



## PATIENT SURVEYS

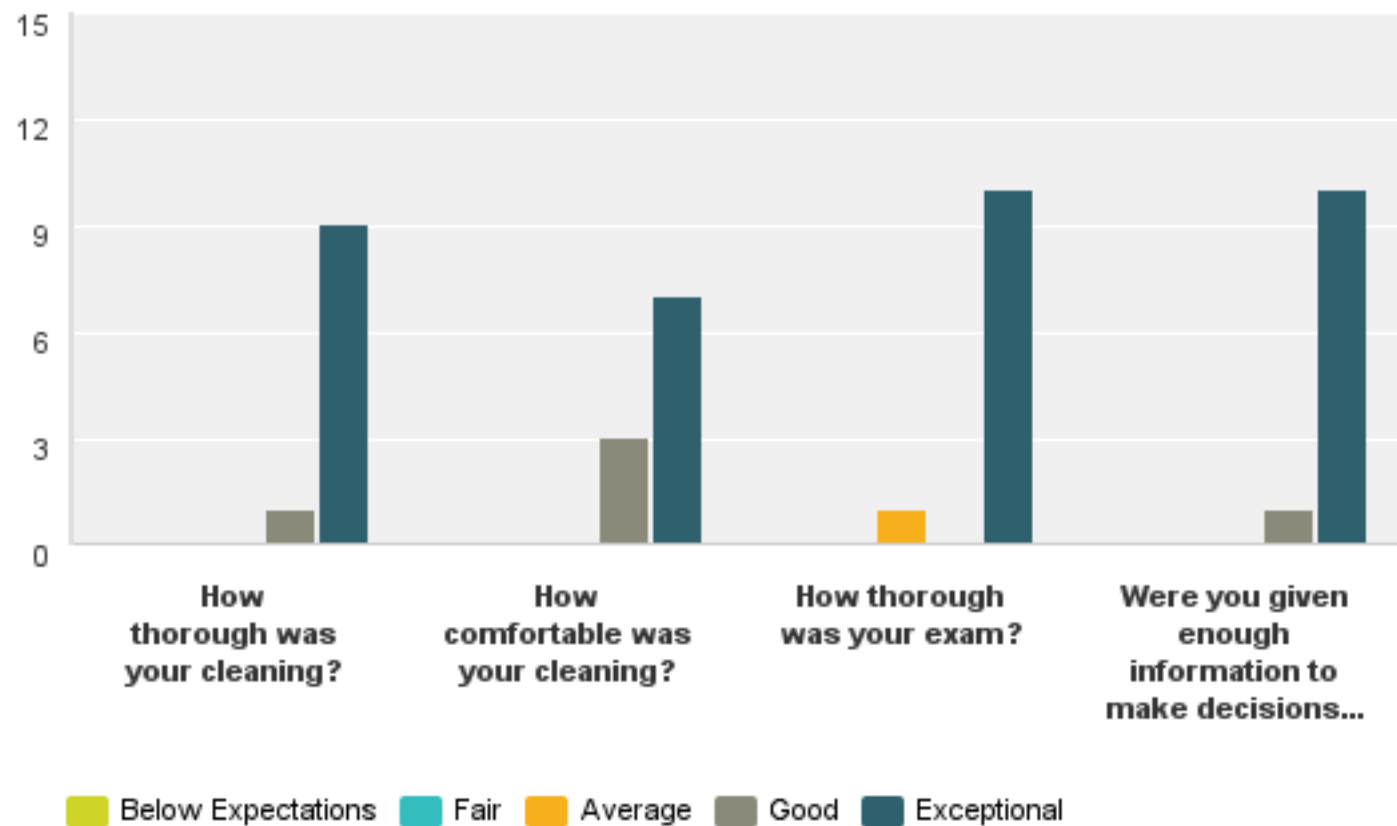
Springville – October 2013

# What Do You Want Most From Us?

- Affordable care
- I think you cover most everything
- Understanding and alleviating pain!
- Clean teeth.
- Quality care using the latest technology and products with friendly service.
- Good cleanings!
- Friendly, caring, affordable services
- My teeth taken care of.
- Quality service with a comfortable and relaxing atmosphere.
- Good Dental care
- Quality care and compassionate service

