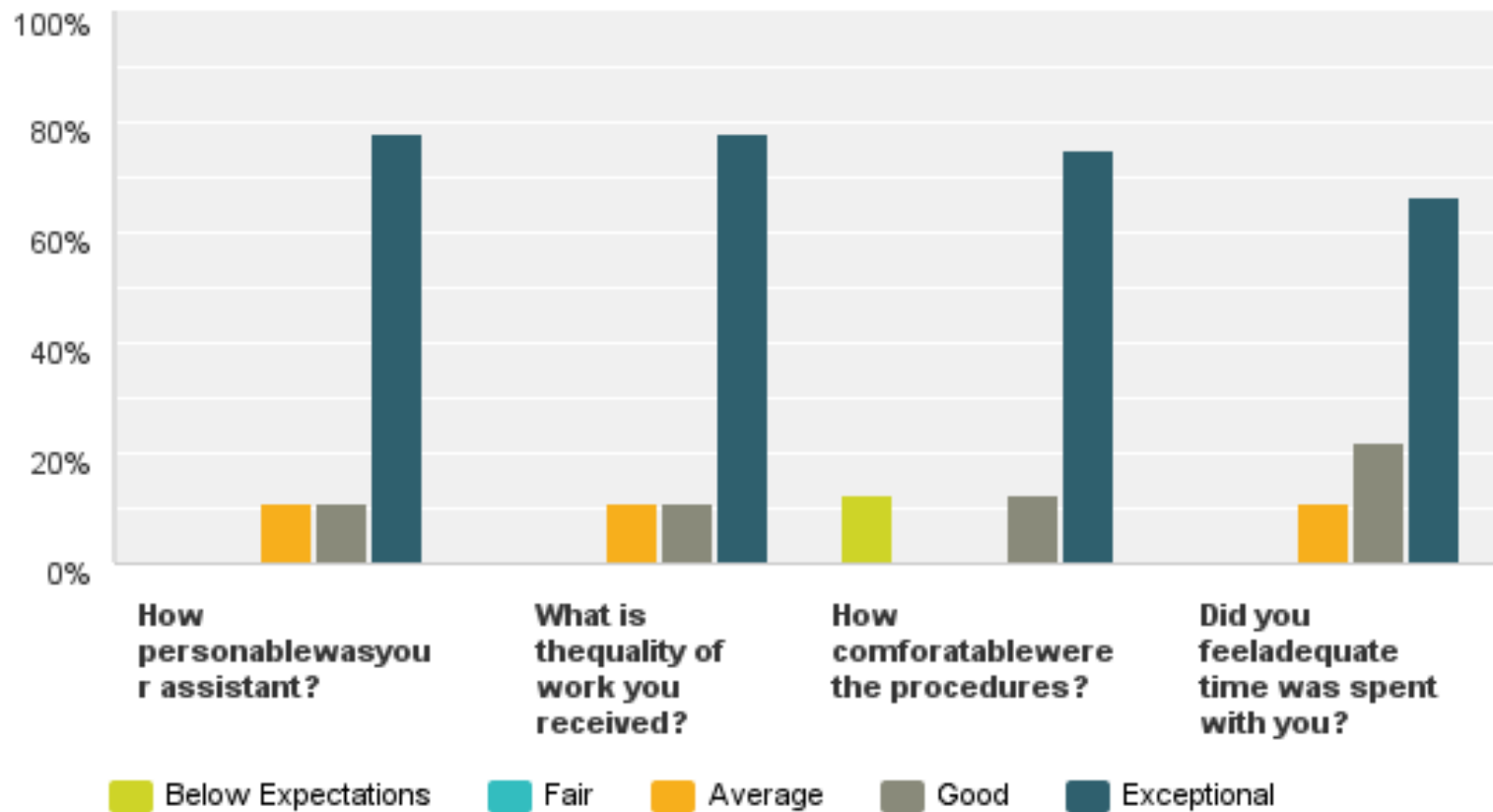
Cleaning Visits

Comments on Cleaning Visits:

- ❑ I feel like they always do a good job.
- ❑ Didn't have cleaning
- ❑ My teeth are happy.
- ❑ The hygienist was too rough with flossing around my implant. Almost a week later my gums are sore and irritated every time I eat and brush my teeth. This has never been an issue before

