



PATIENT SURVEYS

Payson — August 2017

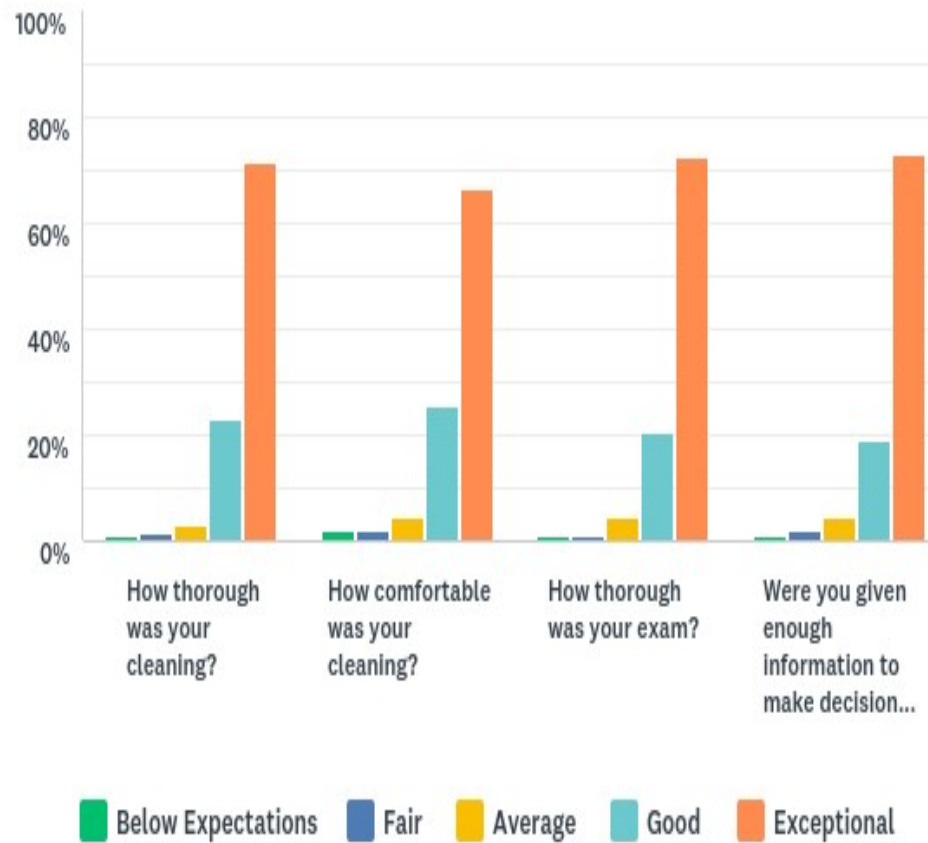
What Do You Want Most From Us?



- ❑ Friendly service, people who know what they are doing
- ❑ Affordable, comfortable dental care.
Caring staff is also a bonus!!!
- ❑ Dental care
- ❑ Good, personalized service
- ❑ Good dental care

Q2 Cleaning Visits

Answered: 470 Skipped: 81



Cleaning Visits

Comments on Cleaning Visits:

- ❑ Very friendly and helpful staff
- ❑ I loved working with my hygienist.
She is wonderful!!!
- ❑ Great experience
- ❑ Great job! Very patient with
patients
- ❑ Lauren was great!

