



PATIENT SURVEYS

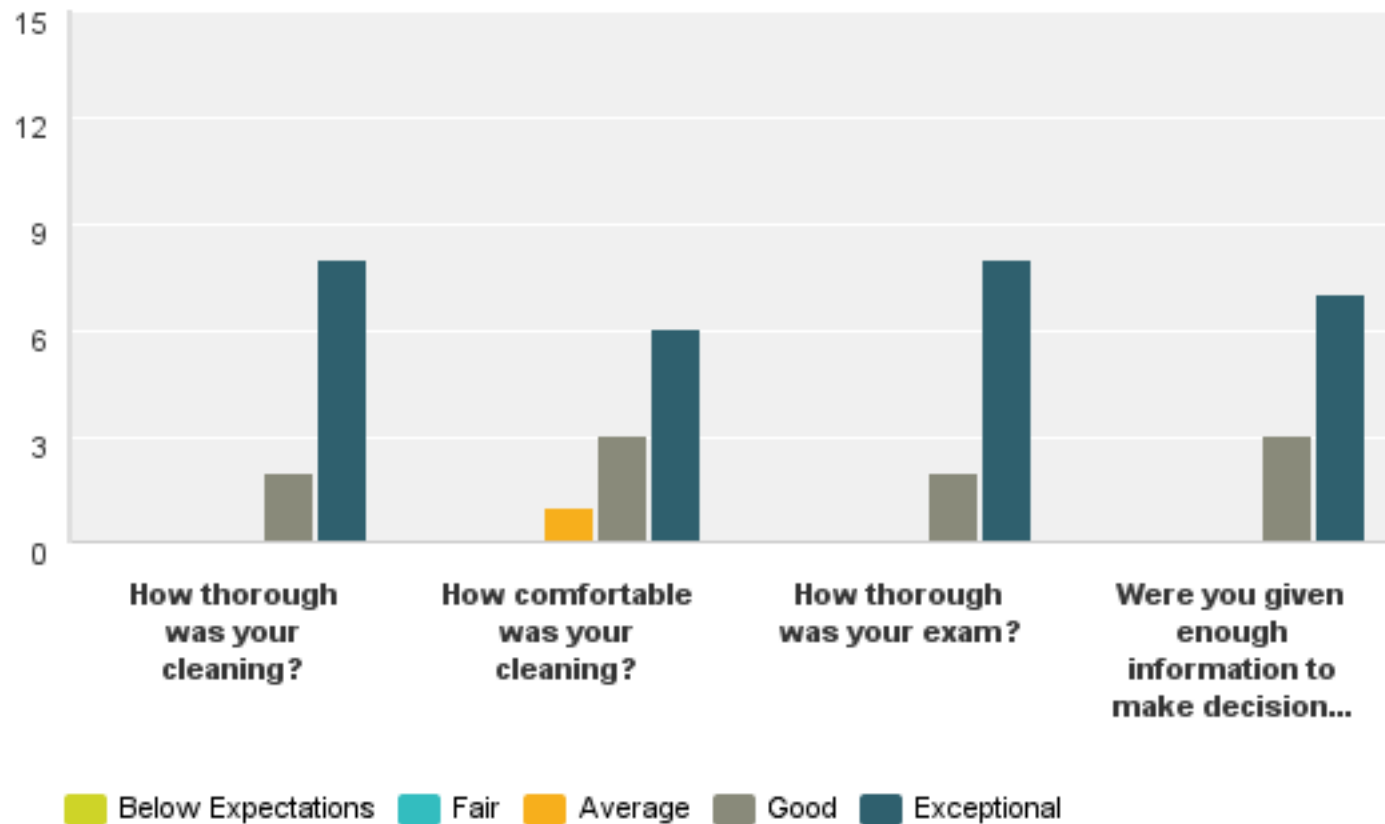
Springville – November 2013

What Do You Want Most From Us?

- Good caring service
- Quality care
- Good listening when it comes to my kids and knowing I know my kids better than you think you do.
- Friendly service, great work, honesty, and a fun environment.
- Good dental care
- Honesty
- Just keep up the great work.
- I don't want anything more. I enjoy how my "fear/dislike" of going to the dentist is put at ease because of the friendly understanding staff. Dr. Flinders and the staff are wonderful.
- friendly and skilled service at a reasonable cost. [mission accomplished :)]
- Provide the best care
- Good honest service
- Attention and value

