



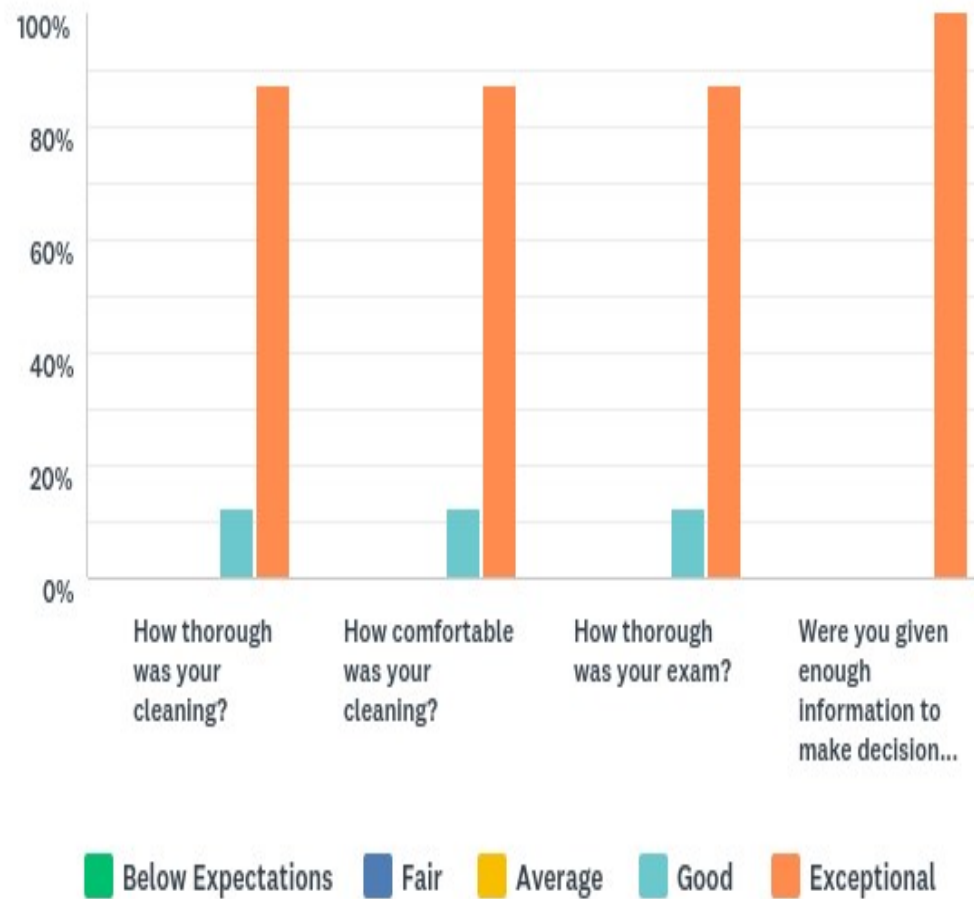
PATIENT SURVEYS

Payson – June 2018

What Do You Want Most From Us?

- ❑ Good dental care and a friendly atmosphere.
- ❑ Being friendly.
- ❑ Good customer service which you always do!
- ❑ Dental care with a friendly face.
- ❑ Good dental care and courtesy.
- ❑ Professional care.
- ❑ A check up.
- ❑ Affordable dental care
- ❑ Affordable and professional dental care.
- ❑ Nice and caring hygienists and reasonable prices!
- ❑ The awesome, professional service that we have already received!
- ❑ The pain and infection to go away!!

