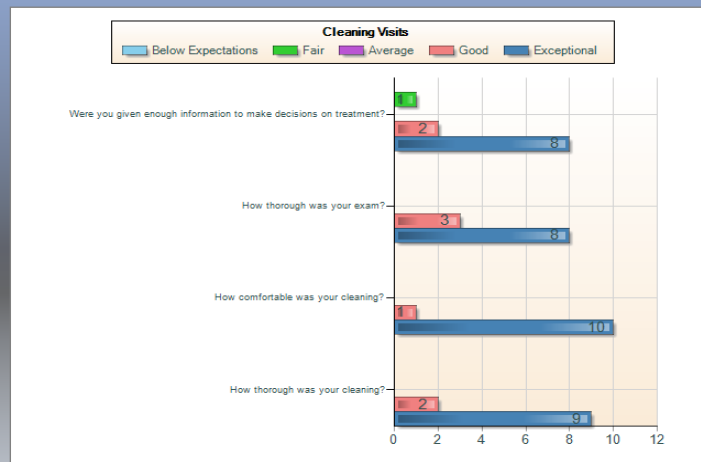




Payson Office
April 2012

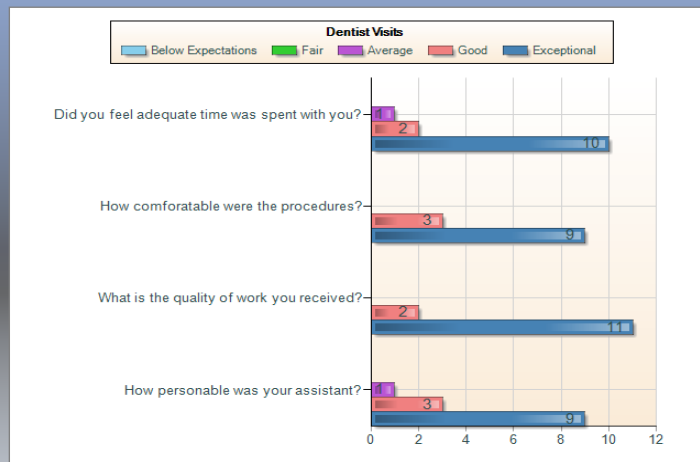
Patient Satisfaction Survey: Cleaning Visits



Comments on Cleaning Visits:

- Your staff always make my grandkids feel comfortable. It used to be a fight to get them to the dentist-now they look forward to it.
- Fantastic!
- We did not come in for a cleaning today we came in for a tooth extraction and it went very well my daughter was very nervous and afraid it would hurt really bad she didn't even realize that the dentist has pulled her tooth thank you so much we really enjoy coming to your place we have been to other dentist and we prefer you.
- The girls were great at their jobs !
- You folds always do a good job. I never wait more that five or ten minutes and the help is always friendly and helpful. Thanks and keep up the good work
- No pain, exceptional service. Thank you
- They do an amazing job.

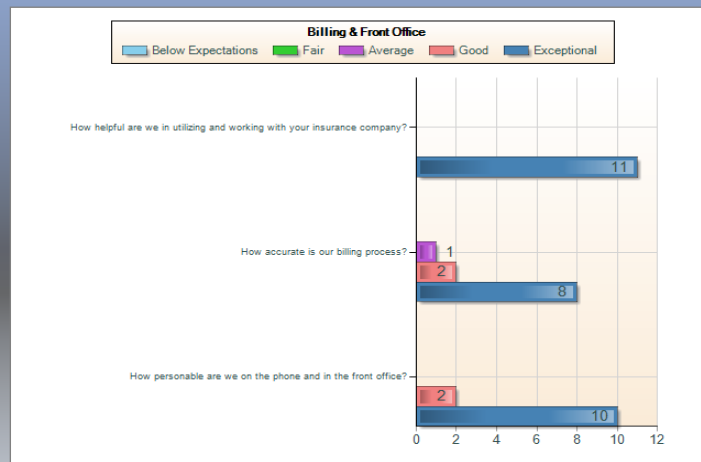
Patient Satisfaction Survey: Dentist Visits



Comments on Dental Visits:

- There was confusion on what was to be done, I felt that procedures were changed without letting me know. But the procedure went well and I felt comfortable most of the time, which is great for me.
- The dentists always take the time to answer questions that I have. My grandkids are comfortable with them, and not scared.
- My assistant was exceptional!
- Great job
- The staff at Cascade is fabulous. I appreciate the time that was spent with me. I felt they understood I had some fears about the procedure that needed to be done and they took time prior to the visit to prepare me and then gave me the needed time to go through the procedure. I had to stop them several times due to my own fears. Dr. Strong was amazingly patient and kind. A sincere thank you for your time and expertise
- finally found a dentist and office that has it all. Super excited to finally be settled.

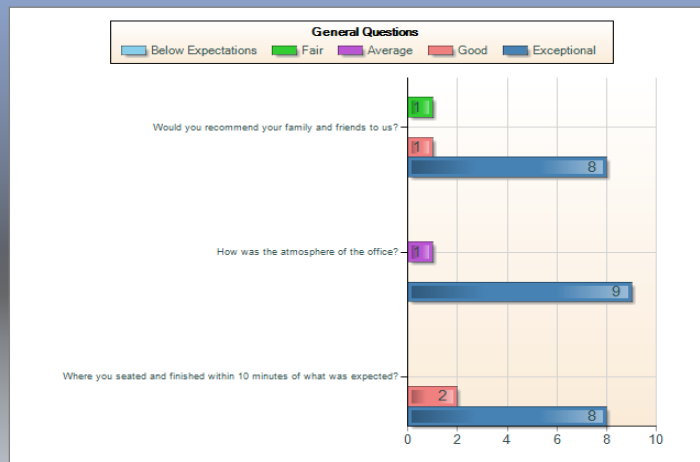
Patient Satisfaction Survey: Billing & Front Office



Billing & Front Desk Comments:

- Again, there was confusion with billing but she was very helpful and personable.
- Everyone is so friendly. I have never regretted switching dentists for my grandkids. Our old dentist told us our grandkids could no longer be seen because of Medicaid. Your staff welcomed us, helped us work with Medicaid and have been so great. Thank you.
- I loved the print out of the bill
- I have never had a bad experience with your billing people. Your billing person even called my insurance company while I was there to answer a question that I did not know. Great Job!!!
- I have never had a bad experience with your billing people. Your billing person even called my insurance company while I was there to answer a question that I did not know. Great Job !!!
- Office did a great job taking care of us with billing and insurance. Will for sure be back.

Patient Satisfaction Survey: General Questions



How are we *exceeding* your expectations?

- Every person we have seen has been great.
- Chelsea was super she put my daughter at ease and kept the doctor updated on her progress. Dr. Strong is so great with kids love how gentle he is. Also he lets us know what he is going to do right before he does it , I really think that helps my daughter to stay calm.
- The girls were amazing ! They did a great job with the kids !
- The hygienist is always great to work with. She does a great job and is fast and makes it a pleasant experience. She also give great suggestions for my dental care. Give samples of products I should try (dry mouth this time) and I always get a new tooth brush. Sorry I can't remember her name but she is from Nephi
- I have already recommended your services to others. Thank you
- Doctor did a great job. Fixed everything i needed and then made me feel good about my teeth by finally fixing some problem no other dentist as been able or willing to fix.

How can we make your experience better?

- Just keep up the good work!
- I wasn't crazy about the doc and he seemed like he was in a hurry to get out of the room.
- The only thing that would make is easier is if you made house calls
- Just keep doing what your doing.