



## PATIENT SURVEYS

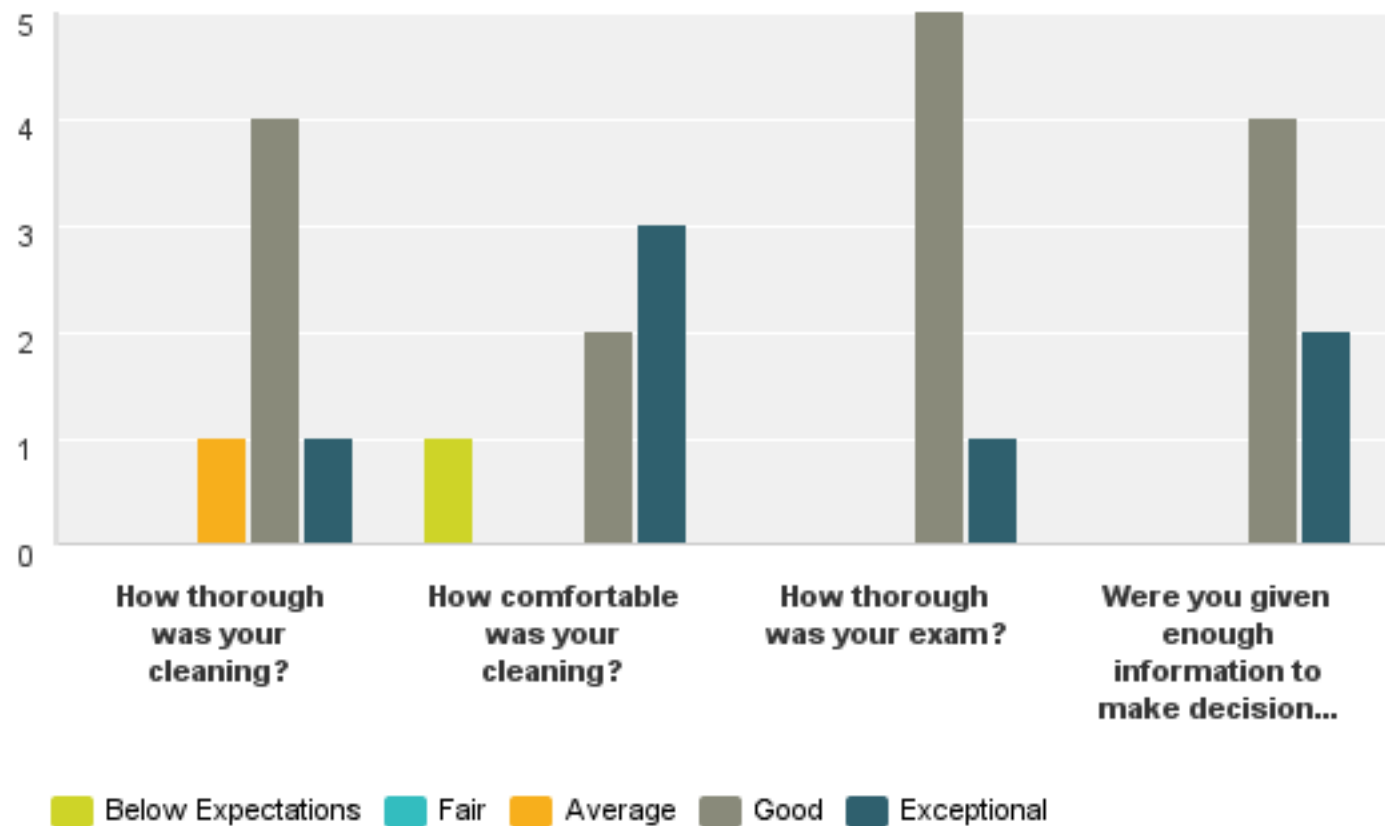
Springville – December 2013

# What Do You Want Most From Us?

- Honesty, but kind words. Tell me how I am doing, but don't belittle me in the process. Let me know the options--tell me what you recommend for procedures, but give me the pros and cons.
- A date with Melanie
- Good quality service
- Wonderful service
- Gentle experience
- An overall good dental experience for my kids (friendly dental hygienists, dentist who takes the time to listen to concerns, open communication between staff and myself)