Q2 Cleaning Visits

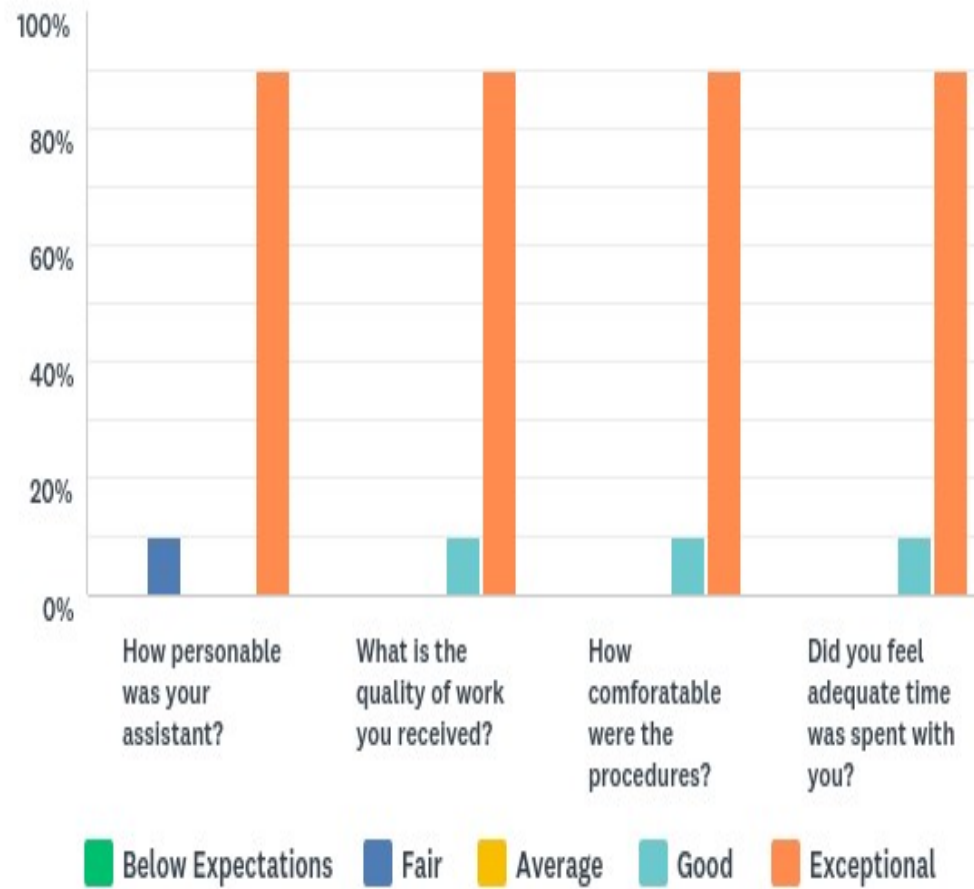


Cleaning Visits

Comments on Cleaning Visits:

- Very well done. Hygienist very friendly, caring and positive!!!
- Staff was very friendly and helpful.

Q4 Dentist Visits



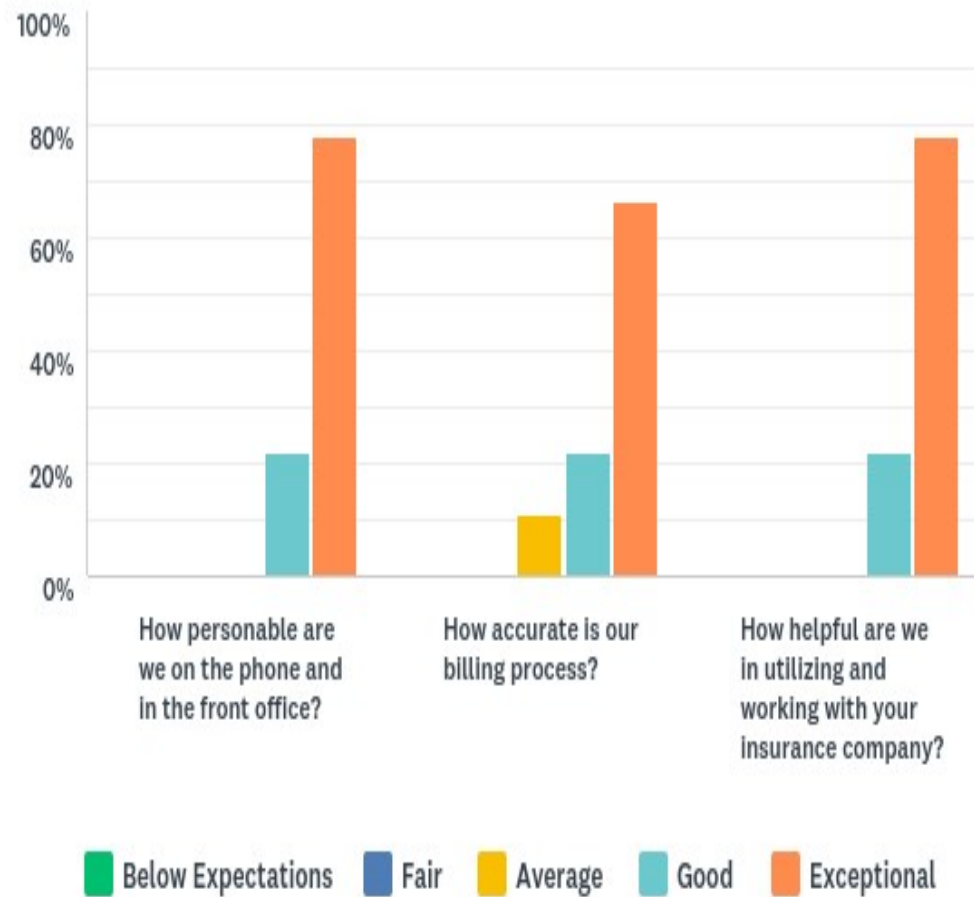
Dental Visits

Comments on Dental Visits:



- Love going to your office
- Great staff, wonderful treatment.
- I felt that the Dr. was not in a rush and he explained everything to me, and I felt very comfortable. I would like to thank you.