Q4 Dentist Visits

Answered: 469 Skipped: 82



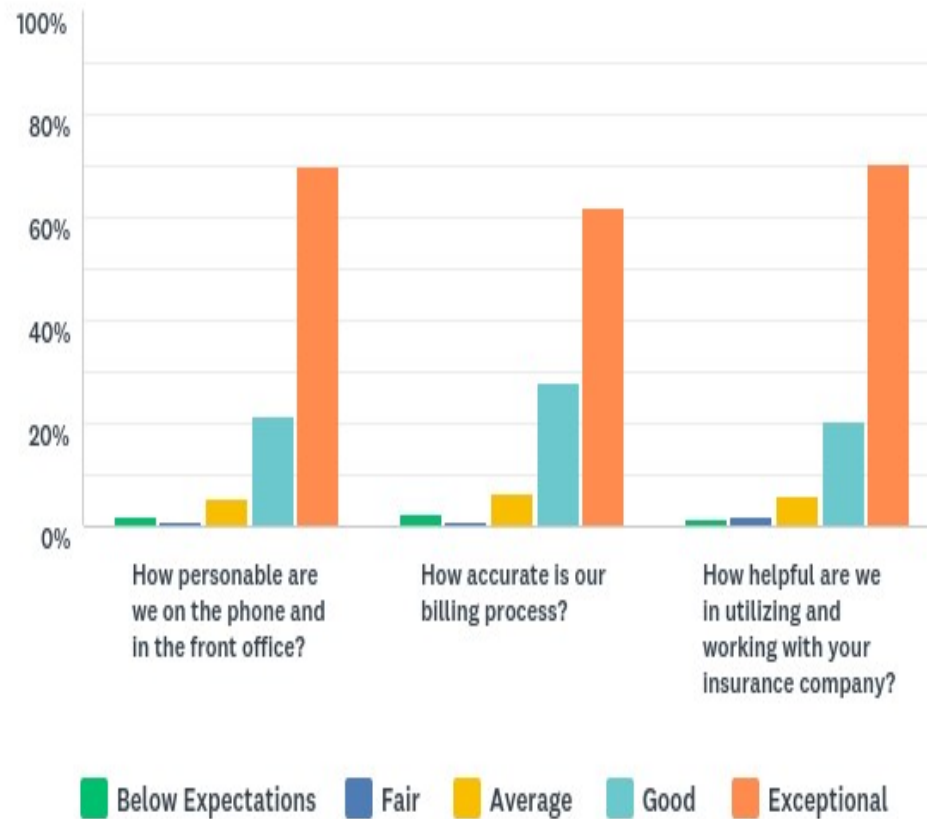
Dental Visits

Comments on Dental Visits:

- They are very thorough and I feel they truly care.
- Makes me feel like he really is interested in my best dental health

Q6 Billing & Front Office

Answered: 466 Skipped: 85



Billing & Front Office

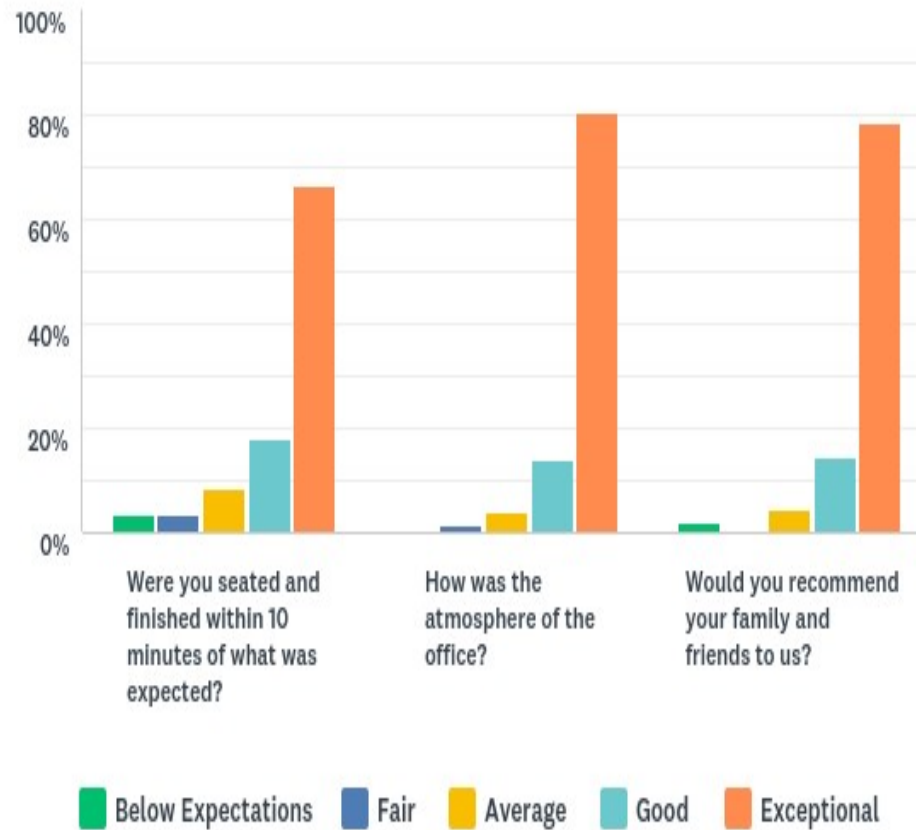
Billing & Front Desk Comments:



- ❑ They are great to deal with.
- ❑ Very friendly and willing to help in any way
- ❑ The only thing I really was bothered about was I refused the fluoride treatment for my daughter, but noticed it was billed to and paid by my insurance company. Although they include it under our coverage it was not wanted/administered. I felt that was dishonest.
- ❑ They are great and friendly! Very easy to work with.

Q8 General Questions

Answered: 461 Skipped: 90



General Questions

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



- ☐ Very nice friendly, Dr. Winward
- ☐ They are always so concerned and I love that.
- ☐ All the dentists have been great so far. Lauren was great as well. She answered all my questions and did an excellent job conveying my concerns to the dentist.

How can we make your experience better?



- ❑ I would love to work there. You guys are great!! :)
- ❑ Making sure billing is properly/honestly put in. Not sure if my issue was an innocent mistake or oversight, but when I called about it nobody seemed to really care.