Q4 Dentist Visits

Answered: 9 Skipped: 4



Dental Visits

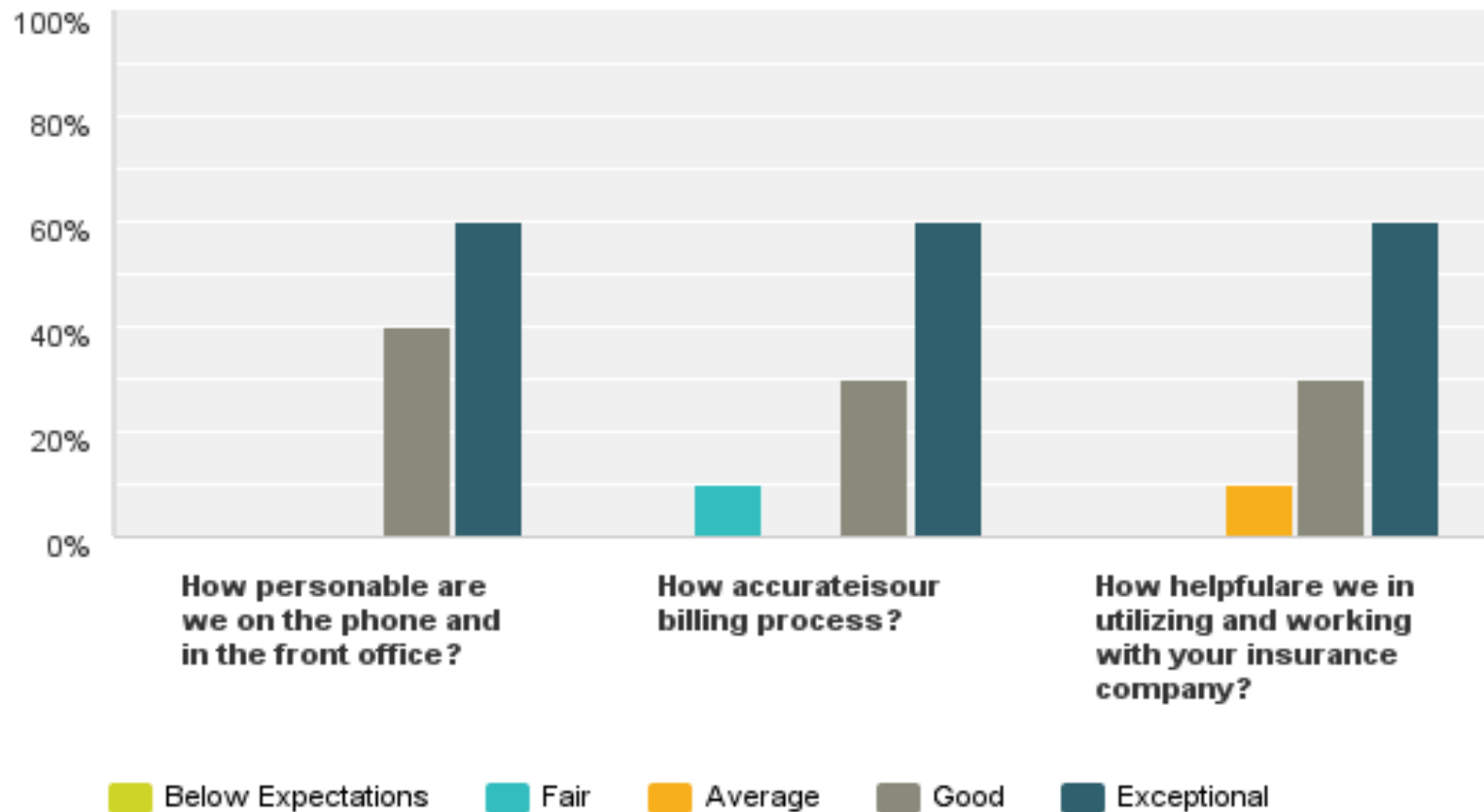
Comments on Dental Visits:



- ☐ I feel like they spend plenty of time.
- ☐ I appreciate how my time is valued.

