



PATIENT SURVEYS

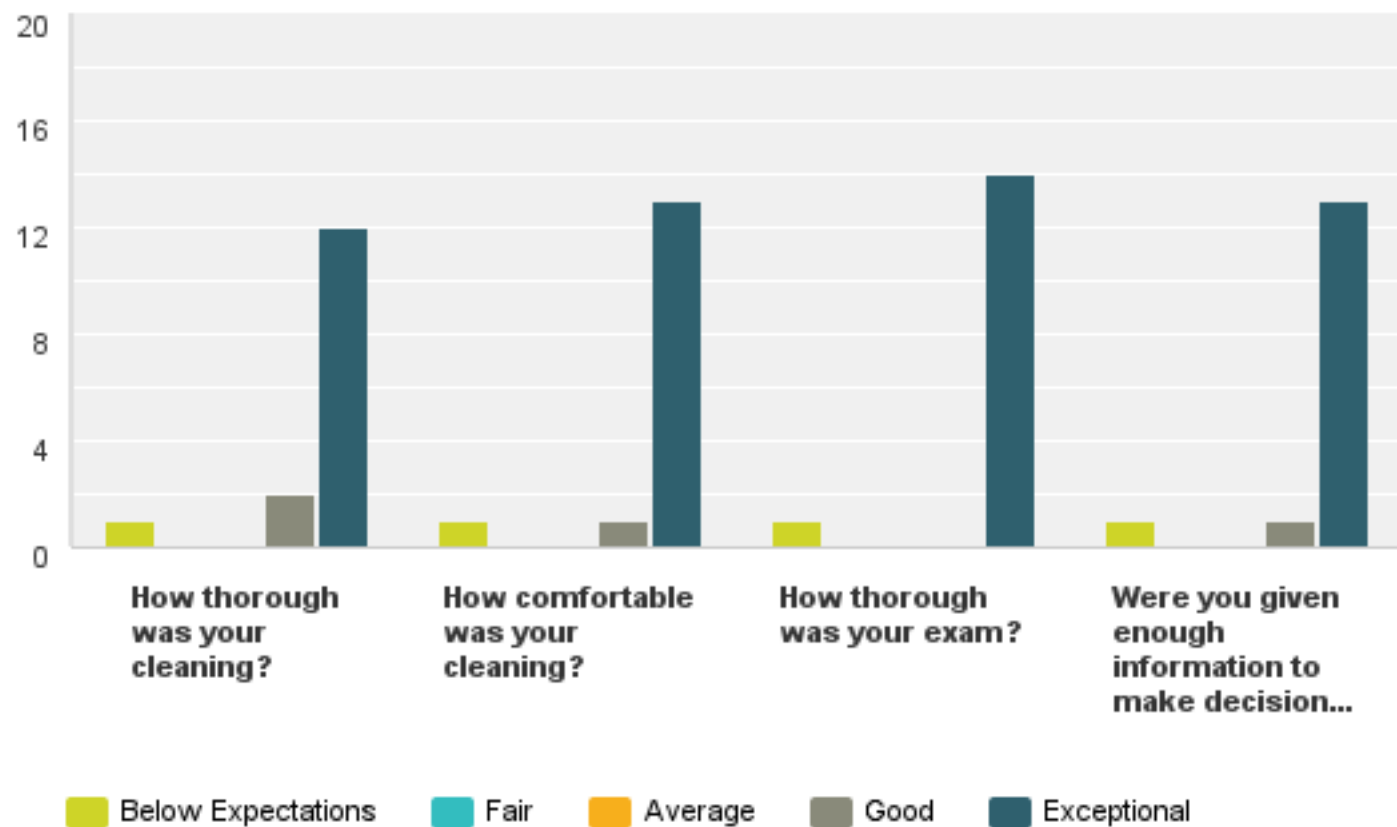
Springville – February 2016

What Do You Want Most From Us?