## Q2 Cleaning Visits

Answered: 11 Skipped: 0



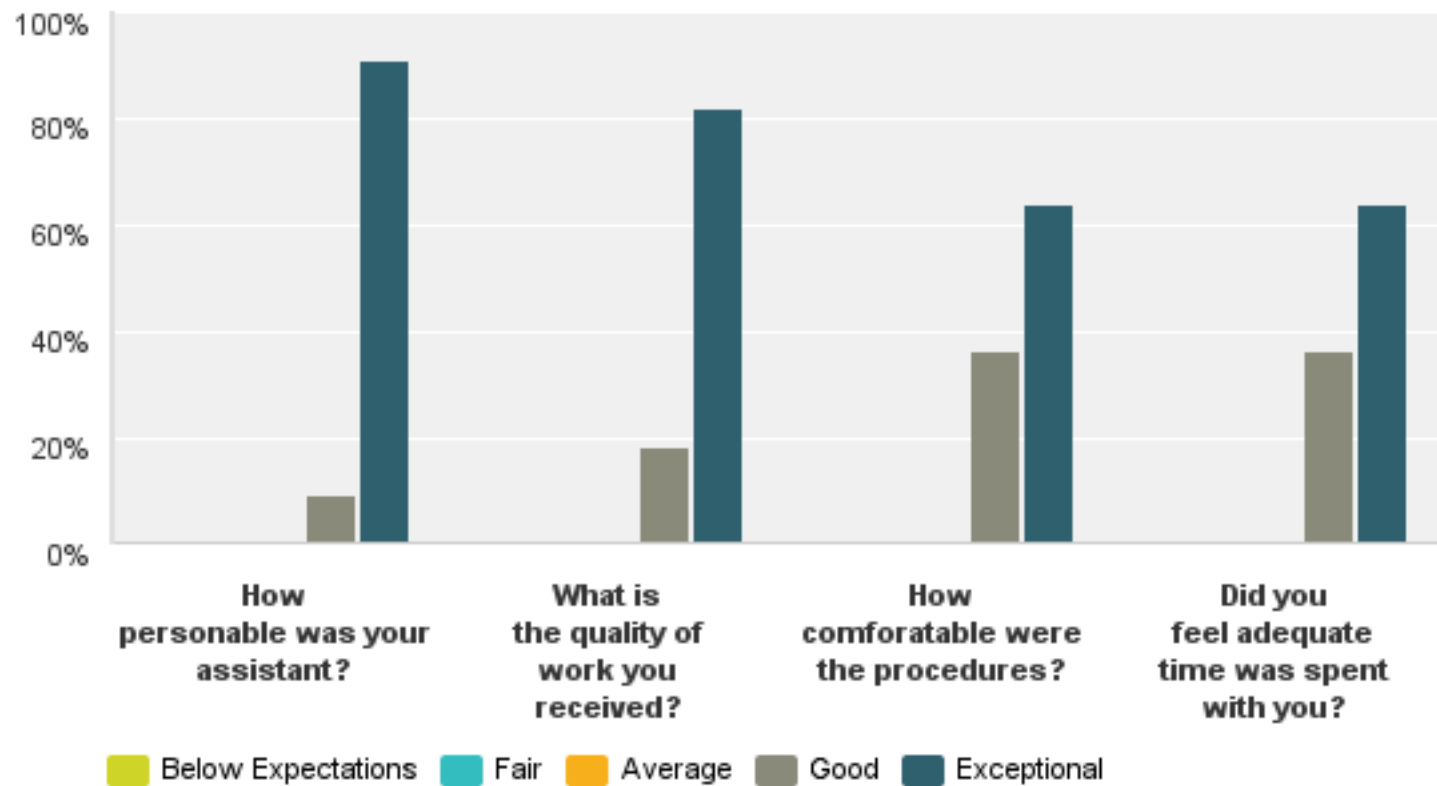
Cleaning Visits

# Comments on Cleaning Visits:

- Didn't have a cleaning
- Everything was perfect. Appreciate all the information. Thank you so much.
- Christine RDH was so sweet and took good care of my kids. Everyone left happy!
- Rachel is awesome! Very friendly and thorough with cleanings.
- I enjoyed the visit
- "My daughter loved the assistant, and thought she was awesome."
- Melanie is great
- Great job...especially with small children. My 20 month old did not even cry...which was amazing.

