




PATIENT SURVEYS

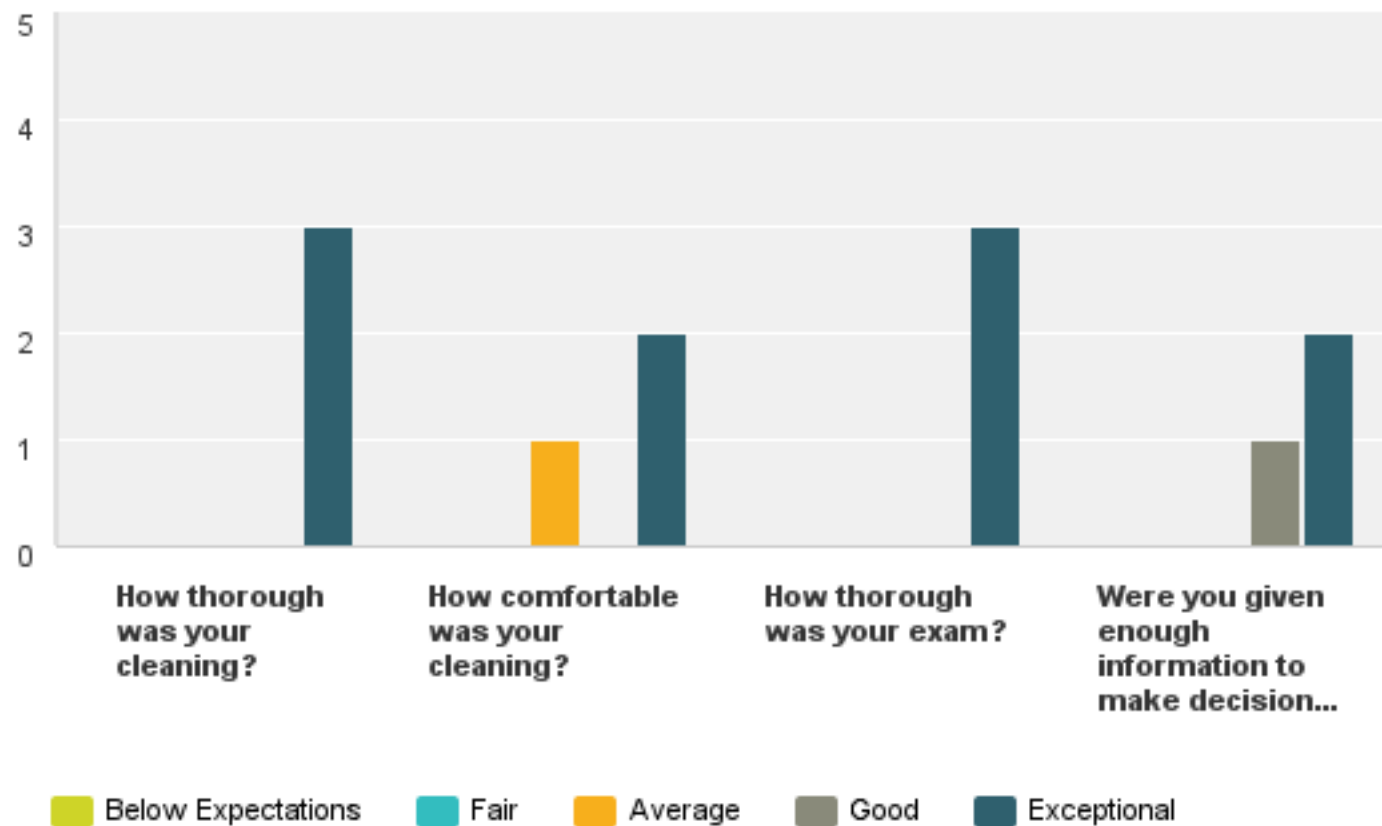
Springville – July 2014

What Do You Want Most From Us?

- 
- ☐ Quality service.
 - ☐ quality work at reasonable prices.
 - ☐ Integrity and value
 - ☐ great dental service
 - ☐ pain free service

