



PATIENT SURVEYS

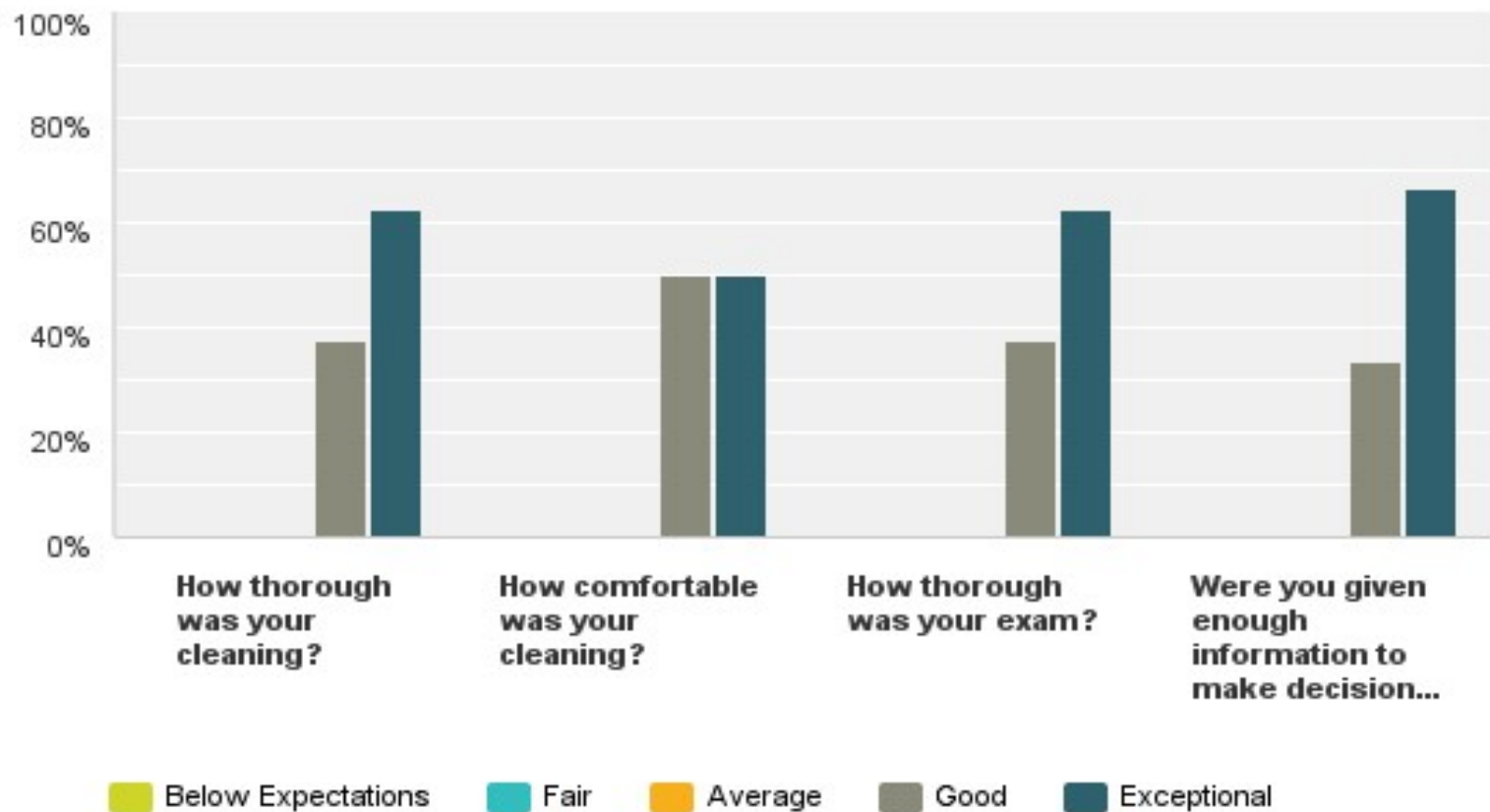
Payson — March 2017

What Do You Want Most From Us?

- ❑ We love your office. Everyone is so nice and it makes a stressful situation so much easier.
- ❑ professional care
- ❑ Payment plan.
- ❑ Good solid work!
- ❑ PROFESSIONAL SERVICE IN DENTISTRY
- ❑ Excellent, honest dental care
- ❑ Your continued quality and attention to best methods- at an affordable price as we don't all have insurance!

