



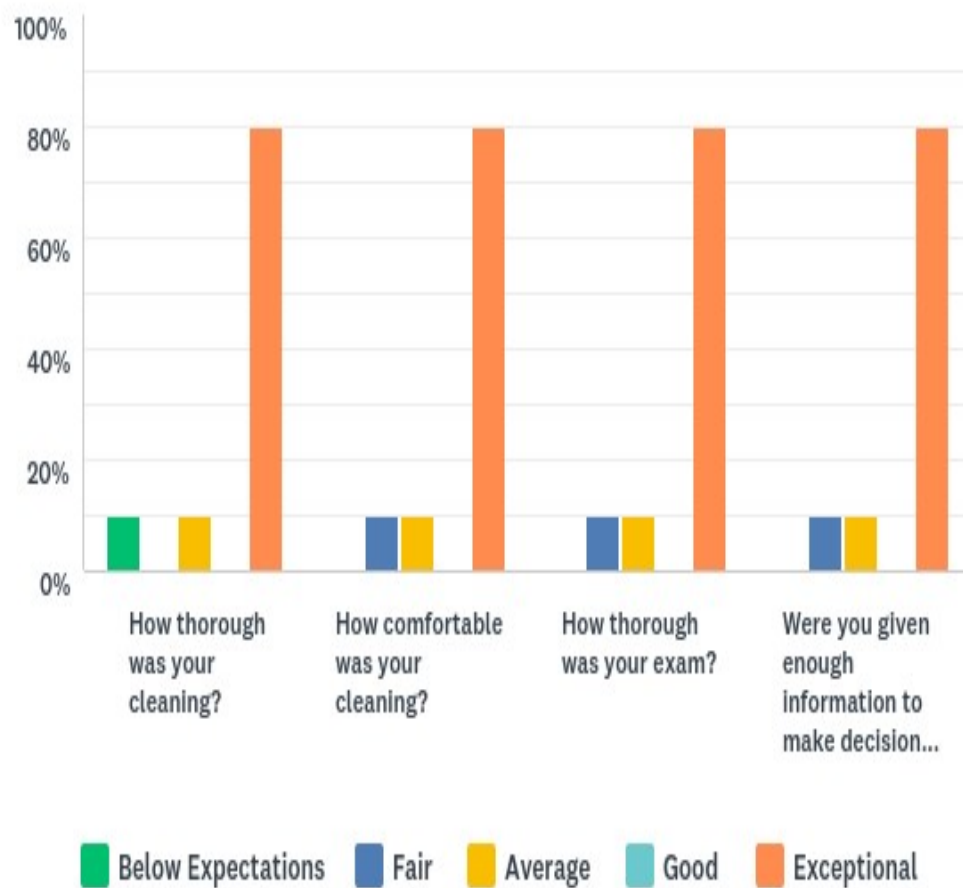
PATIENT SURVEYS

Payson – April 2018

What Do You Want Most From Us?

- ❑ Friendly atmosphere, quality dental care.
- ❑ The best dentist ever.
- ❑ Professional service.
- ❑ A smile.
- ❑ Efficient office staff, friendly chair side staff, good dentists.
- ❑ Your best dental work and to have a comfortable and pleasant experience.
- ❑ Fast, reliable customer service and gentle tooth cleaning service. ONE phone call reminder vs. One for each family member...
- ❑ You to be proactive in advising me how to take care of my teeth in the least expensive but most efficient way.
- ❑ Kindness and competent staff.
- ❑ Friendly and efficient service such as I had this morning.

