



PATIENT SURVEYS

Springville –February 2015

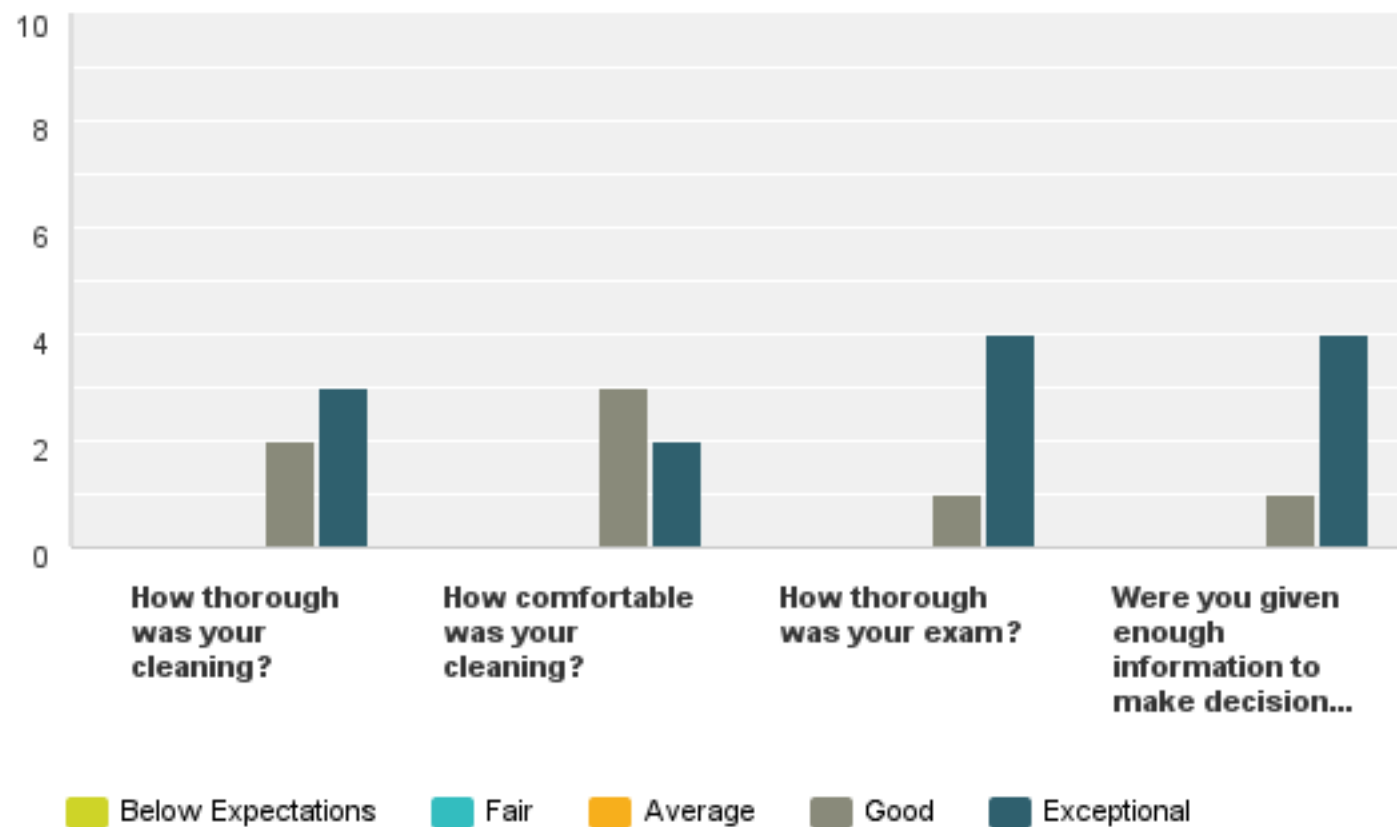
What Do You Want Most From Us?



- ❑ Quality dentistry from quality staff who make my kids feel comfortable.
- ❑ Efficiency, kindness, and knowledge of what you're doing, and good people skills
- ❑ Friendly service!
- ❑ Hospitality, Professional standard
- ❑ Quality care that is affordable.