Q2 Cleaning Visits

Answered: 10 Skipped: 2



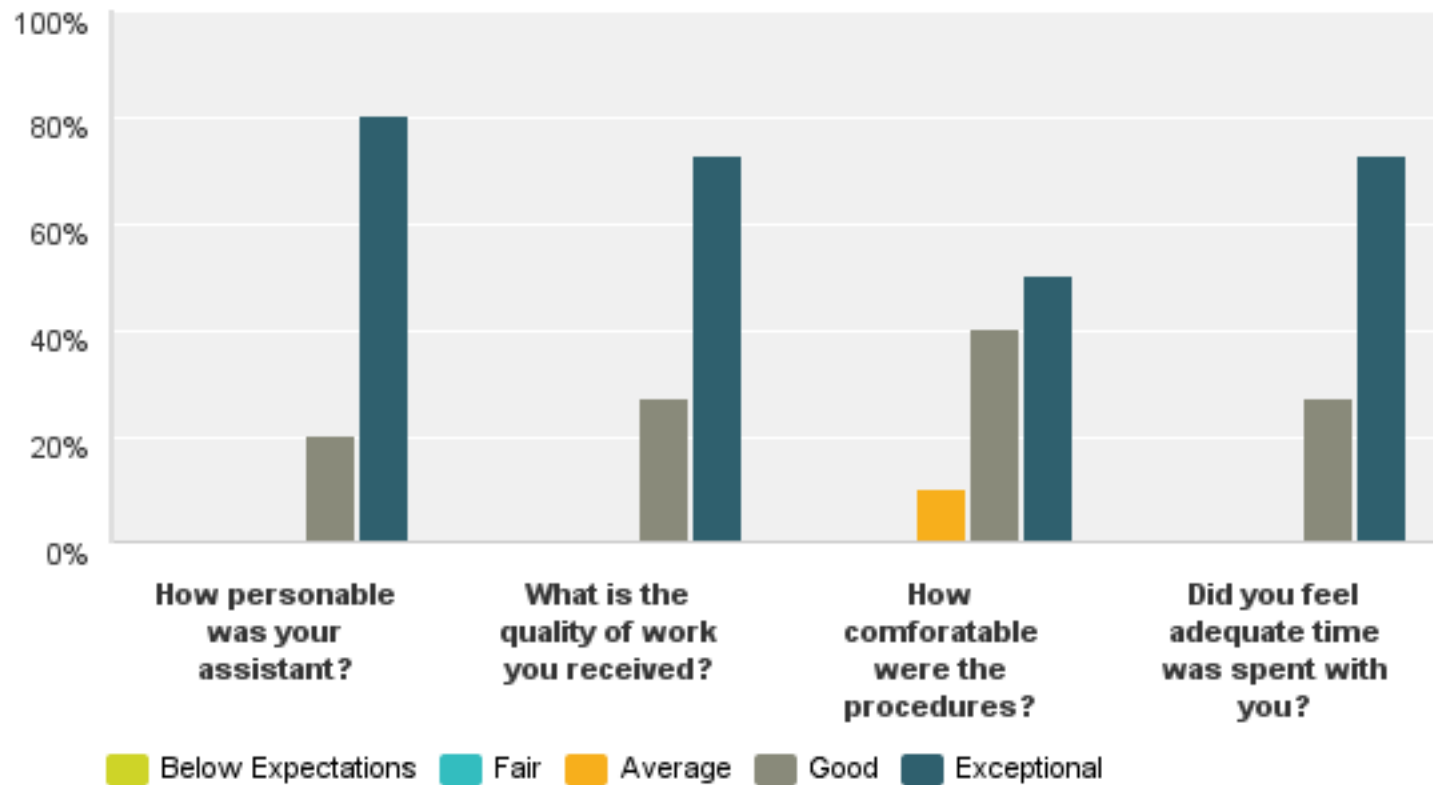
Cleaning Visits

Comments on Cleaning Visits:

- I was a lot more sore this time than usual, possibly/probably my fault.
- My son was sore after not his gums but his teeth he said the lady was a bit rough
- We loved the dental hygienists. They were both great.
- Did not get teeth cleaned
- Thank you for making this a good dentist experience for my 7 year old daughter. Sharon and the other staff made her feel comfortable she gave you 5 stars.
- I appreciate all the time taken to make sure that I understand what is going on, and what my options are. Everything is explained well and I have the information I need to make the best decision for my family.
- The technician was skilled, informative and friendly. She seemed genuinely interested in me as a person - not just a number. I appreciated that!
- My hygienist, Jill, was amazing! Her petite hands were gentle yet thorough and her warm smile will have me coming back every six months for more!
- No Cleaning