## Q4 Dentist Visits

Answered: 11 Skipped: 0



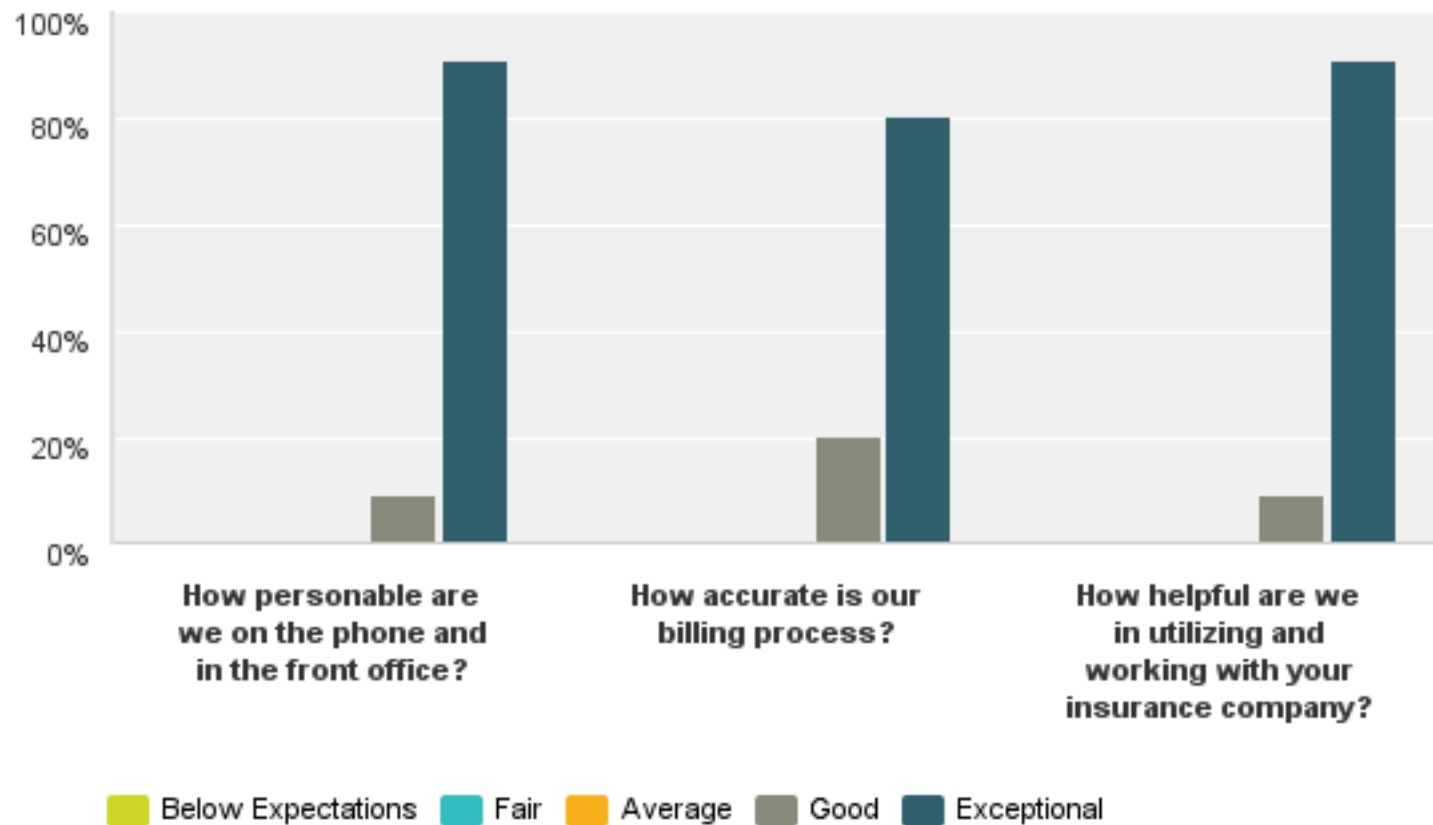
Dental Visits

# Comments on Dental Visits:

- Both the dental hygienist and the doctor were very kind, personable and informative. They put me at ease and were very gentle.
- Great follow through and questions answered completely
- I really have not liked even thinking of the dentist office! But I really enjoyed my visit and everyone was wonderful!
- Very good. Each person in the office was friendly and helpful.
- Dr. Flinders did the exams on my children's cleanings. He was wonderful! My kids love coming to the Dentist and my son couldn't wait to show Dr. F his rocks.
- Dr. Flinders was very good.