Q2 Cleaning Visits

Answered: 5 Skipped: 0



Cleaning Visits

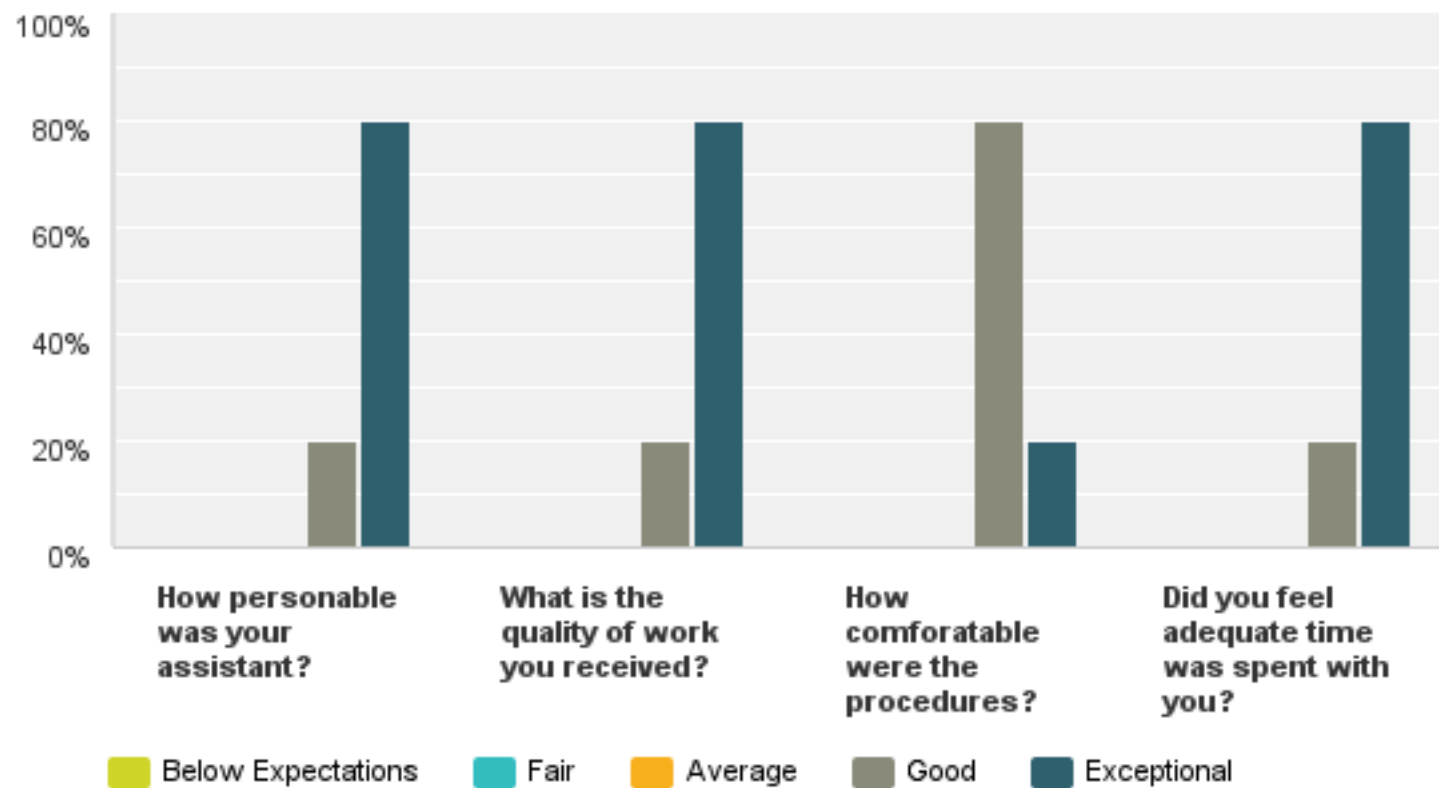
Comments on Cleaning Visits:



- ❑ Kids felt comfortable and we're not scared.
- ❑ They were thorough, not painful, and the hygienist was willing to work with me so it was a good experience so I would continue to have my checkups.
- ❑ I have sensitive gums, so cleanings always bother me.
- ❑ Hygienist did an amazing job, my teeth felt so clean afterwards. I was very happy with my cleaning.