- ❑ Great dental care :)
- ❑ Fast and friendly service.
- ❑ Just want to thank you for everything, you are all great, a special thanks to Doctor Allred for his generosity and for an amazing treatment.
- ❑ Customer service
- ❑ Friendly service and great care
- ❑ Efficient and quality dental care
- ❑ Quality and friendly dental care!
- ❑ "Good friendly hygienists who are gentle on the gums.
- ❑ A good cleaning and accurate diagnosis."
- ❑ Quick service, compassion but not pity, and courtesy.
- ❑ Gental cleanings :)
- ❑ I like the way the people in your office are so courteous.
- ❑ you are great
- ❑ To know what you're doing, but to have people skills (and you do). But like if I need to have the tartar removed manually and not with the electric tool because of sensitivity, remember that.
- ❑ Dental services
- ❑ To keep up the excellent, kid-friendly, and inviting atmosphere!

Q2 Cleaning Visits

Answered: 15 Skipped: 0



Cleaning Visits

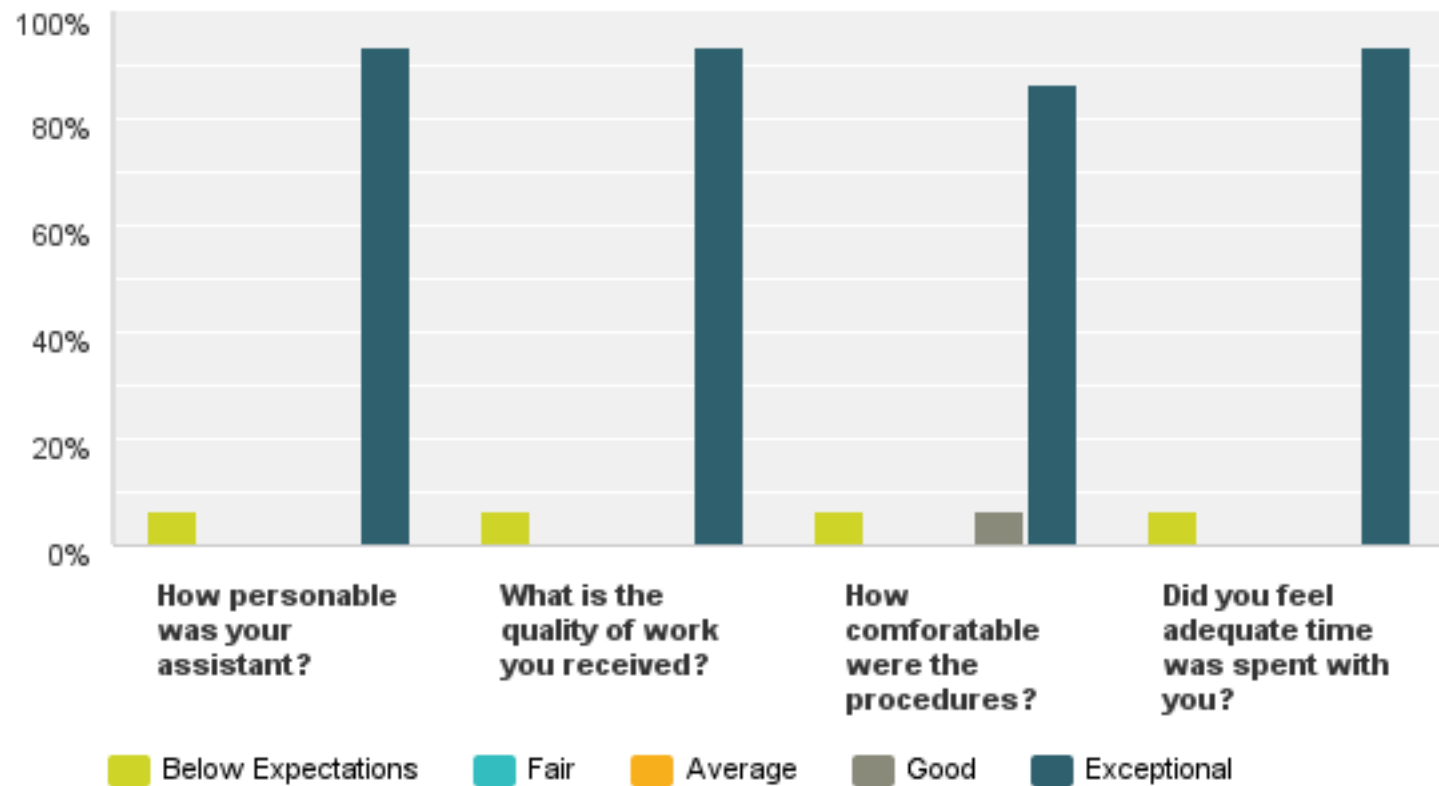
Comments on Cleaning Visits:



- ❑ Very friendly staff!
- ❑ Very happy with the dental assistant and dentist, and the options they told me about that I'd not been given by three other dentists.
- ❑ Very little discomfort, thanks!
- ❑ Maren was fantastic with our 3 year old. She put him at ease, and made it fun for him!
- ❑ Offer different flavors of cleaner, other than mint and bubble gum.
- ❑ Thanks! :)
- ❑ They are very gentle and thorough.
- ❑ None

Q4 Dentist Visits

Answered: 15 Skipped: 0



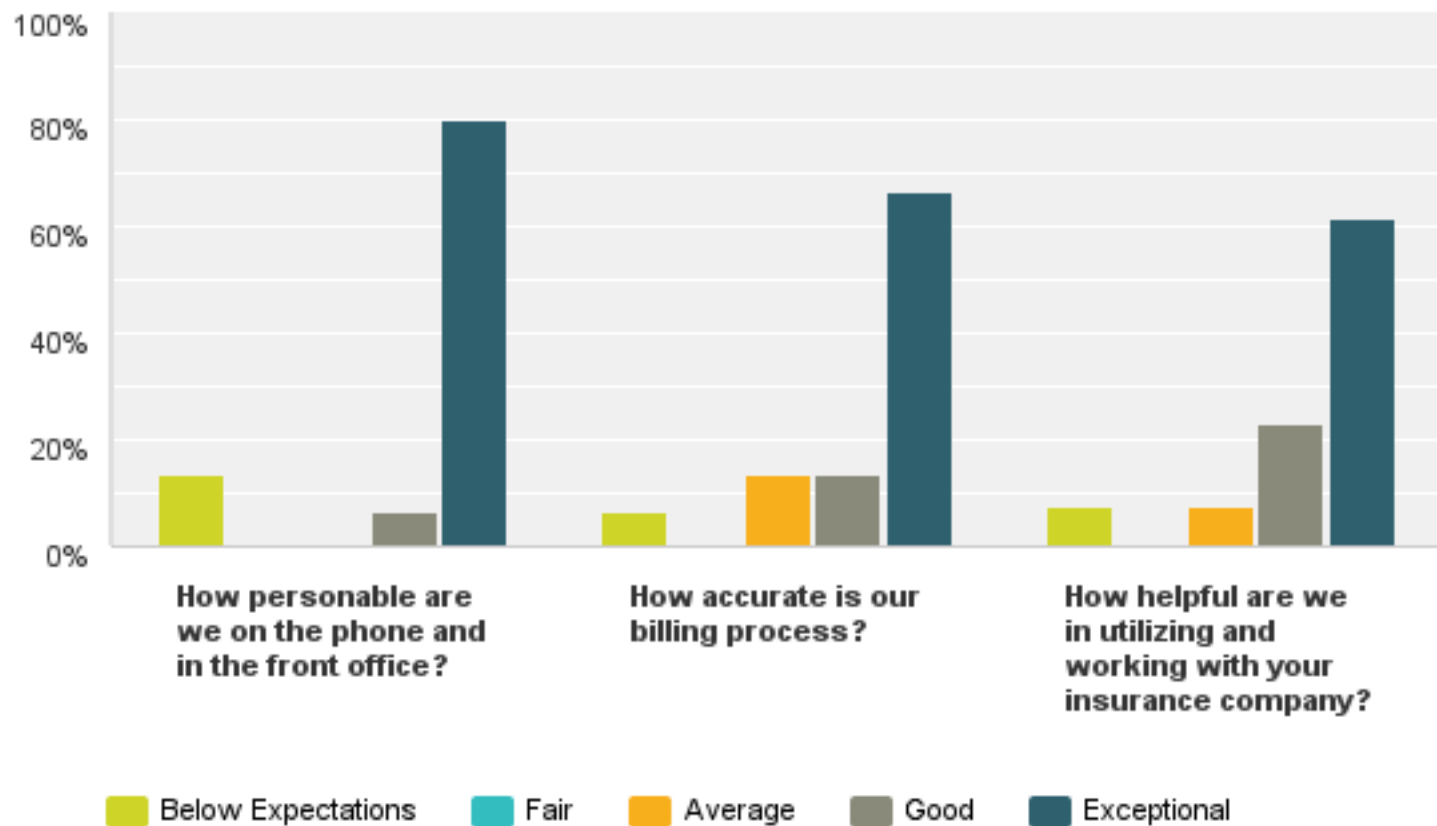
Dental Visits

Comments on Dental Visits:

- You guys worked around my schedule and got me in very quickly, especially since I'm a new patient.
