



PATIENT SURVEYS

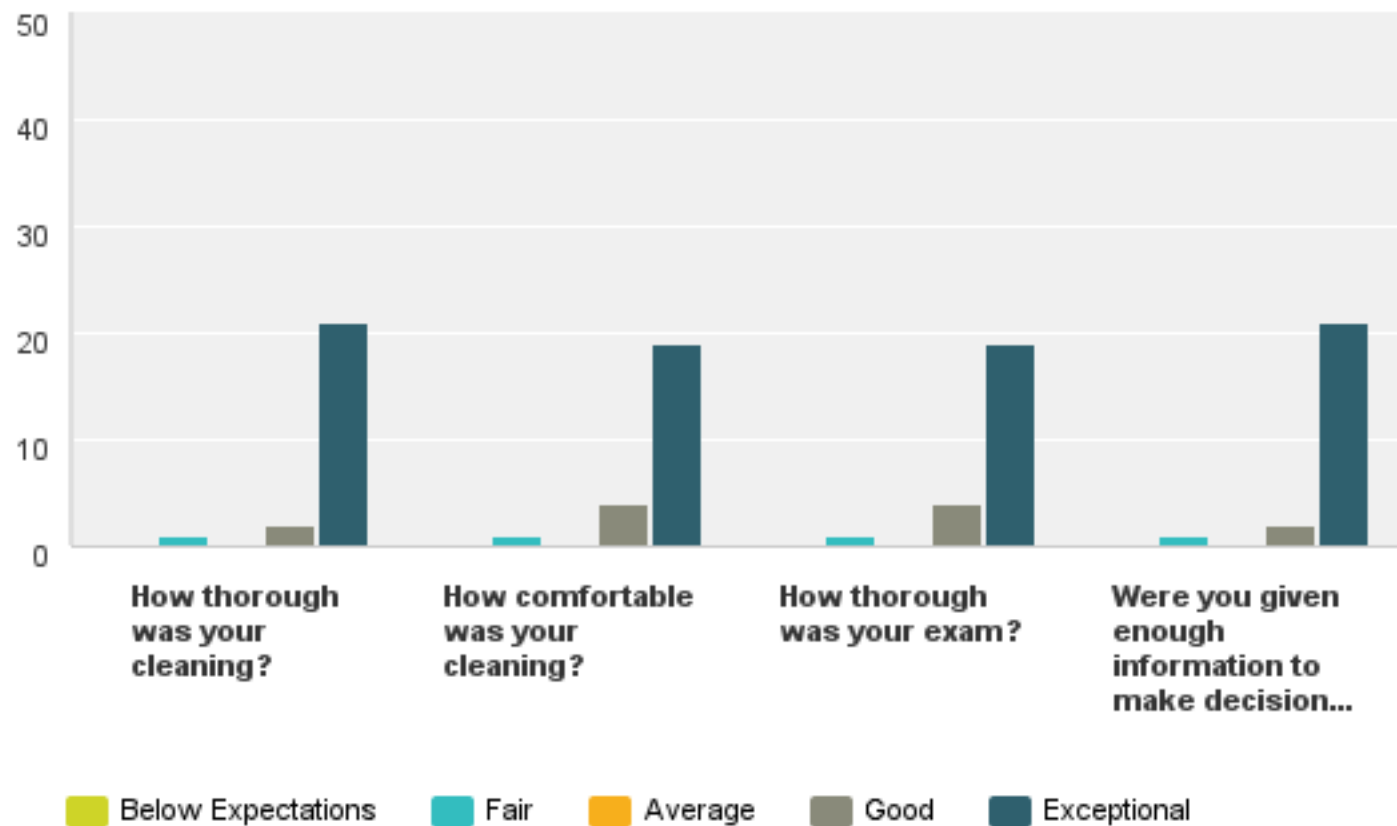
Springville – January 2016

What Do You Want Most From Us?