Q4 Dentist Visits

Answered: 11 Skipped: 1



Dental Visits

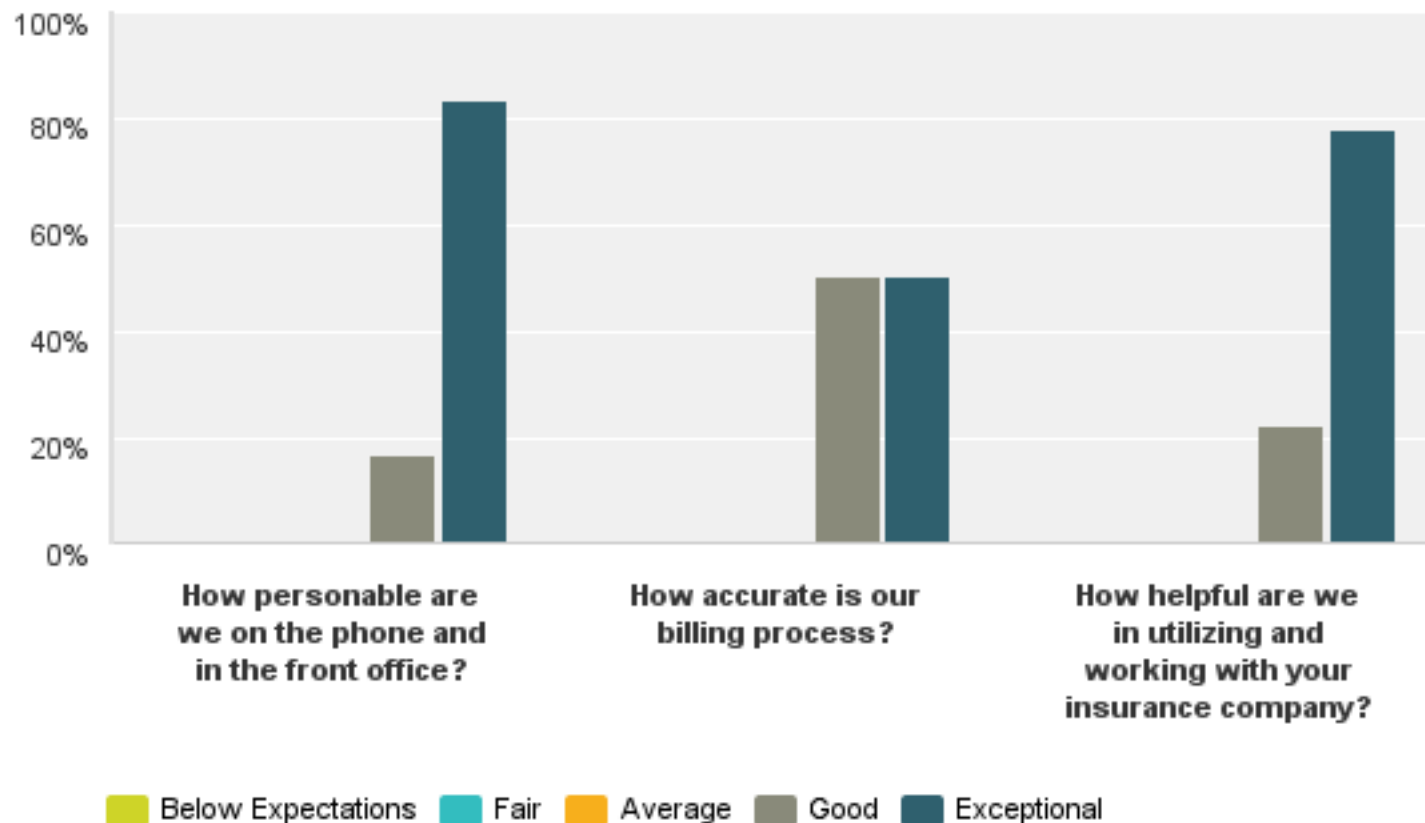
Comments on Dental Visits:



- Karen was awesome.
- She said that you answered all of her questions and made her feel comfortable when she felt worried.
- Ditto. Dr. Woodbury was skilled and thorough. He was friendly and showed a personal interest in my family.