Q2 Cleaning Visits

Answered: 9 Skipped: 1



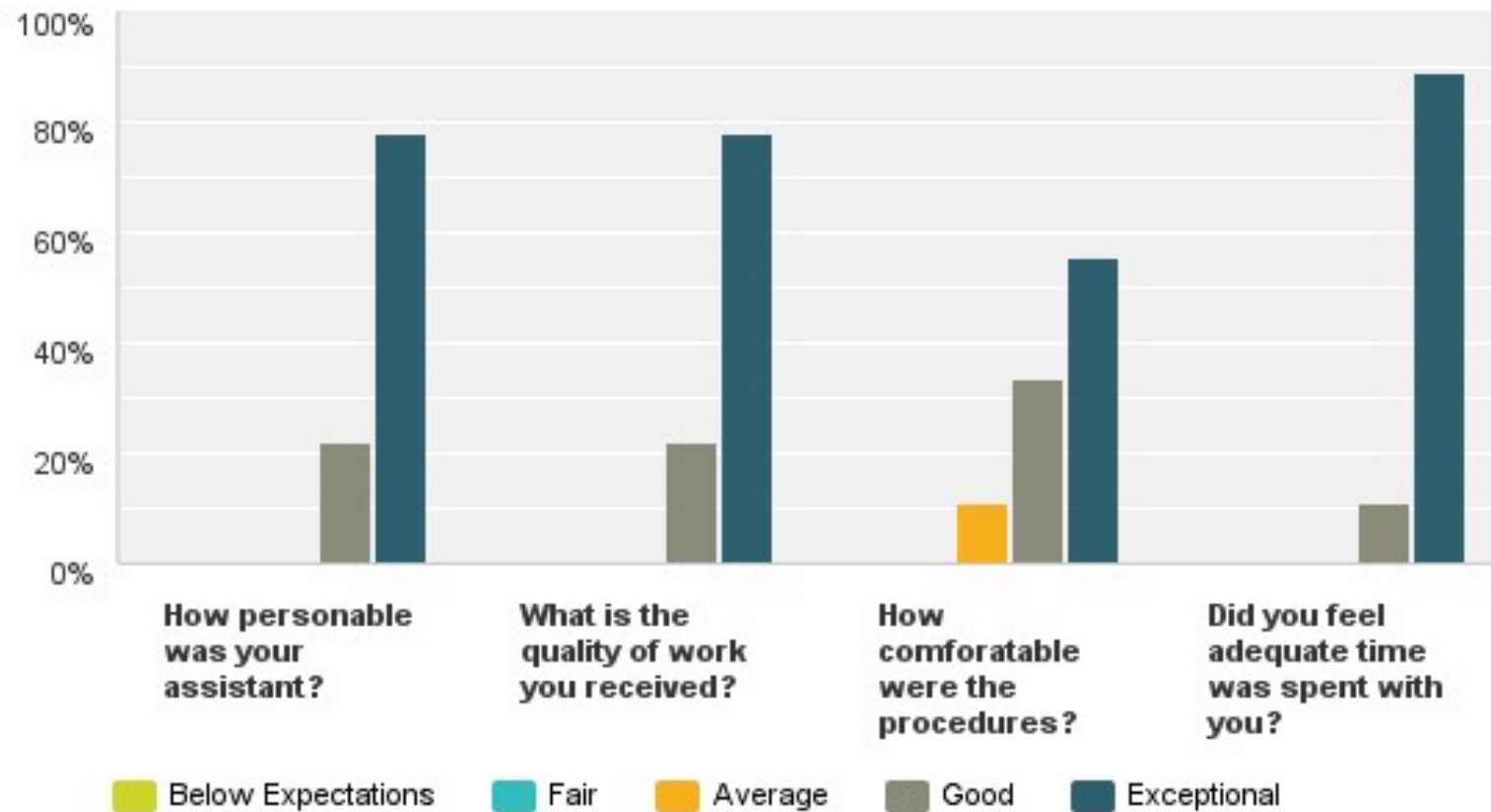
Cleaning Visits

Comments on Cleaning Visits:

- ❑ Very Good
- ❑ The hygienist is very good at giving advise without lecturing. It's easy to just relax, watch TV, and feel good about your visit.
- ❑ I missed Suzy!
- ❑ I did not have a cleaning visit
- ❑ Not fair my wife did it! So really amazing
- ❑ The staff was so good with my kids, especially my 3 year old, and took time to explain what they were doing.