Q6 Billing & Front Office



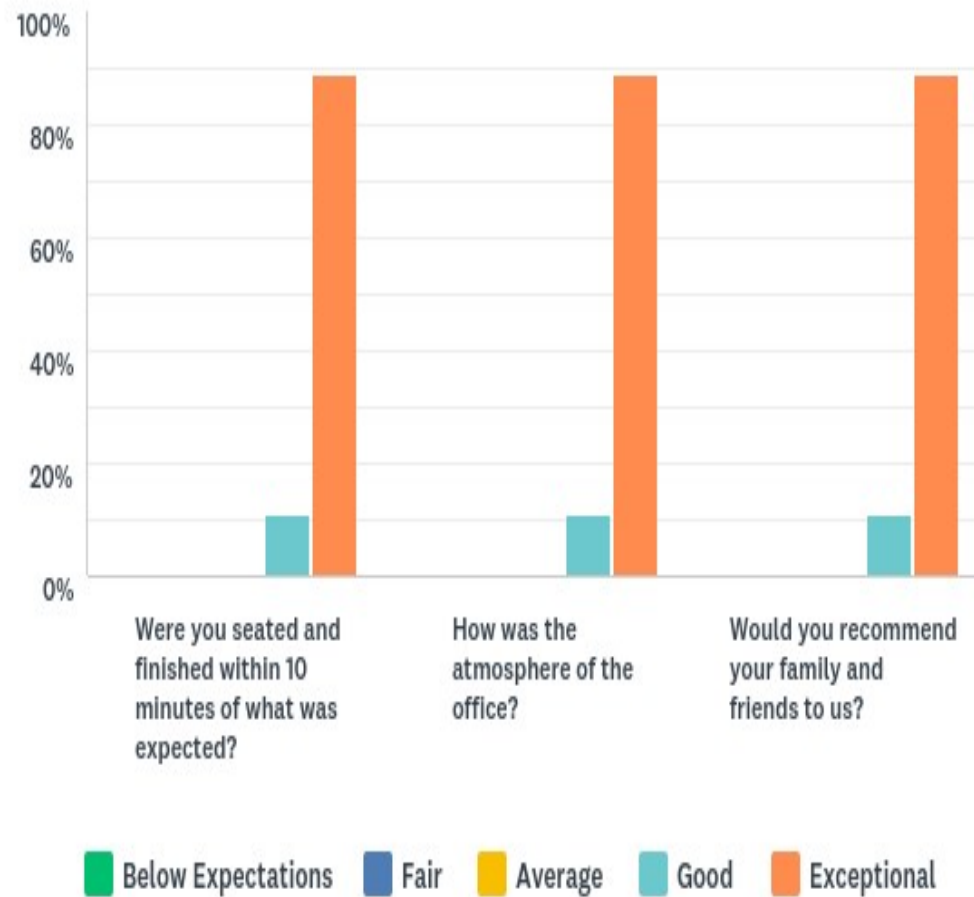
Billing & Front Office

Billing & Front Desk Comments:



- very friendly!!
- Really appreciate all the efforts to accommodate.
- The office manager and the other female at the desk was very nice and understanding. I have medications that have destroyed my teeth! Thank you all for being so kind and understanding.

Q8 General Questions



General Questions

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

- Both the assistant and the Dr were very friendly, and glad I was there and that I chose them.
- Very exceptional
- There was a nice older lady at the front desk who came and told me that they were just getting a room ready for me. It was nice to be informed.
- Had forgotten appointment due to illness in family, and staff made time to see us a bit late, which was so much help.
- Well, my regular Dr is the only one in the office and he looks like he is always rushing and I get real panic thinking that he is going to make a mistake on me. I felt like I had room between me and the Dr, and that to me makes me feel allot more relaxed.

How can we make your experience better?



- ❑ I don't know of anything
 - ❑ Everything was great.
- Thanks so much.
- ❑ You all did a very great job and it sounds like we will be back!