- Professional service, punctual appt's, knowledgeable and kind staff
- Good service
- Quality care at an affordable price.
- Quality service and compassionate care
- Gentle and skilled care
- Good service, friendly staff
- Honesty and fair prices
- Exceptional care
- Professionalism
- Good service and speedy
- Great dental care with a great experience.
- Quality care
- Just continue making me feel of worth.
- A job done right the first time
- Great service
- quality service
- A phone call reminding me of an upcoming appointment 1-2 days before the appointment, rather than an email 1 week before the appointment.
- Clean teeth :)
- Good care in a timely manner
- Good quality dental work and reasonable prices.
- Great customer service and understanding. I give you 100%
- honest timely delivery of needed services
- I want good dental work :)
- peaceful, pain free cleanings & check ups

Q2 Cleaning Visits

Answered: 24 Skipped: 2



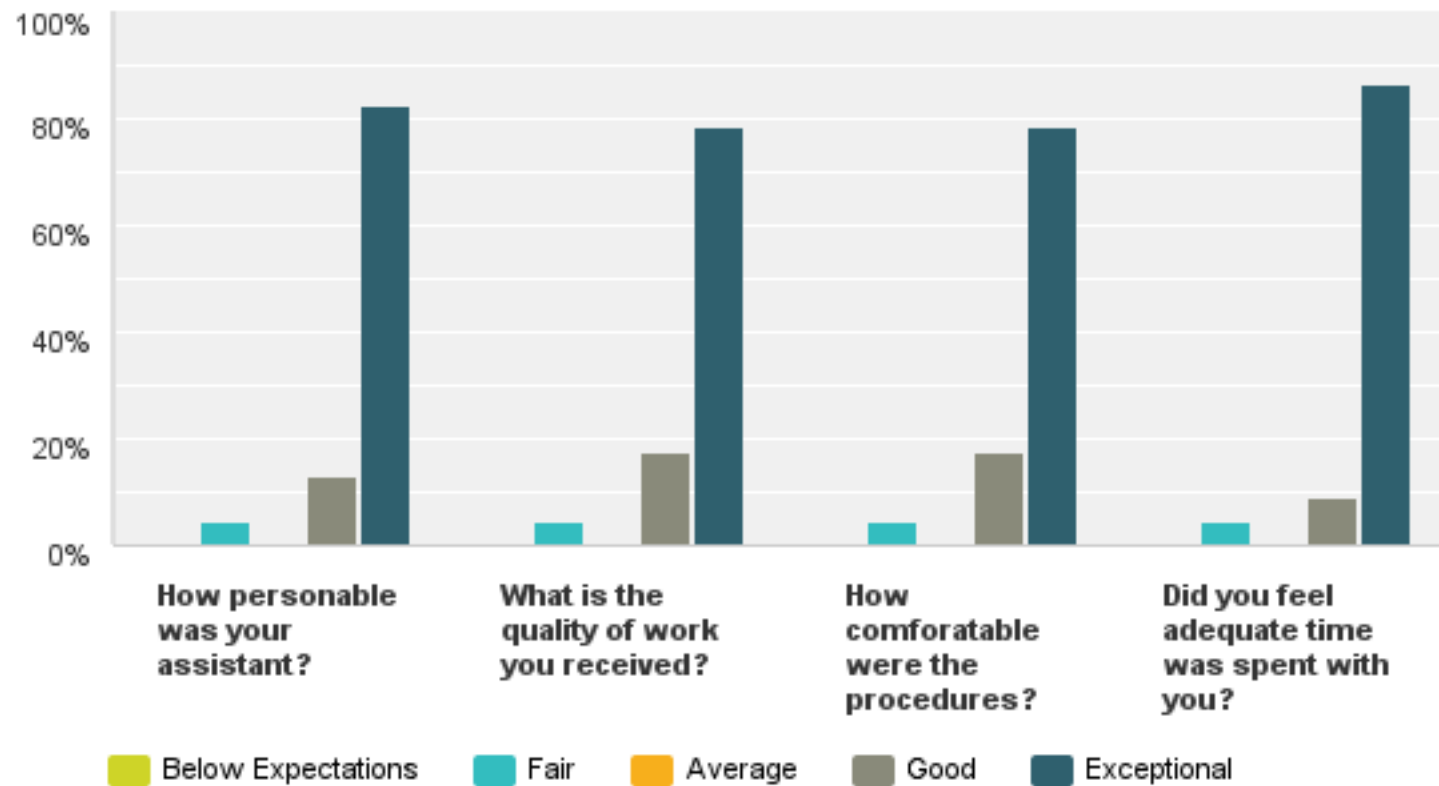
Cleaning Visits

Comments on Cleaning Visits:

- Appreciated talking through the exam so i was aware of what was happening.
- All of the staff are exceptionally considerate and thorough in their work. I'm VERY pleased with the service I receive at Cascade Family Dental.
- well done
- I was very impressed that she didn't seem like she was rushing through it. She asked me about my personal/family life and I felt she was very sincere. She was very informative. I say she because I can't remember her name. Jill??? It was my first time there and I felt the dentist took time to be friendly as well.
- Great job
- They make something that is not that pleasant for me more pleasurable.
- We LOVE Mel and Dr. Flinders!!!! My son asks to come get his teeth cleaned ALL the time!
- Great work.
- I have two deep cleaning visits scheduled in the next two weeks, but I feel confident that I will be well taken care of.
- Very well done
- Feels great!
- Melanie was amazing with my son. They were fast but thorough. I will be recommending this office!
- Answered all my questions and were so kind and everything was GREAT!
- very comfortable and efficient
- The last dental office I went to I had some weird experiences (they forgot I was in the lobby for 2 hours and another time I went in for a cleaning, they looked at a tooth that was bothering me and told me they were done- they forgot they hadn't cleaned my tooth :(). So my comments about my cleaning visits with you are AWESOME! I'll definitely be back to your office again!
- Sharon is an EXCELLENT hygienist. She was gentle, kind, thorough, and friendly.