Q4 Dentist Visits

Answered: 9 Skipped: 1



Dental Visits

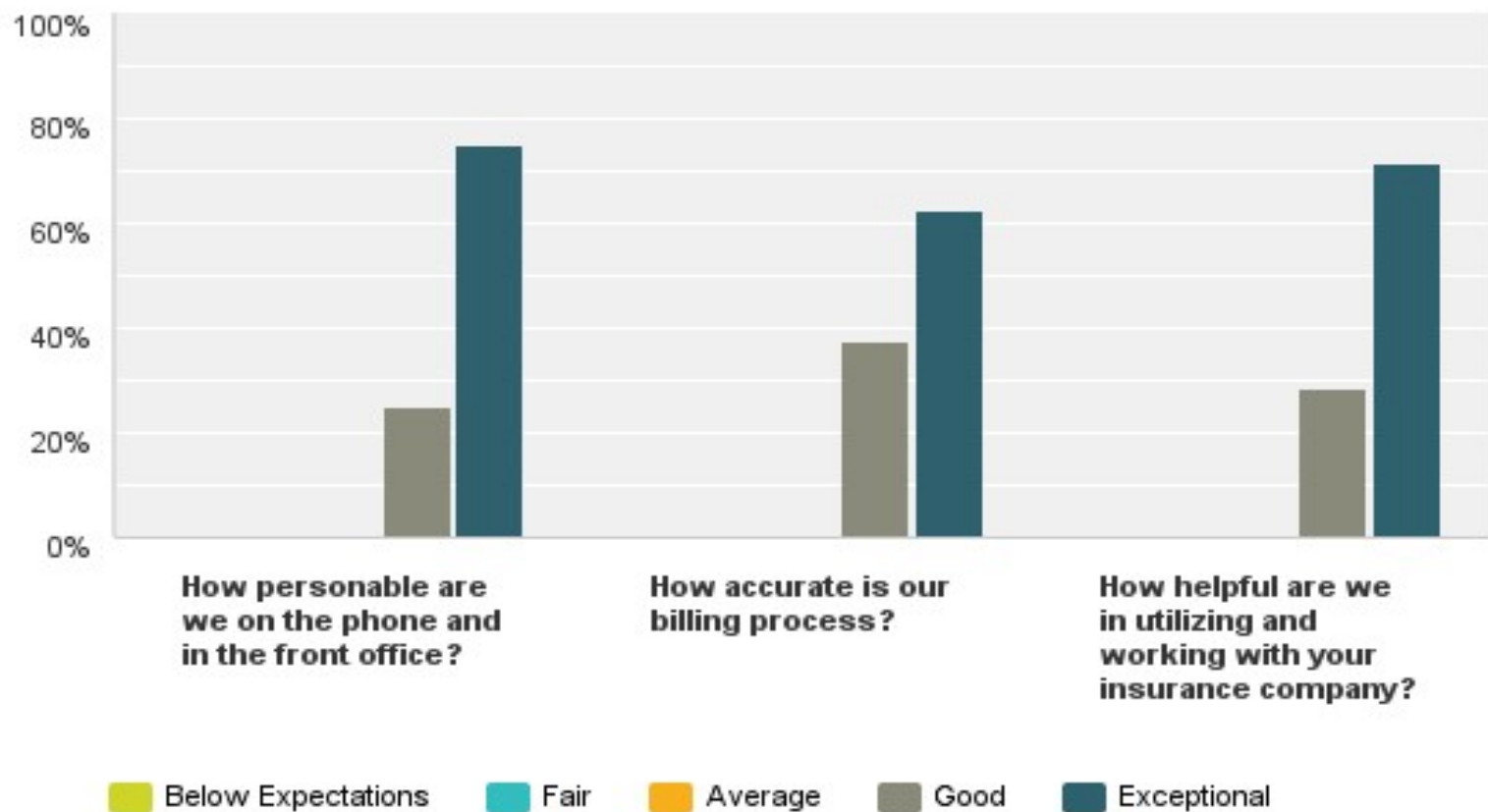
Comments on Dental Visits:



- ❑ The dentists are very kind and positive. They make you feel good about your efforts to care for your teeth without making you feel bad if something needs fixed.
- ❑ Nice comfortable atmosphere
- ❑ I was in so much pain that any pain med was not working well, I hope this will get better in the next few days.
- ❑ I like coming in to the office, everyone is friendly and nice! Very much a family atmosphere.
- ❑ Very friendly