Q6 Billing & Front Office

Answered: 10 Skipped: 3



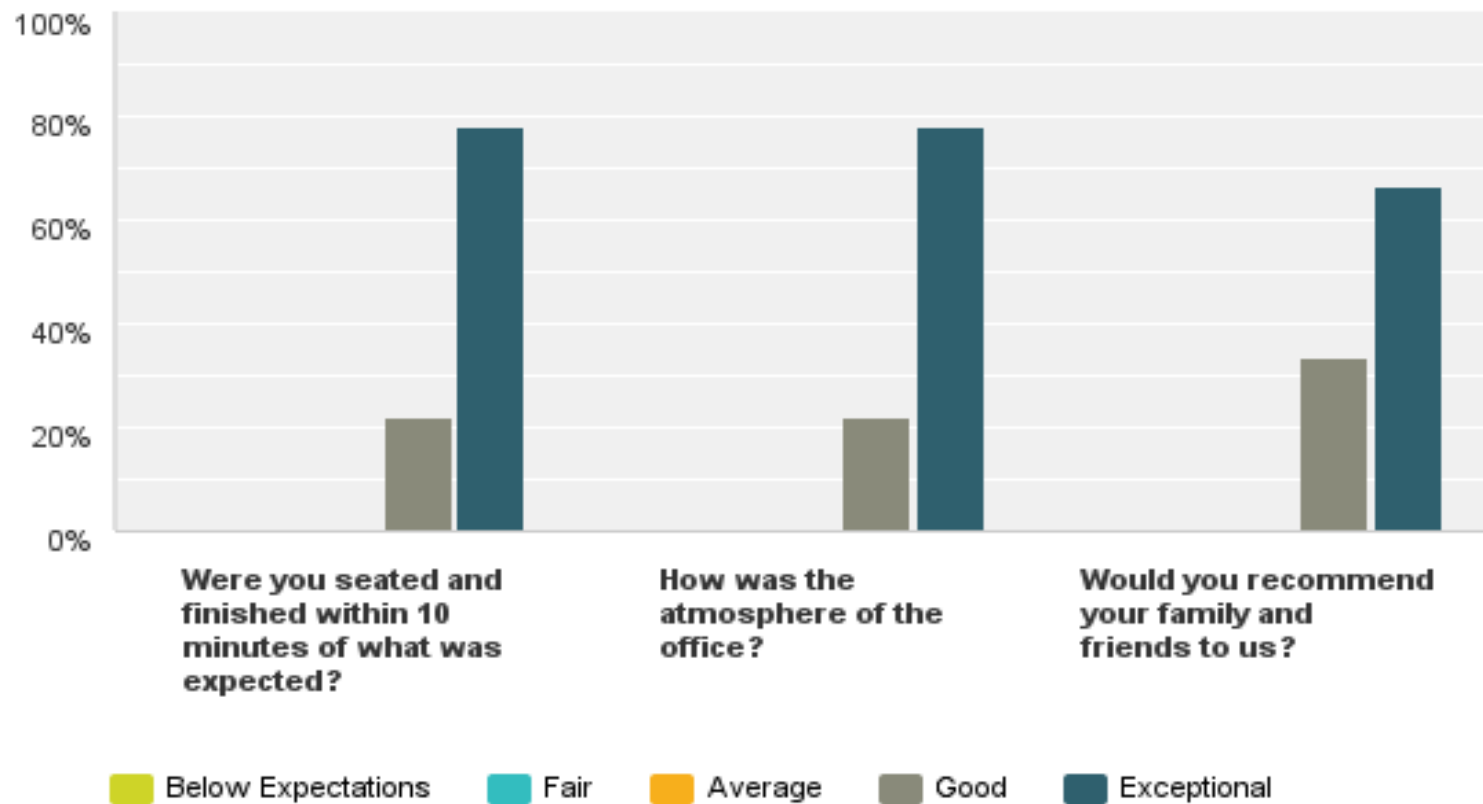
Billing & Front Office

Billing & Front Desk Comments:

- The hygienist (Mckenzie) did a great job with the cleaning. She told me a co pay was due and it didn't sound right so I showed her my insurance card and she didn't look closely to confirm the level of coverage we have. No co pay was due so I returned and got the \$10 refunded. Not a big deal but just have them be sure they are not just confirming the insurance provider but the level of coverage as well. Thanks!
- I appreciate the Insurance offered by your office. It is comparable and affordable to other dental insurance.

Q8 General Questions

Answered: 9 Skipped: 4



General Questions

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

- ❑ I came in twice in the past two days and I had 2 completely different experiences.
- ❑ I did base my survey off of my last visit, as it was exceptional!
- ❑ First visit, I sat in the chair for 1 HOUR waiting for the dentist! That talked to me for all of 5-10 and scaring me to death on what had to be done.
- ❑ I came in today, and had the most amazing dentist and dental assistant.
- ❑ I believe her name is Jessica. She is absolutely amazing at her job. She made me feel so comfortable and confident that everything was going to be ok.
- ❑ Words cannot describe how thankful I was to have her as my dental assistant.
- ❑ Everyone is very friendly and professional.

How can we make your experience better?



☐ Turn the water fountains on. :-)