Q4 Dentist Visits

Answered: 23 Skipped: 3



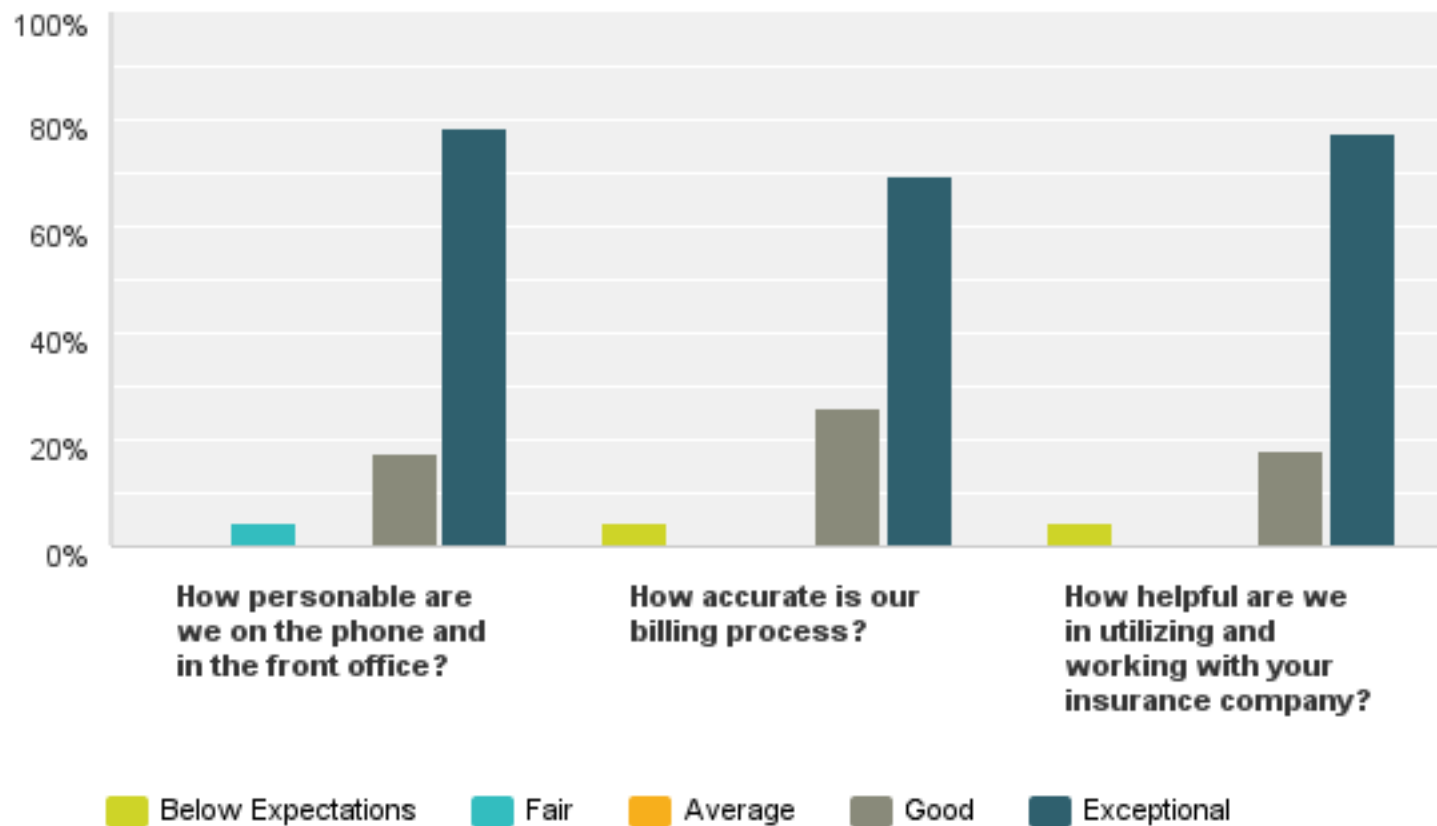
Dental Visits

Comments on Dental Visits:

- Appreciated dentist taking time. Didn't feel rushed
- Dr. Flinders is the first dentist I've been to that has made my experience painless and easy. I usually have extreme anxiety at the dentist but Dr. Flinders is very good at explaining everything and making sure you are comfortable.
- well done
- I just had a cleaning visit.
- None
- They were great!
- We LOVE Mel and Dr. Flinders
- Great work.
- Everyone took the time to make me feel important and comfortable.
- Felt comfortable with dentist and assistant everyone was wonderful
- good not have been better
- Same as previous comment.
- I love the massage chair and the water fountain on the wall. It makes the visit very peaceful.