## Q6 Billing & Front Office

Answered: 11 Skipped: 0



Billing & Front Office

# Billing & Front Desk Comments:

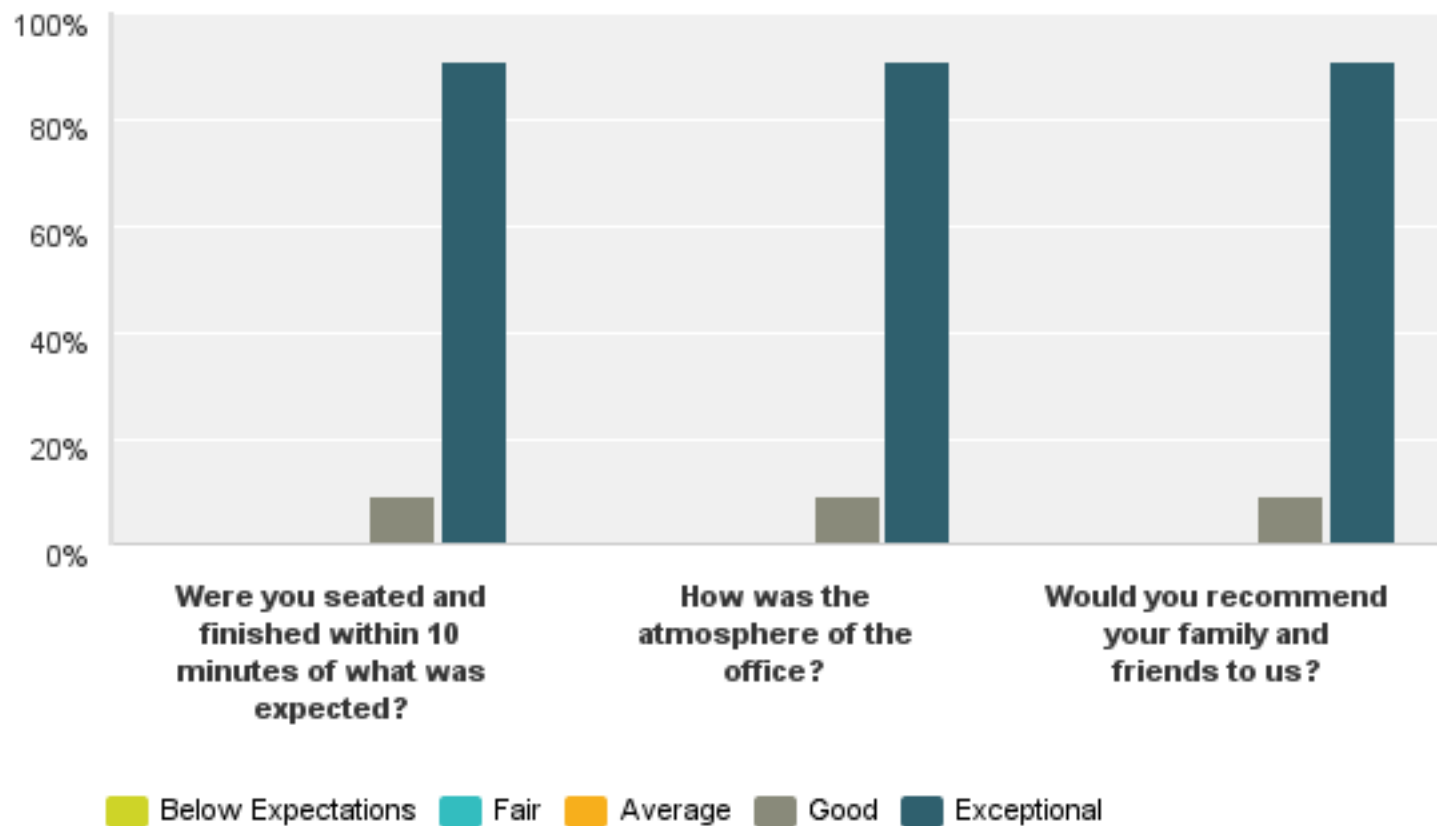
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- ❑ Great I don't have to deal with insurance company, you handle it all
- ❑ So far, so good.
- ❑ Christine (Front desk) is so friendly and personal. She has a great attitude and is always smiling. :-)
- ❑ Doing a good job



## Q8 General Questions

Answered: 11 Skipped: 0




General Questions

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

- The doctor and hygienist went above and beyond in making sure I was comfortable. They didn't treat me like a number, it was a very nice experience.
- Great office staff, and great personal attention
- Each person we dealt with were wonderful.
- Everyone is fabulous at this office. I love the Cascade Team. They really treat their patients with care and concern and love.
- Again, Rachel is fantastic!
- Everyone was nice and friendly

# How can we make your experience better?

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- You can't.
  - Keep doing what your doing
  - All wonderful, all good. Thank you!