- Pleased & impressed
- Love Dr. Flinders. He's very personable and only recommends work that absolutely needs to be done.
- Dr. Hyde is an ideal dentist. She took extra time making sure my teeth were well polished after the fillings, which were well done and extensive. She wished she'd taken a before and after photo, but I won't ever forget her kindness and understanding, as well as exceptional work.
- Thanks!

Q6 Billing & Front Office

Answered: 15 Skipped: 0



Billing & Front Office

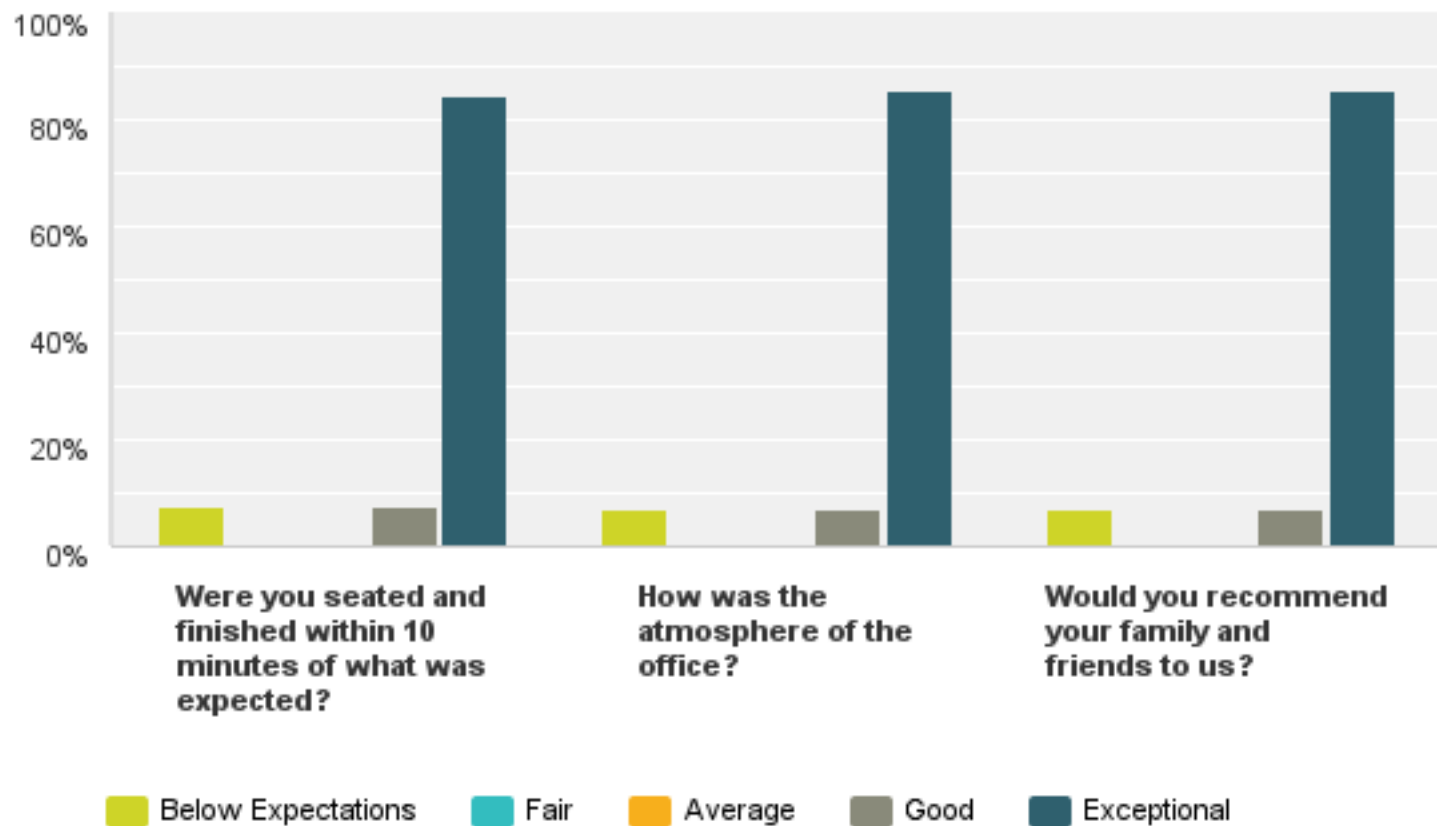
Billing & Front Desk Comments:



- ❑ I was told pricing for EVERYTHING before we proceeded. I'm super impressed!
- ❑ Very friendly, made appointments that worked well for me.
- ❑ I haven't experienced the billing yet, but the receptionist was very rude.
- ❑ No ins
- ❑ Always friendly and helpful! We really like this dental office!
- ❑ The projections are never close to what the bill comes to. This is very frustrating.

Q8 General Questions

Answered: 14 Skipped: 1



General Questions

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

- I am very impressed that the staff was willing to make all my dental work happen before the end of the month (my insurance is ending). They were very aware of my time limit.
- Dr. Allred and his assistants have been very patient and did a great job with my teeth.
- The receptionist was rude, but every other aspect of the visit was fabulous!
- No, everyone nice!
- We do tell family and friends we really enjoy cascade, except it seems they over diagnose some issues, maybe just for the money or just being thorough??
- I very much appreciated Dr Hyde's compassion, understanding, and ability to comprehend that my teeth loss had to do with possible medications or "acid reflux" in her words, excessive illness in pregnancy was the real issue - hyperemesis gravidarium is what the doctors called it - and they tried out a pharmacy of medications on me in trying to get it under control. Dr Hyde perceived this, understood it, and didn't make harsh judgements about me as other dentists have and that meant so much to me, more than I can say.
- Thank you so much for taking time to explain everything as it was done and not making me feel rushed! I'm not a dentist and I love that no one expected me to just know what is what in dental care! I really feel like your staff helped me make the best choice for my child and his dental needs. I feel great about being proceeding with his dental health in your office!

How can we make your experience better?

- Honestly, nothing. You guys are awesome. Prior to becoming a patient here, I HATED going to the dentist and had major anxiety. Being able to be comfortable going to the dentist is huge for me, thank you.
- I think you guys did great!
- Teach the first person customers see when entering the office to be more personable.
- Keep up the great work.
- This may be asking too much, but it would be helpful if all the assistants knew what our insurance covered without us asking them first, "how many x-rays, etc." does my insurance allow a year. It would be nice to know that when Cascade tells us a problem we could know right then if our insurance will cover it?
- Educate your dentists and colleagues to understand people with dental problems, sometimes its for reasons outside their control. Knowing that dentists could understand that about their patients would make me feel better about having to go in to see any dentist.
- Honestly, there isn't a thing I'd change! Keep up the great work!! Thank you for an amazing dental experience!