Q2 Cleaning Visits

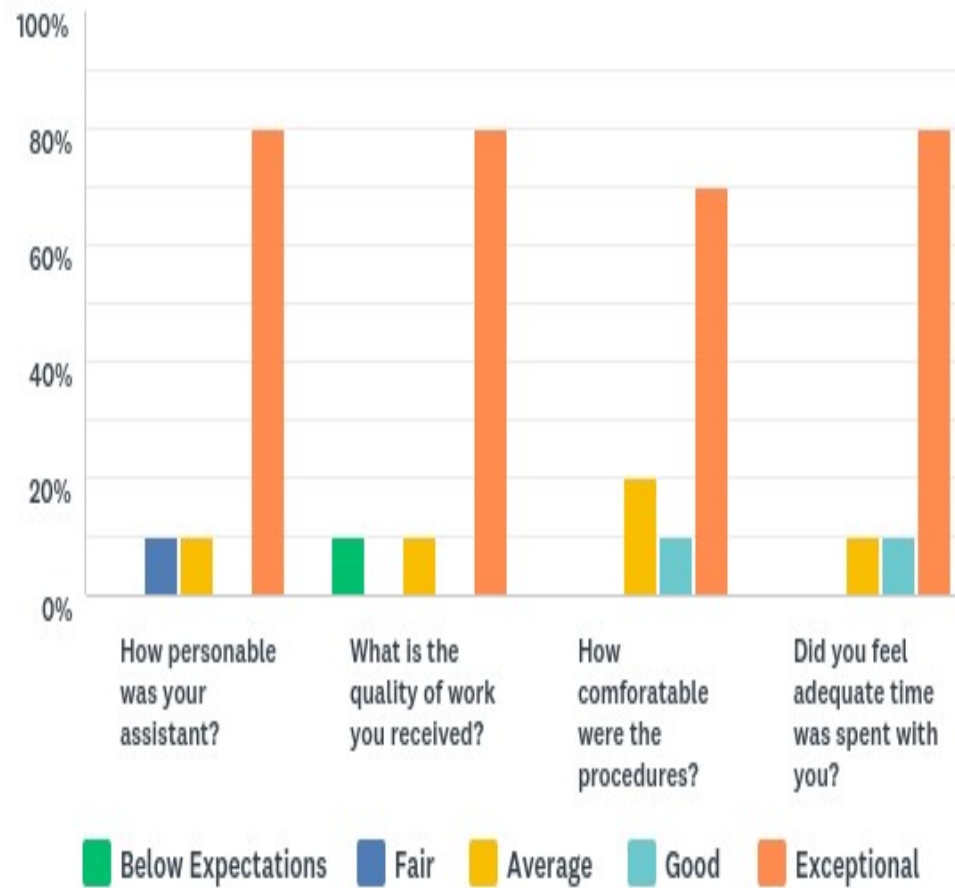


Cleaning Visits

Comments on Cleaning Visits:

- Jessica was calm and patient. This is the best cleaning I have ever had. She was so gentle.
- My husband had Kylie and I had Lauren and we loved them both.
- Best ever!
- I loved my hygienist. She is friendly, efficient and provides exceptional care.
- Friendly caring atmosphere
- I've been pleased with all my cleanings up till this point. Had some fill in that didn't seem very thorough at all. was not impressed.
- My dental cleaning was done by someone who "didn't work there" but was just "helping to fill in" and she was not shown where the dental tools were, or where the foot pedal was, because it was gone, and it malfunctioned during cleaning causing my dental cleaning to delay. I know the doctor is helping other patients, but he took way too long to come just to do a quick exam. I spent a little over an hour when it should have taken 30 to 45 minutes.