Q2 Cleaning Visits

Answered: 3 Skipped: 2



Cleaning Visits

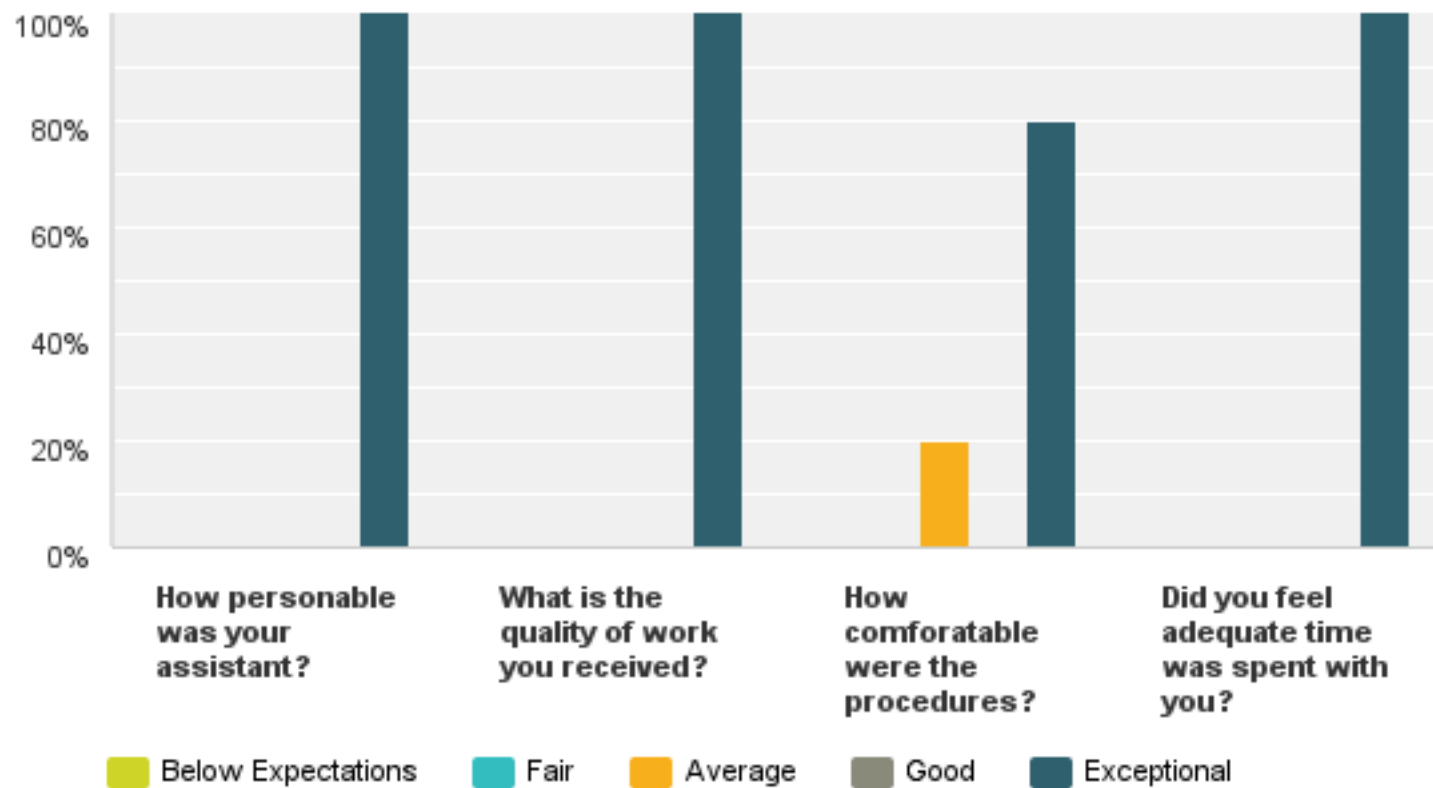
Comments on Cleaning Visits:



- ☐ I always enjoy the Hygienists very much. They are professional and competent and yet remain friendly and make me feel like I am important as an individual.
- ☐ I didn't have a cleaning this visit

Q4 Dentist Visits

Answered: 5 Skipped: 0



Dental Visits

Comments on Dental Visits:

