



Springville Office  
August 2012

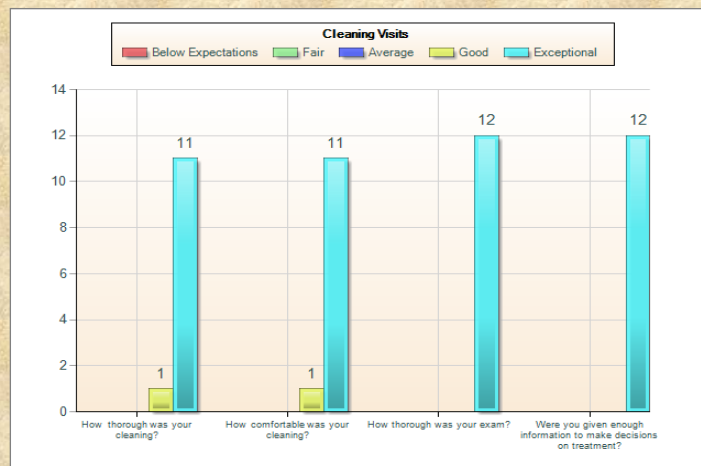
## What Do You Want Most From Us?

- Quality care
- a good experience
- To be as comfortable as possible while having all of this necessary work done.
- good service and great work
- Quality care and patience with my kids
- Friendly service, and knowledgeable staff.
- good experience. quality work
- a dental clinic that cares about the welfare of my children and is not just another number. A doctor who makes my children feel safe and confident that they will be cared for.
- Quality dental work
- Healthy teeth...
- Necessary dental care in a clean, comfortable and inviting setting.

## What Do You Want Most From Us?

- Expert knowledge and concern for my well-being.
- Good care...kind manner
- Everything was great. Can't think of anything.

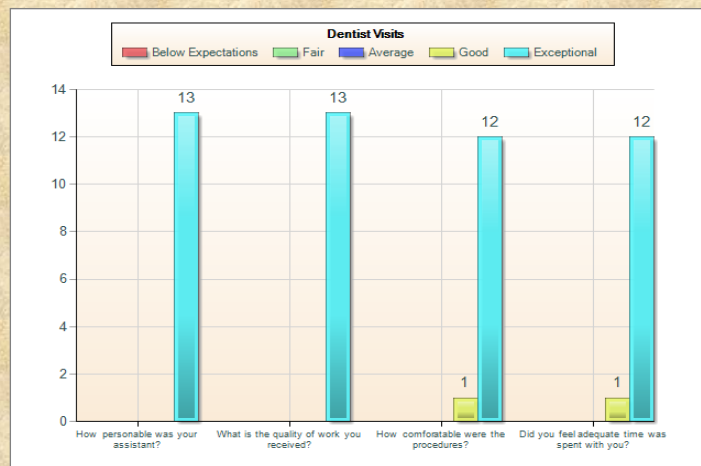
**Springville Patient Satisfaction Survey: Cleaning Visits**



## Comments on Cleaning Visits:

- My daughter is just 4 but her cleaning went so well. The amenities are great, but it is the staff that really makes the difference.
- They were very good
- Wonderful! Thank you so much!
- I never have had a clean with water it was great
- We really did not receive a cleaning, it was more of a treatment plan. They had received a cleaning two weeks ago which did not go well with them. The other doctor was too rough and aggressive.
- You guys are excellent!!!
- Always timely and very efficient.
- It's nice when the hygienist is not so rushed that she can take a few minutes to chat.
- My daughters said it was their best dentist trip ever
- Fantastic. I felt at ease and had things explained to me about the procedures that I never knew before.