Q4 Dentist Visits



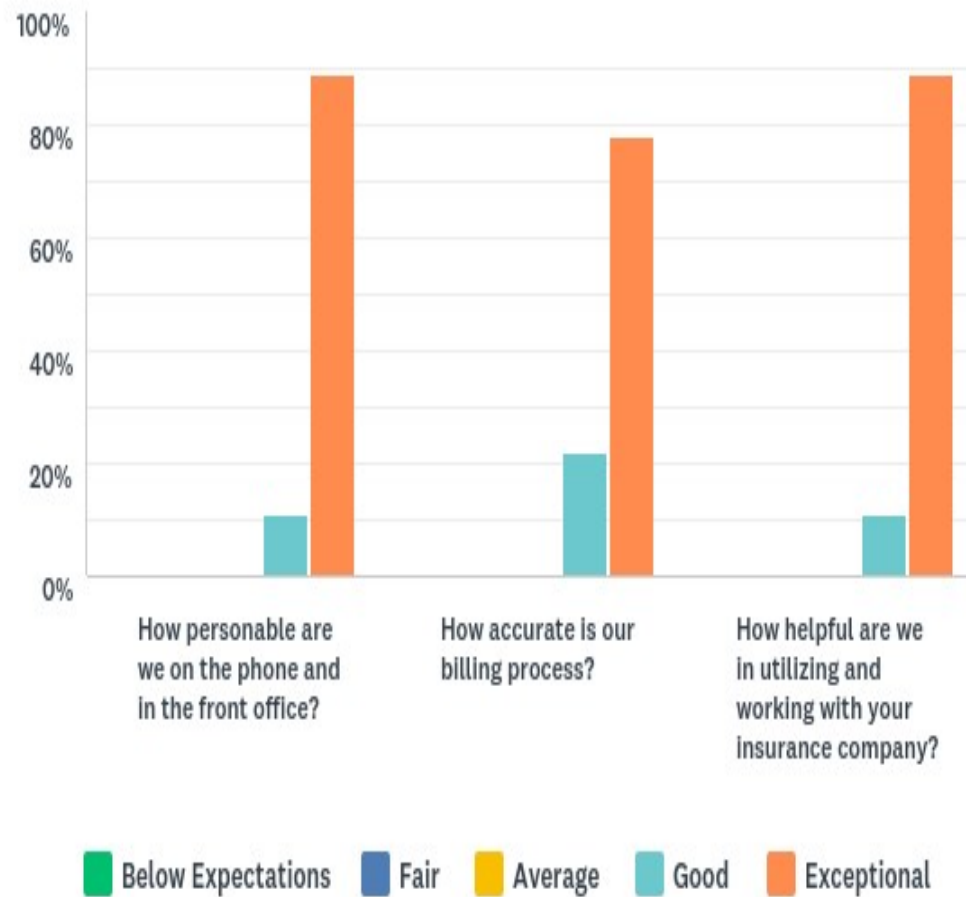
Dental Visits

Comments on Dental Visits:



- ❑ The dentist checked my teeth. He gave me lots of good information. We found a cavity and I got an appointment.
- ❑ I love my dentist. He is the best.
- ❑ Awesome
- ❑ Very great experience.
- ❑ The wait times are too long. I had to wait 30 minutes after my appointment time to even start with my cleaning. That is really ridiculous.

Q6 Billing & Front Office



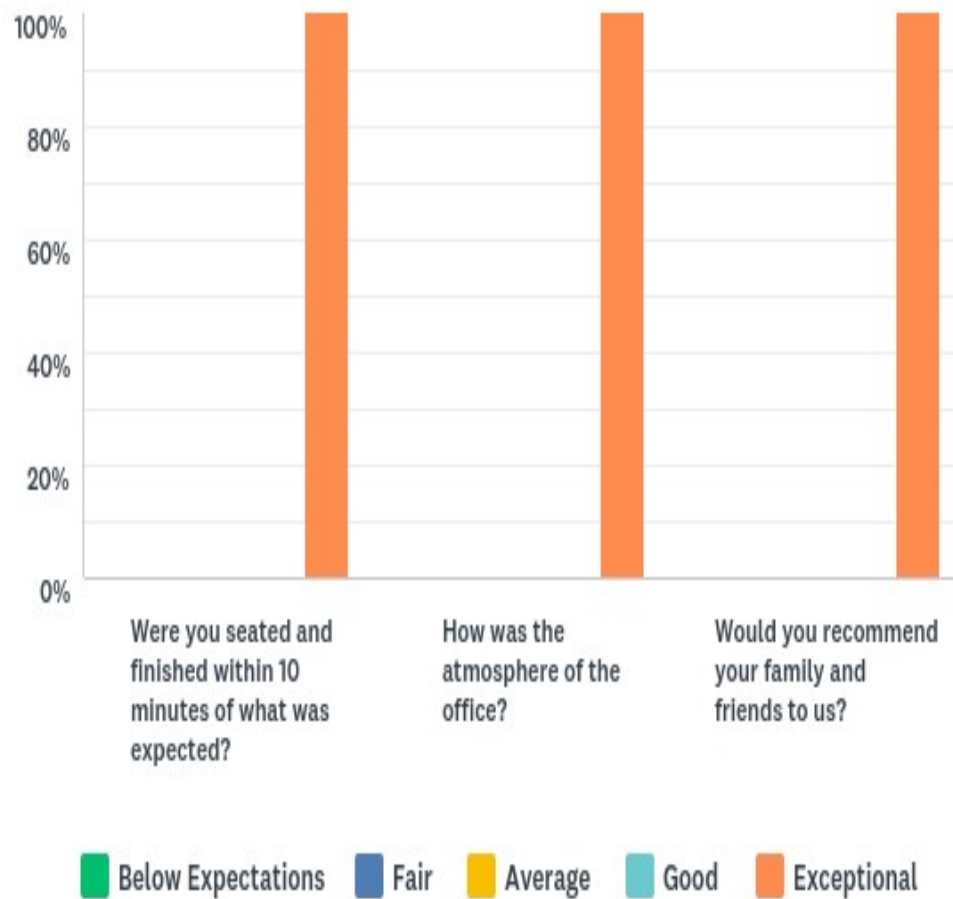
Billing & Front Office

Billing & Front Desk Comments:



- Everyone was very friendly and helpful.

Q8 General Questions



General Questions

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



- Everyone was friendly and gave me good information.
- I will only trust Dr. Winward. He is the best dentist we have ever had.
- My hygienist was the best. Very friendly, efficient and gentle while being thorough with my cleaning.

How can we make your experience better?

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- ❑ **Excellent experience.**