Q4 Dentist Visits

Answered: 5 Skipped: 0



Dental Visits

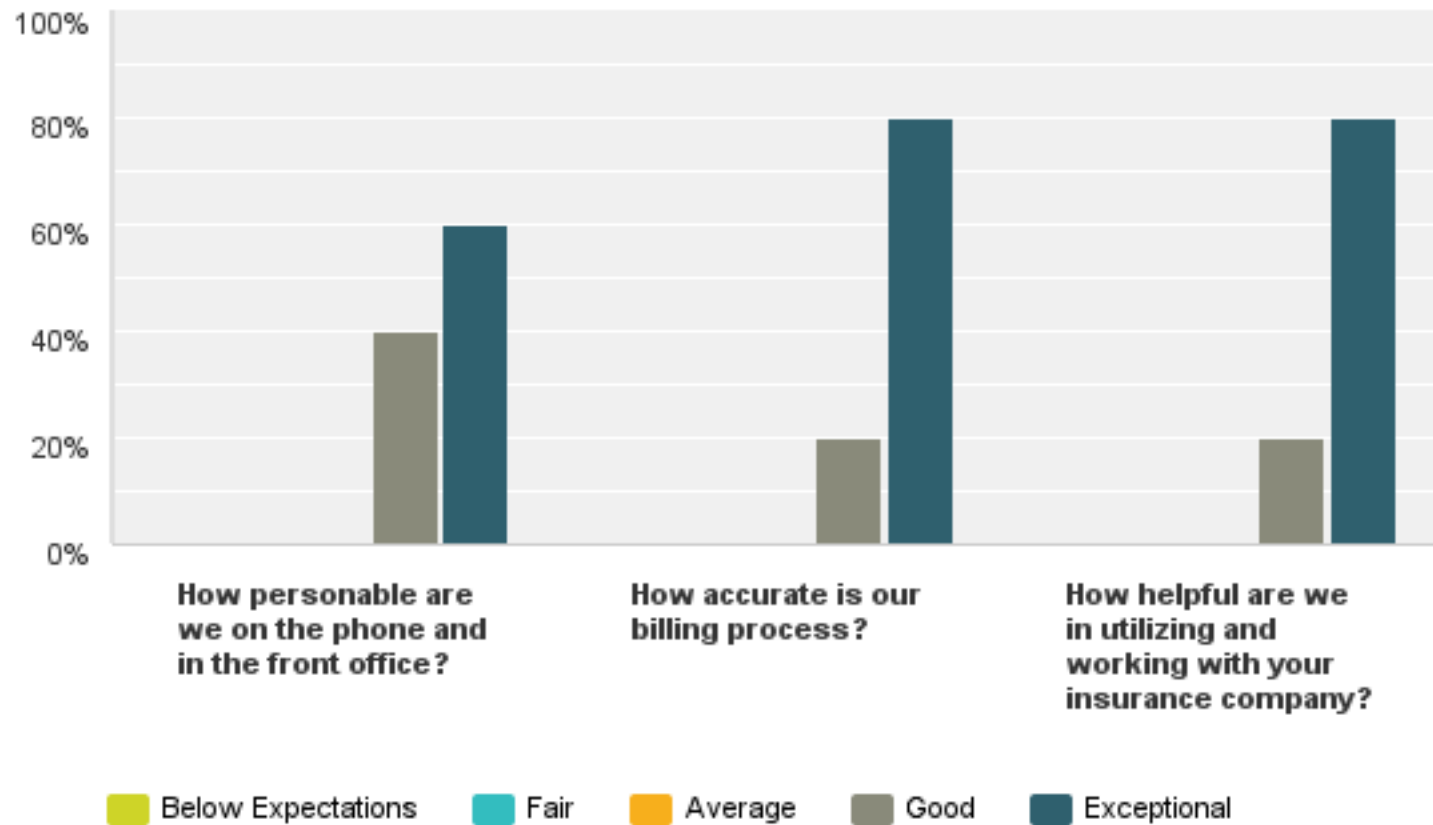
Comments on Dental Visits:



- The assistants were so kind to my kids and helped them feel comfortable.
- The dentist was willing to work with me and he made sure my teeth were exactly right before I left. They were filed down so they felt comfortable to ME not just so it looked right to the dentist.
- I love the staff!
- Dr. Flinders is so patient and good with kids. I am glad my children aren't afraid to come to the Dentist.

