



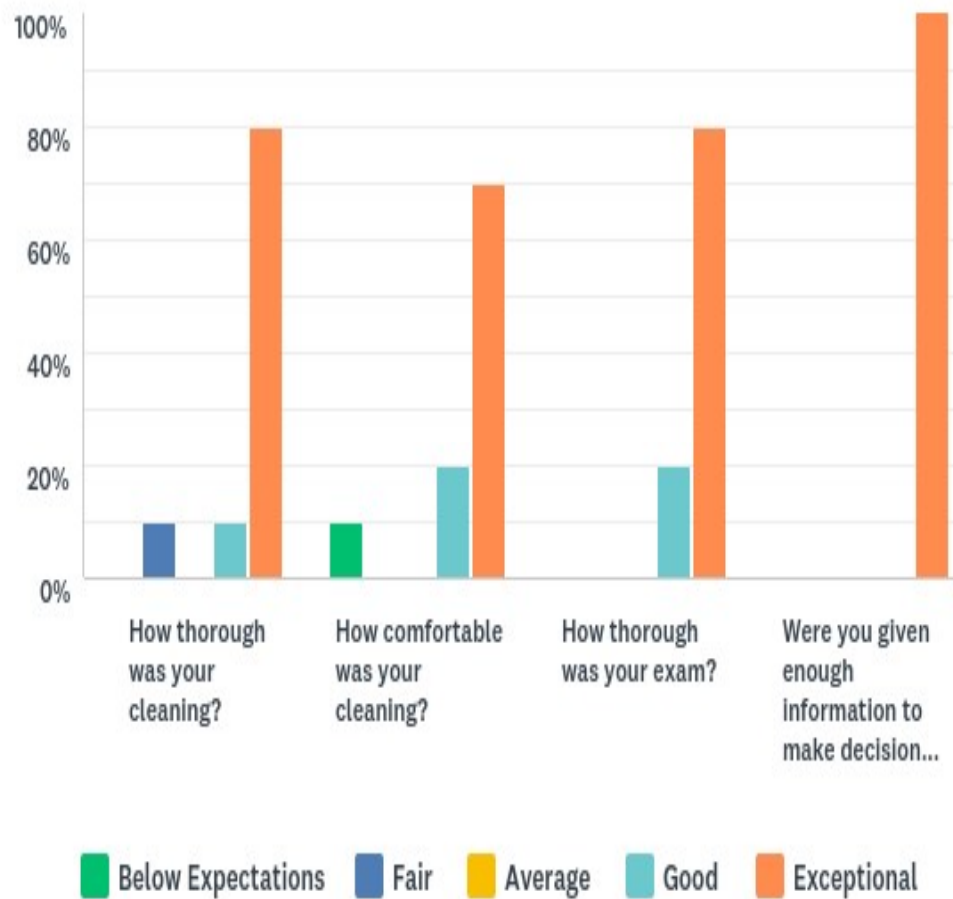
PATIENT SURVEYS

Payson – January 2018

What Do You Want Most From Us?

- ❑ Excellent Service.
- ❑ Available in good timing.
- ❑ Great service and happy people.
- ❑ Convenient appointment times, and kind and careful care.
- ❑ To tell me I'm doing great at flossing, and to only recommend to "fix" teeth that are absolutely necessary.
- ❑ Good dental service and professional help.
- ❑ Good dental care.
- ❑ The great continued service you currently render.