Q6 Billing & Front Office

Answered: 8 Skipped: 2



Billing & Front Office

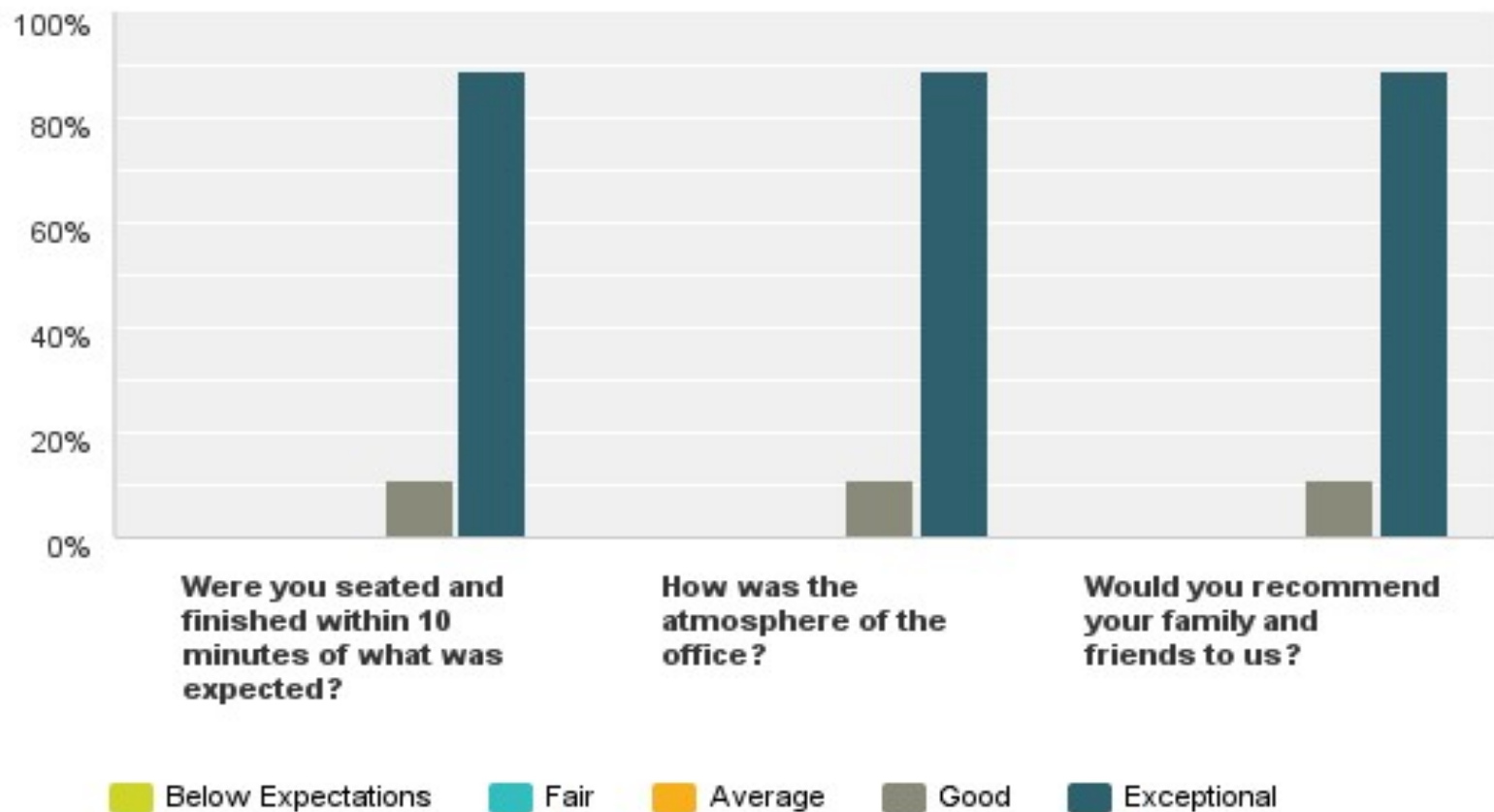
Billing & Front Desk Comments:



- ❑ The front office people are always friendly and helpful especially where working with insurance is concerned.
- ❑ Good
- ❑ Self pay. I need to have individual bills for each of my family members separate pages so I can submit my own personal reimbursement. This was difficult to explain why but that's how my insurance works. Very difficult, I know.
- ❑ DIDN'T NEED TO GO TO FRONT OFFICE
- ❑ Very friendly and helpful

Q8 General Questions

Answered: 9 Skipped: 1



General Questions

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



- ❑ Dr. was very helpful and extremely nice, thank you for listening to my needs and pain. Hope this procedure will relieve me from my immense pain.
- ❑ They always go above and beyond in helping us feel comfortable. Very friendly and personable.

How can we make your experience better?



- ❑ I like that you have wifi, charging stations, and that the office doesn't have a medicine smell. It's more like a visit to the salon than a trip to the dentist.
- ❑ Some kind of an emergency plan available for these necessities.
- ❑ JUST KEEP UP THE GOOD WORK!
- ❑ Can't think of anything.