Q6 Billing & Front Office

Answered: 5 Skipped: 0



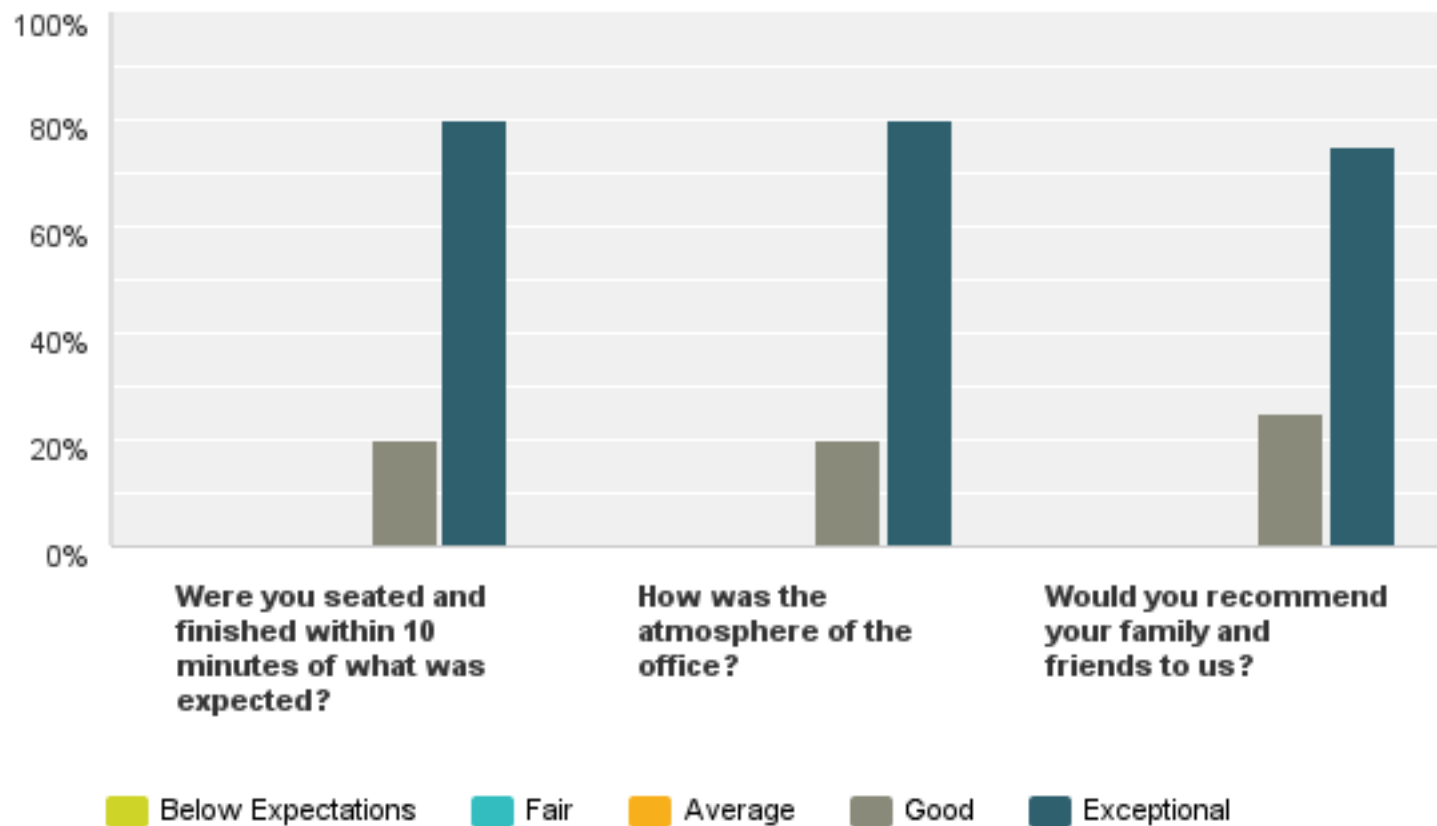
Billing & Front Office

Billing & Front Desk Comments:

- ❑ The front people are always very nice, they know my name personally and billing is accurate. If sometimes there is an oversight or error, it is immediately worked out.
- ❑ I love the front office ladies! They are so nice!
- ❑ Very friendly and personable with everyone who enters the office.

Q8 General Questions

Answered: 5 Skipped: 0



General Questions

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

- ❑ My daughter was very nervous, but felt good. My 5 year old son wasn't nervous for his first time, and even after four fillings, he still looks back at the dentist visit as being a positive experience.
- ❑ The office and dentists and hygienists are personable, know what they are doing, and make it a good experience. I hadn't been to the dentist in years before I had to go to the dentist, chose here by chance, and haven't stopped going to the dentist regularly because it has been such a good experience.
- ❑ I always enjoy my interactions with the people that work on me and my kids! So friendly and easy to talk to!
- ❑ I'd like to thank everyone at Cascade for always making our visits so pleasant. We are 100% dedicated patients to your office. :-)

How can we make your experience better?

- ❑ My daughter's first assessment hygienist was very abrupt and a little rude, but we have had several visits (over a 2 week period) and haven't seen her again. Every other hygienist and assistant was fantastic. The dentists were both so friendly and professional.
- ❑ n/a
- ❑ Numb my gums? Haha!
- ❑ Just keep up the great work! You are providing a great service to the community.