## Q2 Cleaning Visits

Answered: 6 Skipped: 0



Cleaning Visits

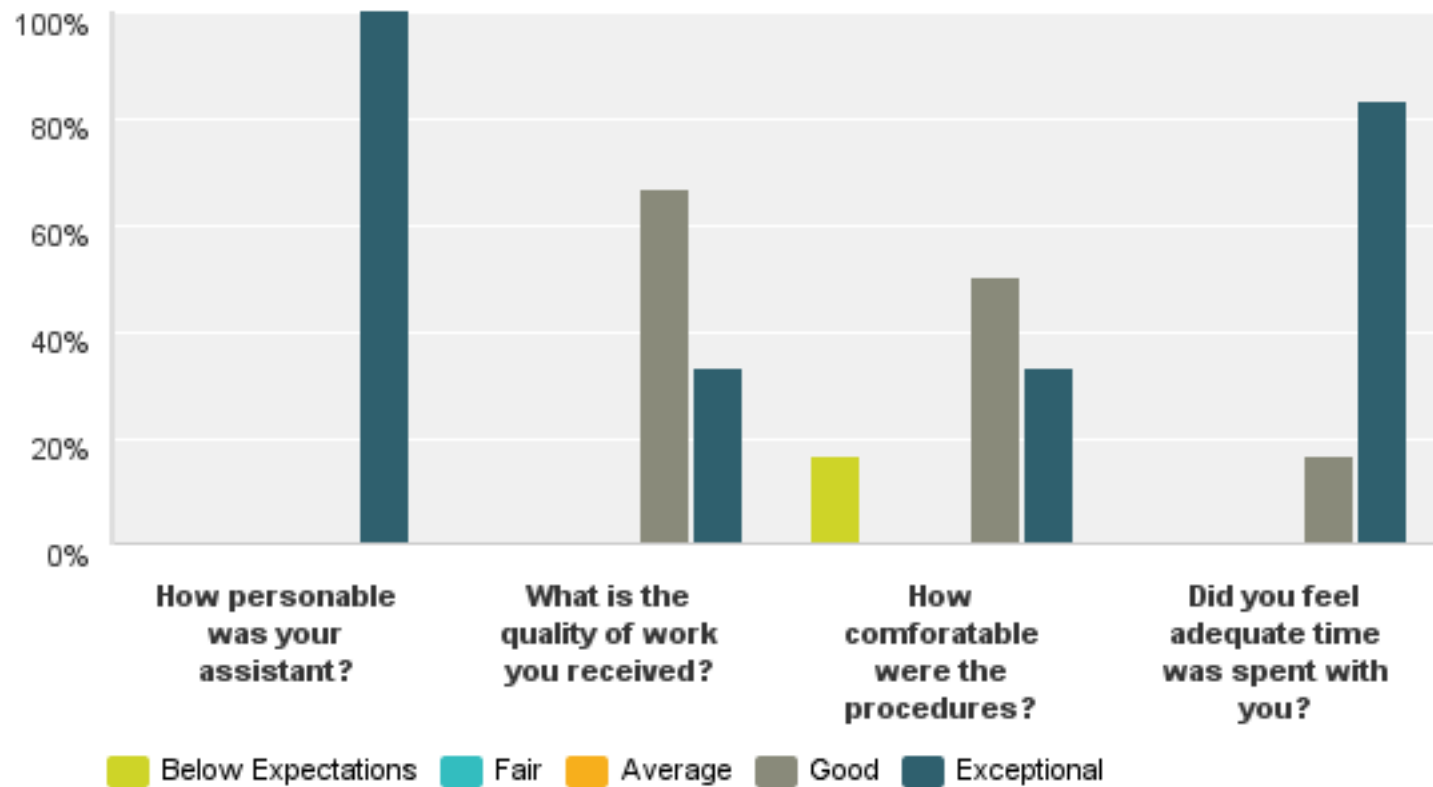
# Comments on Cleaning Visits:



- This was my first visit to Cascade. I felt comfortable and didn't have the anxiety I have had from other dentists about returning in 6 months.
- Melanie cleaned my mouth better than my mom ever did with a bar of soap!
- It was the first visit for one of my boys, and he loved it. The hygienist who helped him was sweet and made sure to tell him everything she was going to do. She was also very patient with him, which I very much appreciated.