**Springville Patient Satisfaction Survey: Dentist Visits**



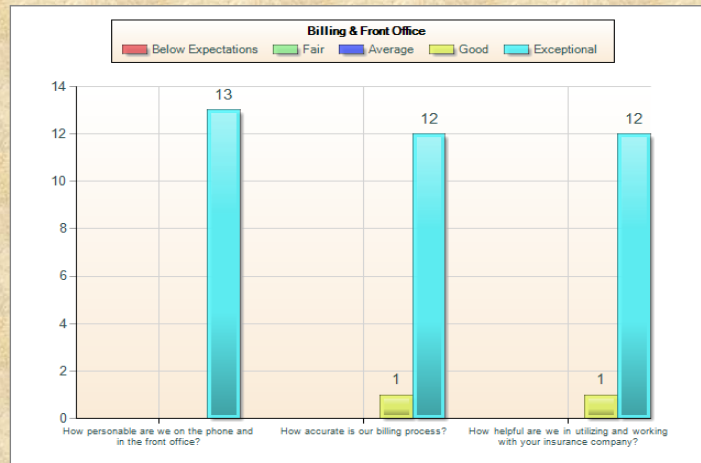
## Comments on Dental Visits:

- My daughter's filling went so smoothly. I love how friendly everyone is.
- he listened to our questions
- Everything with Dr. Flinders and Chelsie has been wonderful! I highly recommend Cascade Family Dental anyone needing great care!
- Loved the dentist, he was great!
- The dentist was very informative as well as answering any questions I had. He took the time to explain everything.
- really liked that the dentist was gentle and gave them confidence to get treatment with him.

## Comments on Dental Visits:

- Our assistant was wonderful, before starting anything she showed my 3 year old all the tools the dentist was going to use and what each of them did. Made him feel comfortable!!!
- As a dental assistant myself, I was very pleased and impressed with the kindness, knowledge and skills of the assistant.
- Great
- Overall Great.

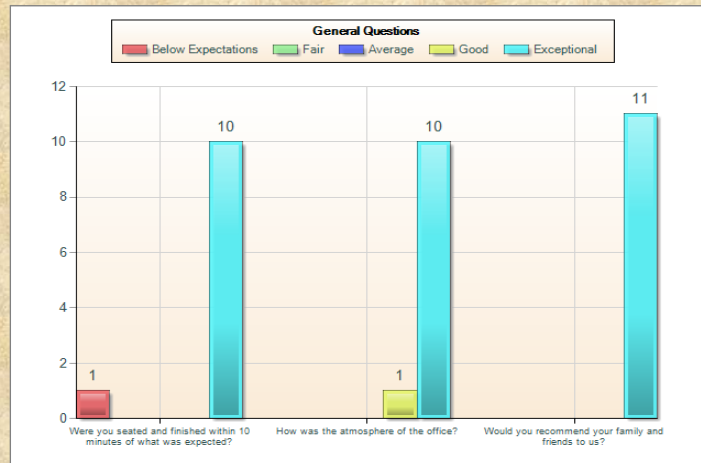
**Springville Patient Satisfaction Survey: Billing & Front Office**



## Billing & Front Desk Comments:

- Outstanding
- So far they were upfront and good with us
- Great
- I really liked that I was able to get all the billing information up front. I would like to thank you for that.
- Have never had a problem!
- Very friendly and helpful...thank you
- Front office was nice. Haven't seen accuracy of billing since this was my first visit, same with working with insurance, but assume they will be just fine

**Springville Patient Satisfaction Survey: General Questions**



## How are we *exceeding* your expectations?

- Dr. Flinders and Chelsie are fantastic and great to work with!
- We came in with appointments made for 5 kids and were there for 2 1/2 hours...lots longer than I expected. In the future I will schedule appointments for just a few kids at a time as it was frustrating to have only one taken back at a time and to be waiting as long as we did.
- Wonderful staff and dentist! We will be back!
- The office was very relaxing. Loved the chair as well as the tv and waterfall. I really did not think I was in a dentist office.
- Your office staff was very nice and ready to serve the client. Thank you.



## How are we *exceeding* your expectations?

- I am always happy with everyone's work at the clinic!!! Two of my kids who didn't need any work done were sad they didn't get to go to the dentist this morning when I took only one of them...
- Lynda was great. I usually have a bit of anxiety at the dentists office. Here approach kept me at ease and comfortable. She explained a lot to me as well which was great.

## How can we make your experience better?

- Get the kiddos in and out faster if we schedule them all together.
- Make sure that when people make appointments that they know which facility their appointment has been made.
- I'm happy with the way everything was!
- Not sure. I have only been there once, but was impressed that the doctor and staff was so great.
- No complaints!
- Maybe give patients sunglasses--sometimes it's hard to look at the TV when you have someone staring at you.