Q2 Cleaning Visits

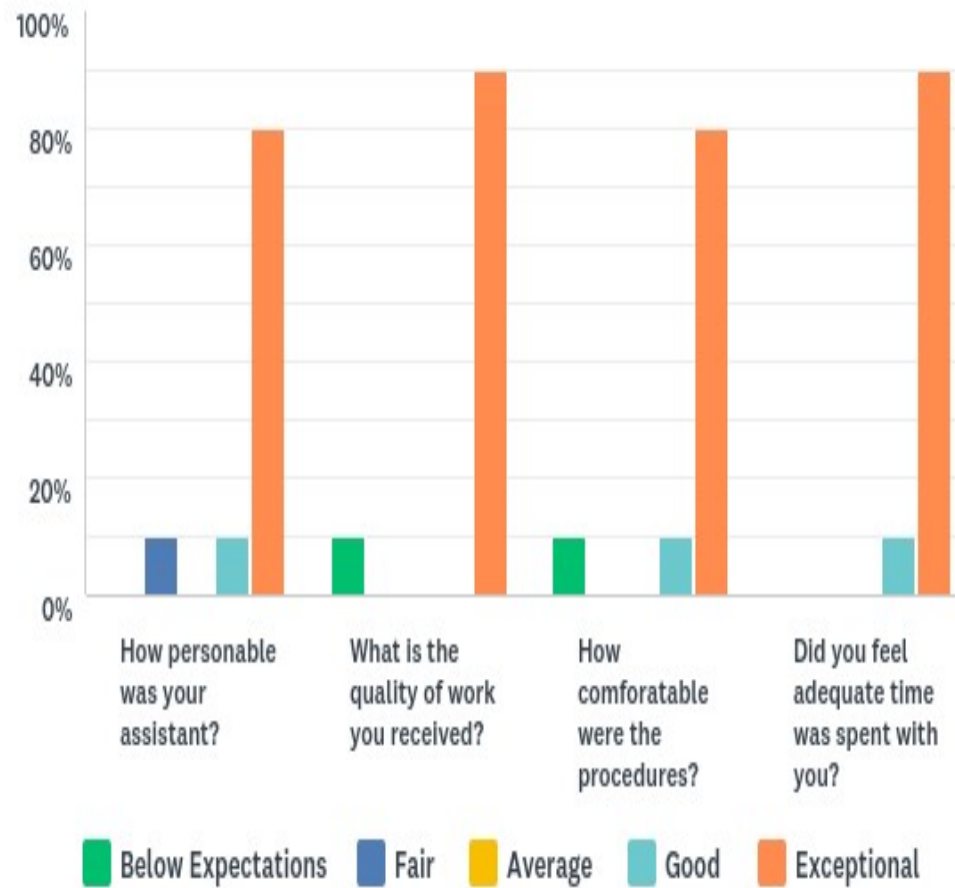


Cleaning Visits

Comments on Cleaning Visits:

- I was seen in a timely manner and well taken care of and treated so nicely I loved the office and the staff!
- Love the staff and the dentist! Always makes my family feel so comfortable.
- I don't understand the new method of just scraping teeth with the curved pointy thing. I think we can go back to the other method of "sanding" them clean. Isn't it just as thorough.
- Excellent!!!
- The hygienist was way to aggressive in the cleaning. My daughter has good oral hygiene. Her mouth hurt all the next day. She said it was the worst experience she's ever had getting her teeth cleaned
- Cleaning was thorough & completed with professionalism.

Q4 Dentist Visits



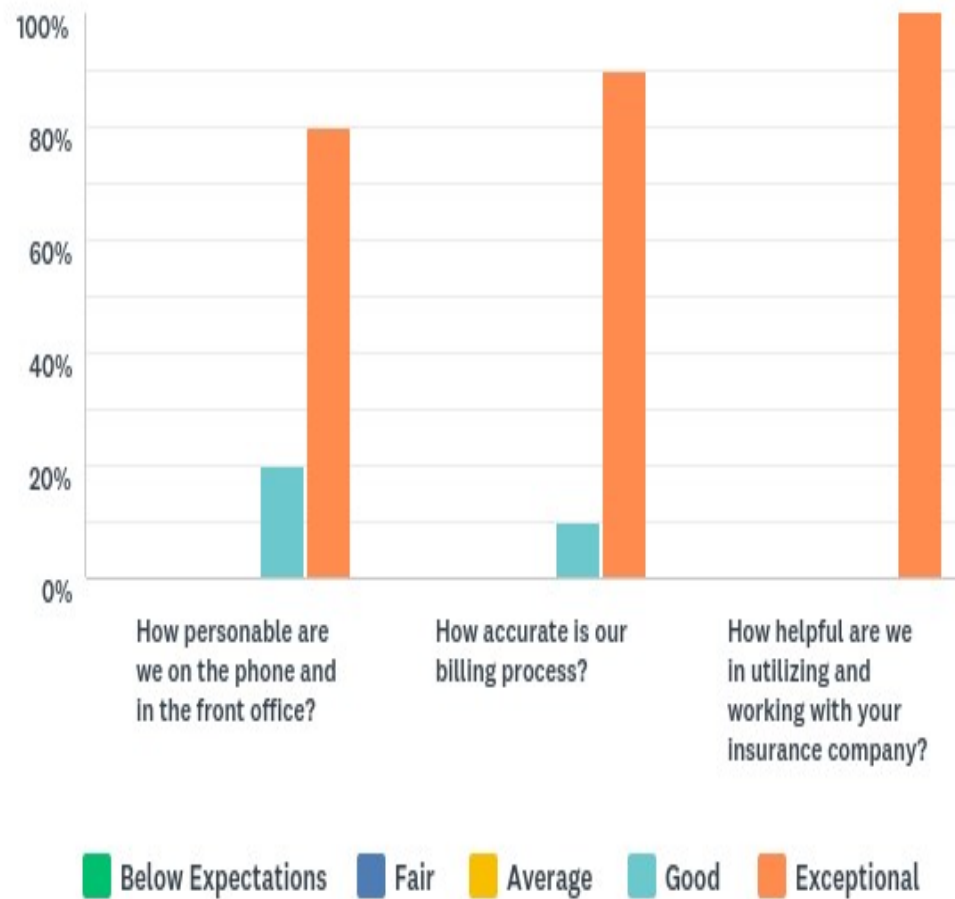
Dental Visits

Comments on Dental Visits:



- Always feel that our time is important and always have ever question answered.
- The assistant was amazing and very personable. I really loved talking with her and she was very efficient. She was a genuinely nice person I'm sure she doesn't even have to try, it just comes natural for her. She didn't act rushed and it was a great experience because of her.
- A great visit to the dentist.
- The dentist was personable and informative. The hygienist barley spoke to us.
- None required. Excellent service.

Q6 Billing & Front Office

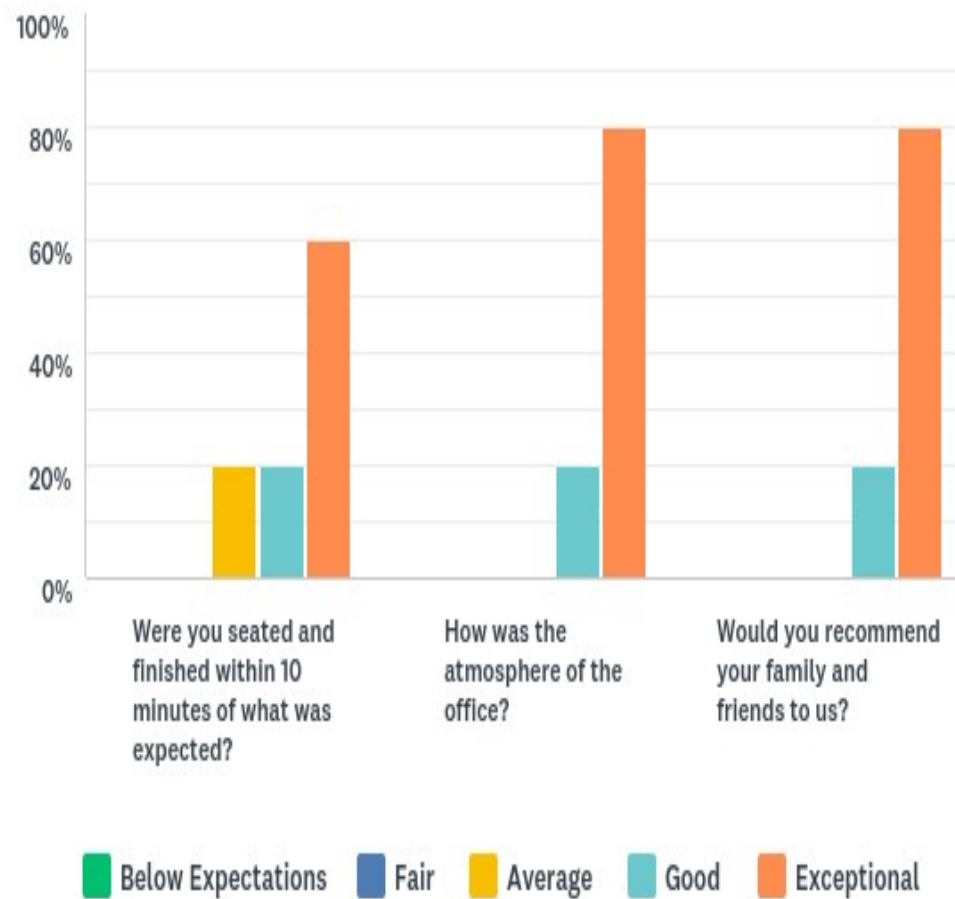


Billing & Front Office

Billing & Front Desk Comments:

- It was so simple and easy to get my bill all created and taken care of all in the same days visit so I didn't have to worry about the billing later on.
- Staff is always friendly and helpful.
- Good.
- Personalbility welcome. Commented on wait time, which was shorter than told.

Q8 General Questions



General Questions

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

- The staff was all amazing and helpful. I was comfortable and will definitely keep coming back to the office for future dental care with myself and my family too!
- Love everything about this office.
- The assistant was amazing! Doctor had a great sense of humor. Nice people
- Very professional and friendly.
- We have always had a good experience. This was the first time we didn't.

How can we make your experience better?



- ☐ You guys are doing very well! Thank you!
- ☐ It was a little hot in the waiting room. That is the only thing that I would say.
- ☐ The hygienist needs more experience especially with patients that have permanent hardware
- ☐ None