Q6 Billing & Front Office

Answered: 23 Skipped: 3



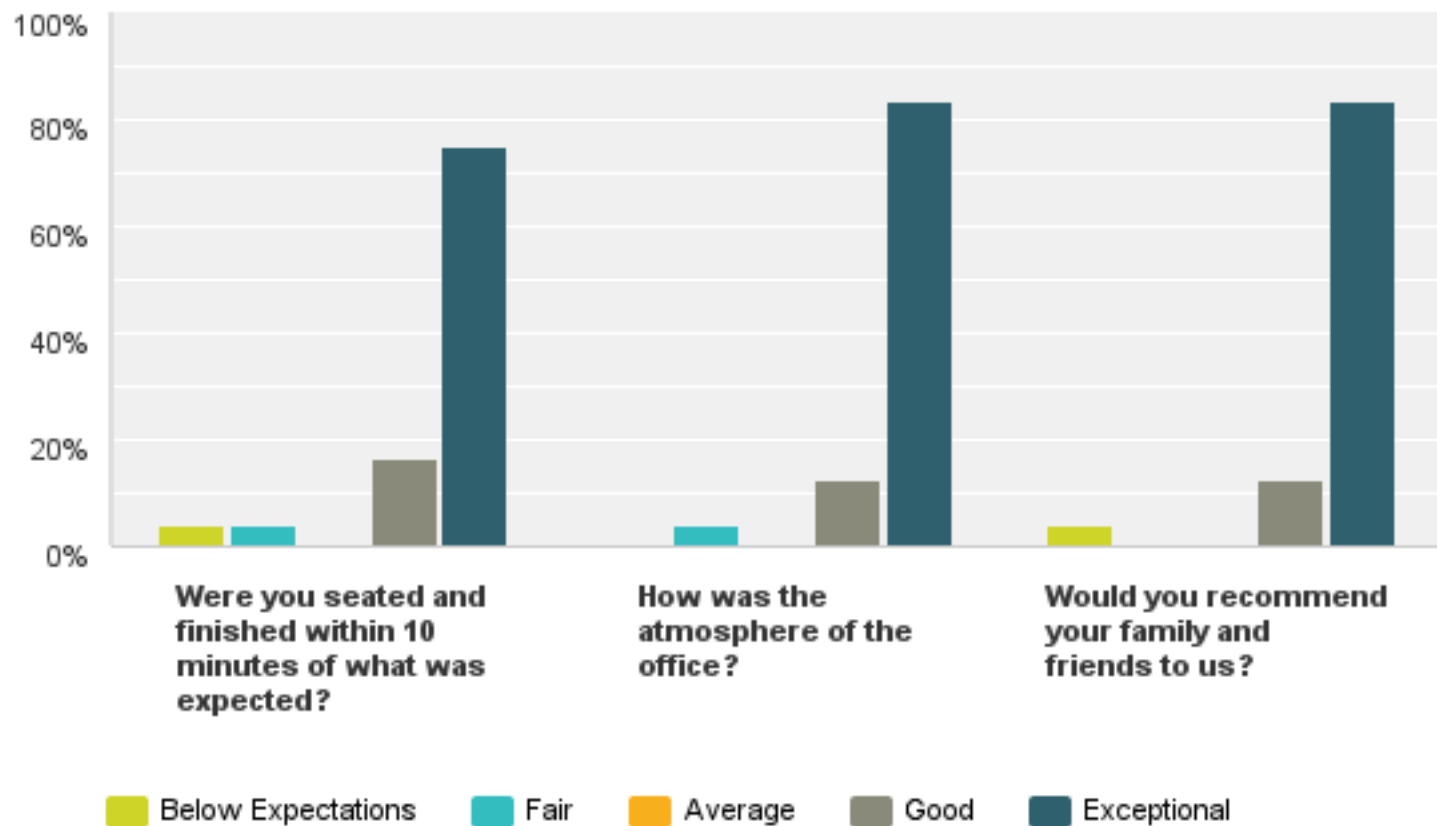
Billing & Front Office

Billing & Front Desk Comments:

- ❑ They are SUPER friendly and easy to work with.
- ❑ friendly and competent
- ❑ Just had a cleaning so not sure...
- ❑ Very helpful and informative
- ❑ They are very personable and helpful.
- ❑ Haven't had much experience here yet.
- ❑ I've always been impressed with the knowledge and billing from the front office.
- ❑ Great!
- ❑ Made sure everything was correct and very polite ladies
- ❑ very professional and kind
- ❑ I appreciated breakdown of billing information! That was very helpful! You might even get my hubby as a patient because of that! :)
- ❑ I appreciate that they check with insurance before allowing x-rays since insurance companies change things frequently and I don't want to get stuck with a bill for "non-covered" services.

Q8 General Questions

Answered: 24 Skipped: 2



General Questions

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

- Kristen great for cleaning, Allred great.
- Honestly I have been very pleased with every experience at this office....from my own care to that of my children. It will be one sad day when we move out of state and have to Find another dentist. I'd be hard pressed to find Cascade Family Dentals equal.
- Very positive first visit for me!
- Dentist was extremely friendly and very fast
- I love my dentist.
- Mel and Dr Flinders are so kind and gentle! We love them.
- I so appreciate Melanie from the Payson office taking the time to make me feel good about myself, and about the upcoming procedures I have to go through.
- Melanie was amazing and patient with my 3 year old! We will definitely be back.
- The assistant/hygienist Susie(?) was so friendly and helpful!!!
- Personable, kind and fun tried to get to know me a little
- very considerate
- Suzy was so kind and personable! What an asset to your dental practice!
- Sharon is an EXCELLENT hygienist. She was gentle, kind, thorough, and friendly. Both dentists are very friendly and thorough.

How can we make your experience better?

- ❑ My kids had to wait too long in waiting room.
- ❑ None
- ❑ It's pretty great just how it is.
- ❑ I am expected to pay a \$40 fee if I forget an appointment, however I always receive a reminder phone call or email more than a week before the appointment. Also, if I am required to pay a \$40 fee for cancellation or missing an appointment, why is it ok for me to wait in your waiting room for 20-30 minutes after my appointment time, and then an additional 10-20 minutes after I am in the chair? My time is worth something, when are you going to start paying me?
- ❑ Better prices.
- ❑ No way it was the best experience I've ever had at the dentist
- ❑ I don't have anything at this time.
- ❑ Keep doing what you are doing. Excellent staff, peaceful environment, great service!
THANKS!