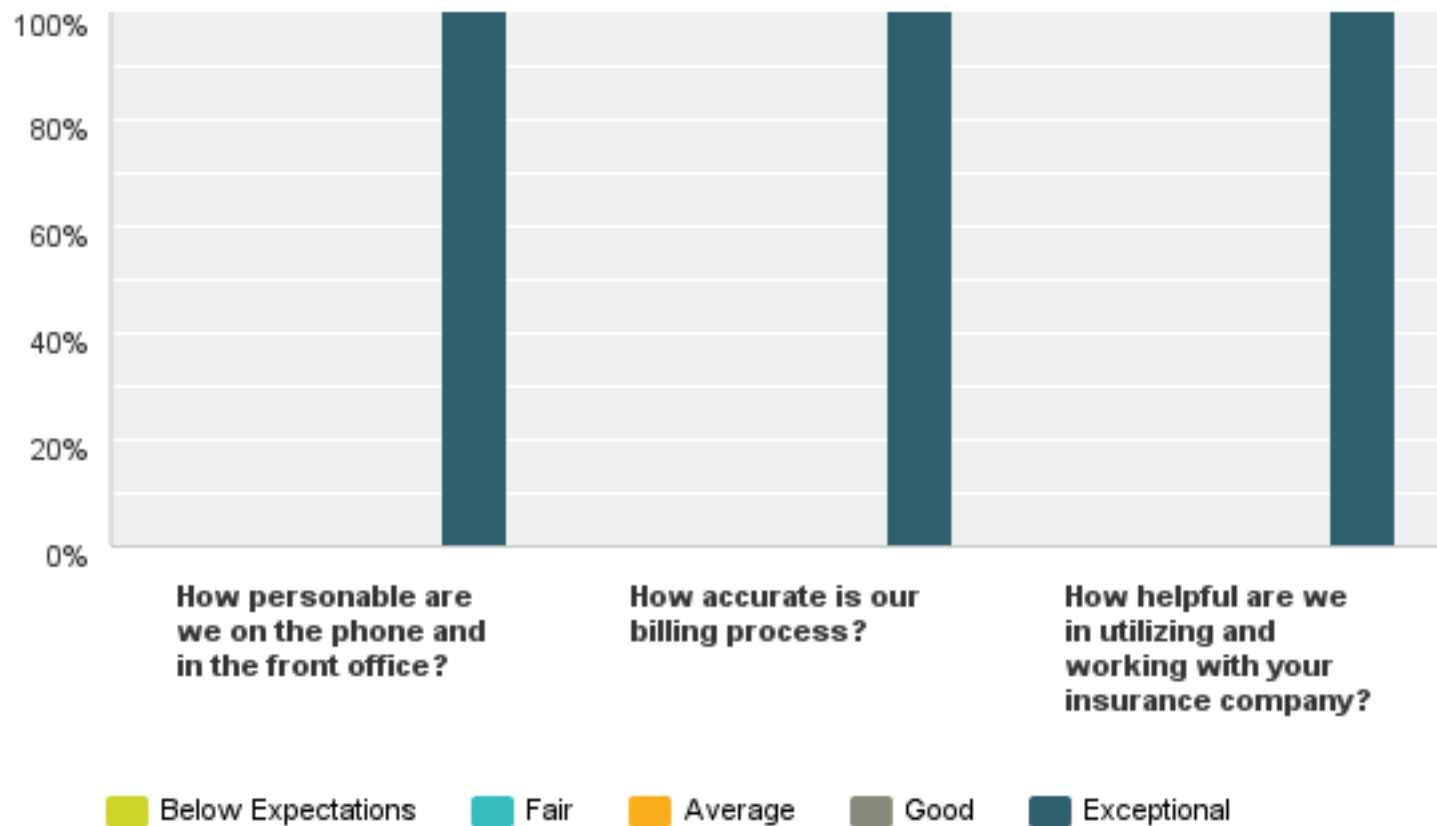


I only saw the Hygienist and Doc Flinders on Friday and also your absolutely delightful receptionist. She sends me reminders about my appointment (and I would miss some if it weren't for her) and she is so helpful and very professional and she is also delightful and she also makes me feel like I am important.

Christine did a fantastic job getting me numbed up. Amanda was very sweet. It was the first visit with her. Dr. Flinders is always kind and caring. Explains things in detail. Goes above and beyond.

Q6 Billing & Front Office

Answered: 5 Skipped: 0



Billing & Front Office

Billing & Front Desk Comments:

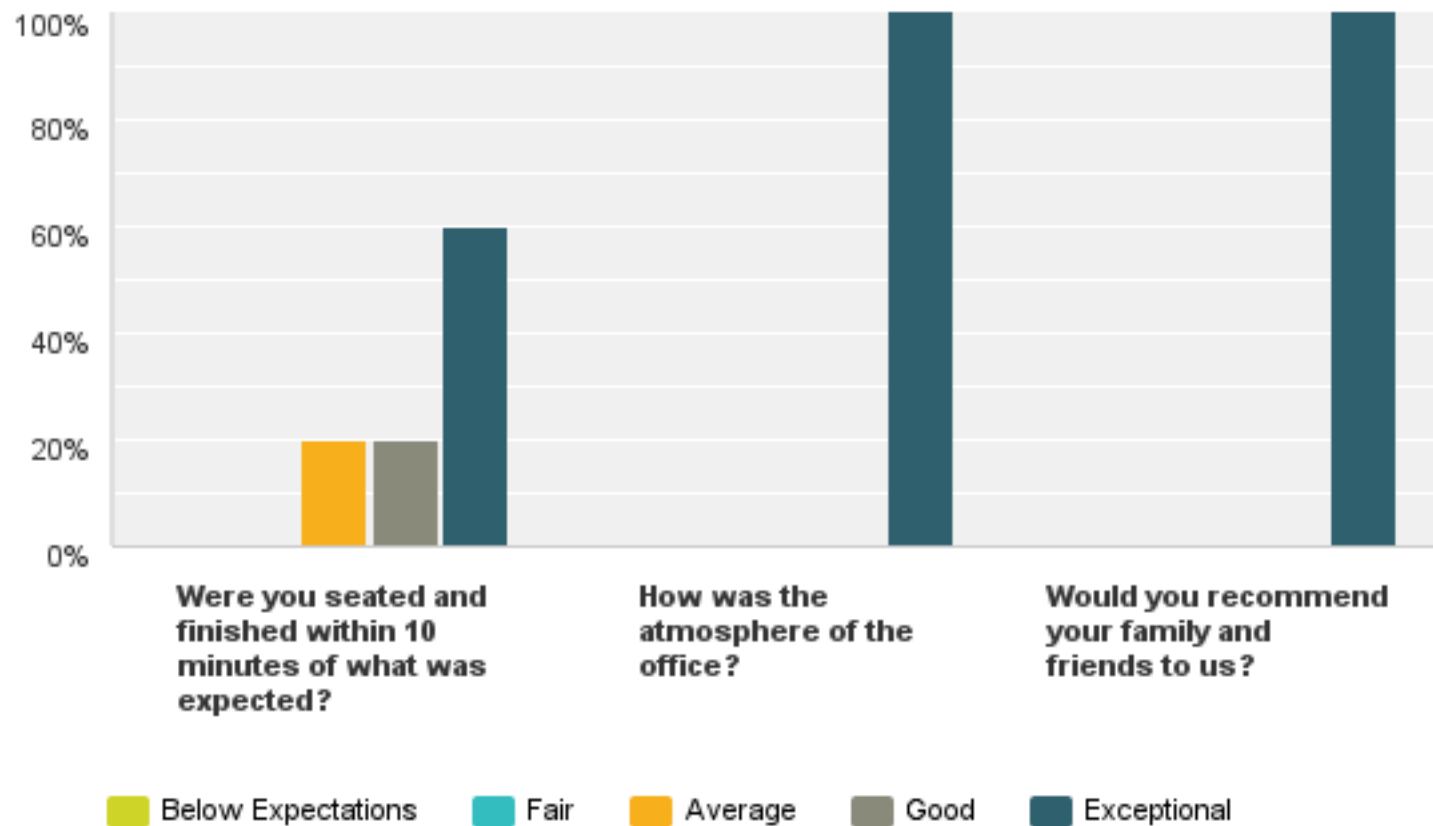


Made it previously. I am having a lapse of memory this morning. I think the front desk person is Kathy??? She always dresses so pretty and is always so helpful and kind and caring. I think I may also talk to a Brittany sometimes who is also helpful and nice. I probably have those names incorrect. It would help me to always remember if she would sign her name on emails to me instead of putting Cascade Family Dental as a signature. I have trouble with my memory so it is embarrassing that I don't remember the name of someone so helpful and nice

I don't have insurance. But the office staff is very personable. Kathy and Christine are great to work with.

Q8 General Questions

Answered: 5 Skipped: 0



General Questions

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

- The staff is great. We have a wonderful, comfortable relationship with Dr. Flinders.
- Love them all!
- See previous comments. Today was the first time I wasn't even concerned about getting numbed. I used to have a hard time with it. The numbing wore off very rapidly. I suddenly noticed I wasn't numb anymore. Very nice experience today. Best ever! I have already referred my daughter-in-law, Christine Hammack. She gets seen in the Payson office.

How can we make your experience better?

- I'm just embarrassed discussing my failing tolerance for pain each time and sometimes in front of other patients. It is very embarrassing for me to even admit it and it makes me feel like ppl might think I'm a drug seeker or something. I used to have such a high tolerance for pain. My neurologist is treating me for over-active nerve endings right now so there is a definite problem. I just don't like to admit weakness or appear to be a whimp. Could it just be noted in my chart that there is a problem with my pain tolerance level right now? Thank you guys. I think you all are awesome!
- Just keep doing what you are doing, but never stop trying to improve.