Q6 Billing & Front Office

Answered: 12 Skipped: 0



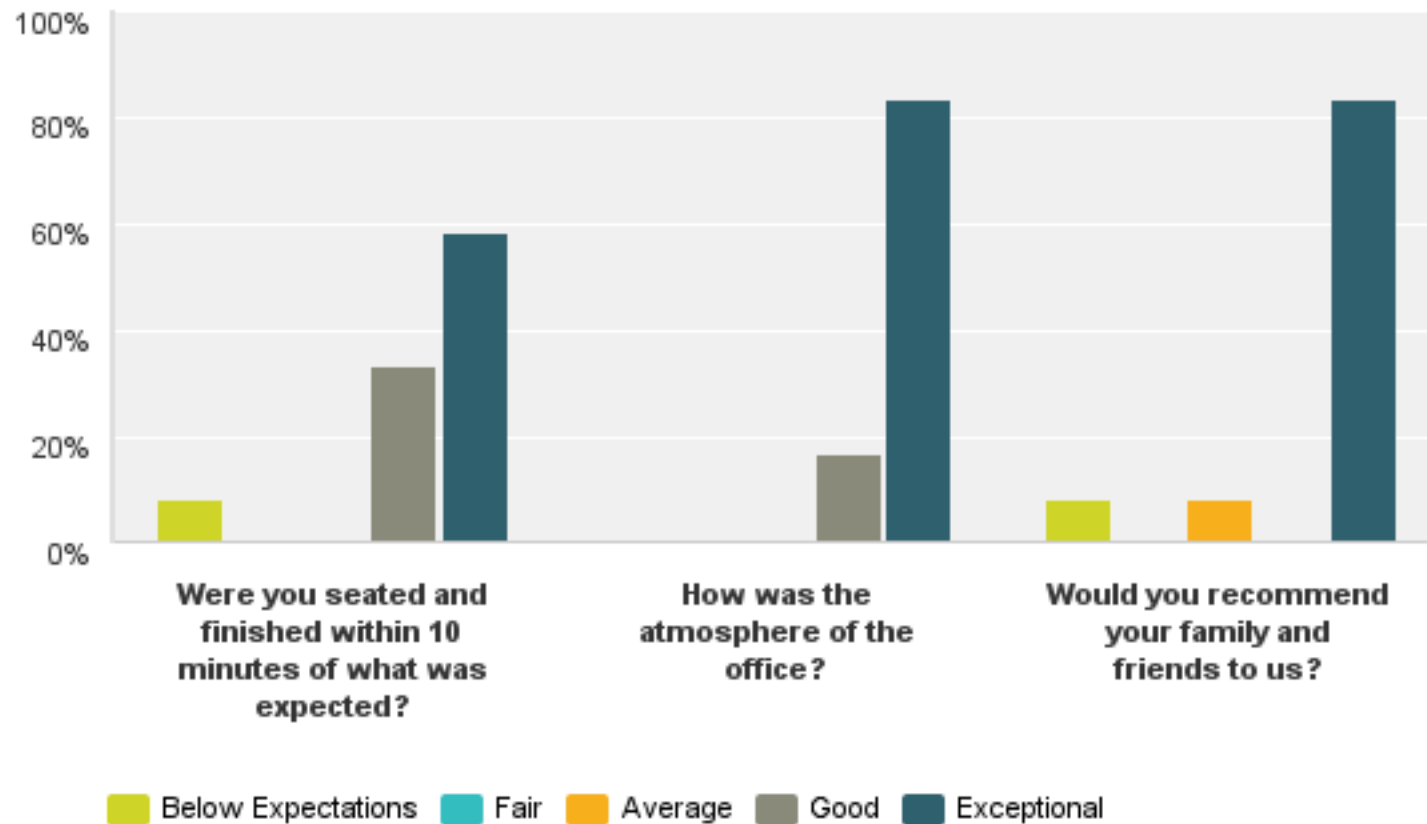
Billing & Front Office

Billing & Front Desk Comments:

- ❑ Don't know about billing yet.
- ❑ Estimate of costs were explained well
- ❑ The receptionist was very helpful answered all of my questions when I set up the appt for my daughter. The billing process went so smoothly with no hiccups with my dental plan.
- ❑ Our family schedule can be difficult to work around. When I have called to make appointments I have never felt rushed. The front office has always been so helpful in working around our schedule & finding appointments that meet our schedule.
- ❑ Your front office personnel are AWESOME! Very professional, courteous and friendly.
- ❑ unknown

Q8 General Questions

Answered: 12 Skipped: 0




General Questions

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

- We are very pleased with our experience, the people we met and the modern equipment. Thank You
- Many thanks to Christine for helping with my children while I was having my teeth cleaned.
- Excellent doctors.
- Thank you and you have our business.
- I love Dr. Flinders & the staff. I appreciate how caring they are & how they remember the little things about us.
- Your team is absolutely wonderful. I feel confident in recommending you to my friends and family, and have done many times.
- Kathy was awesome with getting us an appointment when needed.

How can we make your experience better?

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- Cascade is the best dental experience I've had in my life.
 - Do not advertise a mini-implant for \$900.00. Very misleading.
 - The scent in the office was nice, but a little too strong. Also, the office temperature was a little warmer than preferred.
 - Just keep up the good work.
 - I think you covered the bases well