## Q4 Dentist Visits

Answered: 6 Skipped: 0



Dental Visits

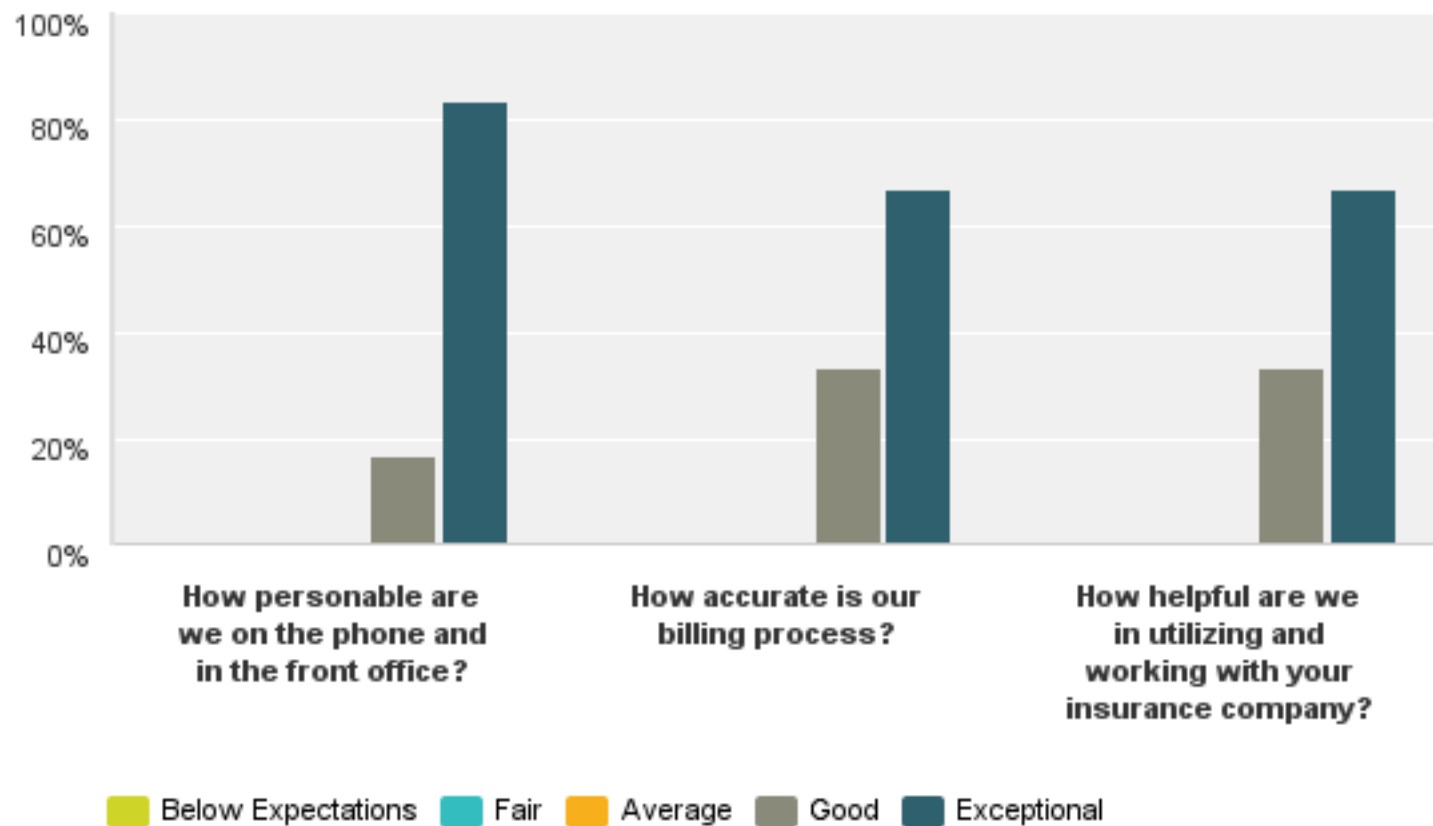
# Comments on Dental Visits:



- I have never had a bad experience at Cascade
- It was a very pleasant visit for my boys. I felt like I could trust the staff and they made sure my boys were comfortable with what was going on inside their little mouths.

## Q6 Billing & Front Office

Answered: 6 Skipped: 0



Billing & Front Office

# Billing & Front Desk Comments:

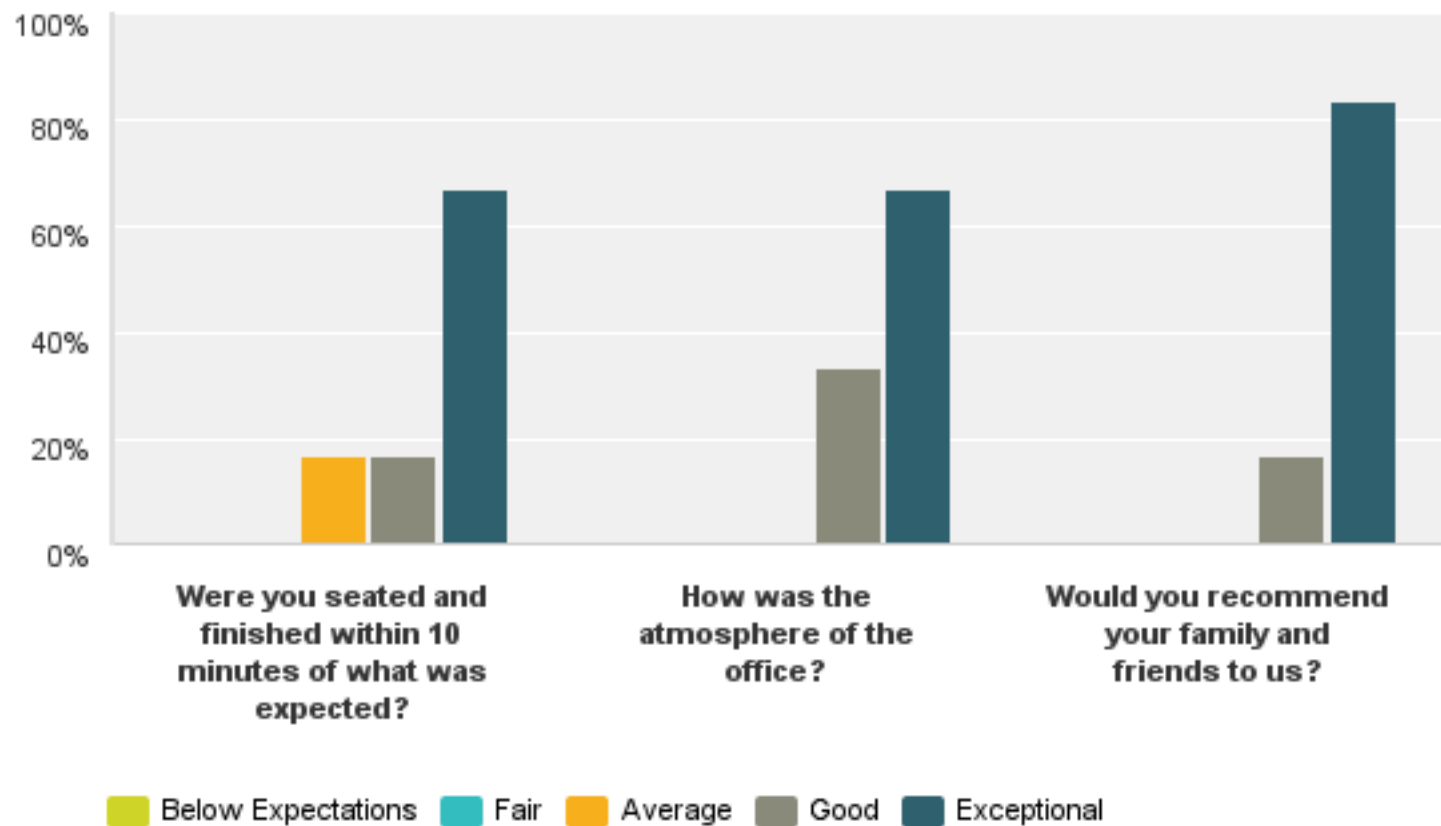


- ❑ I haven't seen the billing yet, but the front office receptionist was very nice and felt genuine.
- ❑ Good Job!
- ❑ The people at the front deserve a raise! They were phenomenal, whether on the phone, or greeting us as we came in. Loved them!



## Q8 General Questions

Answered: 6 Skipped: 0




General Questions

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

- I appreciate them taking the time to listen to my concerns.
- Melanie's green eyes above me passed the time far too quickly.

# How can we make your experience better?

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- Let me know ahead of time about how much time it will take, an estimate so I can plan for the babysitter :)
  - A small selection of donuts and mtn. dew would have been nice.