




## PATIENT SURVEYS

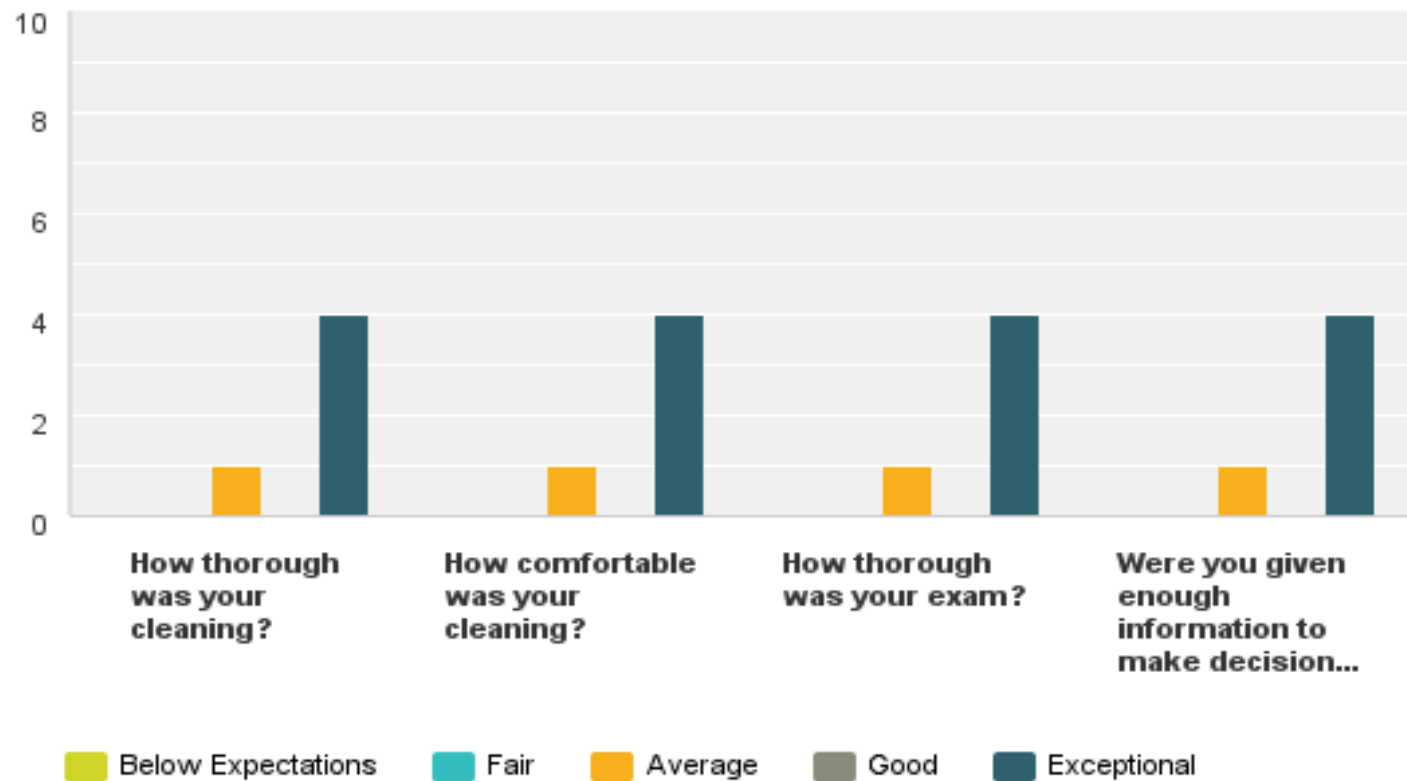
Springville – June 2016

# What Do You Want Most From Us?

- 
- ☐ Caring and good service
  - ☐ Spending time with the patient and explain what is happening or what the options are
  - ☐ Great dental work.. Pain free :)
  - ☐ A friendly caring attitude coupled with expert dental care. Which is what you provide.
  - ☐ Kind friendly dentist
  - ☐ Good service at not such a high price

## Q2 Cleaning Visits

Answered: 5 Skipped: 1



Cleaning Visits

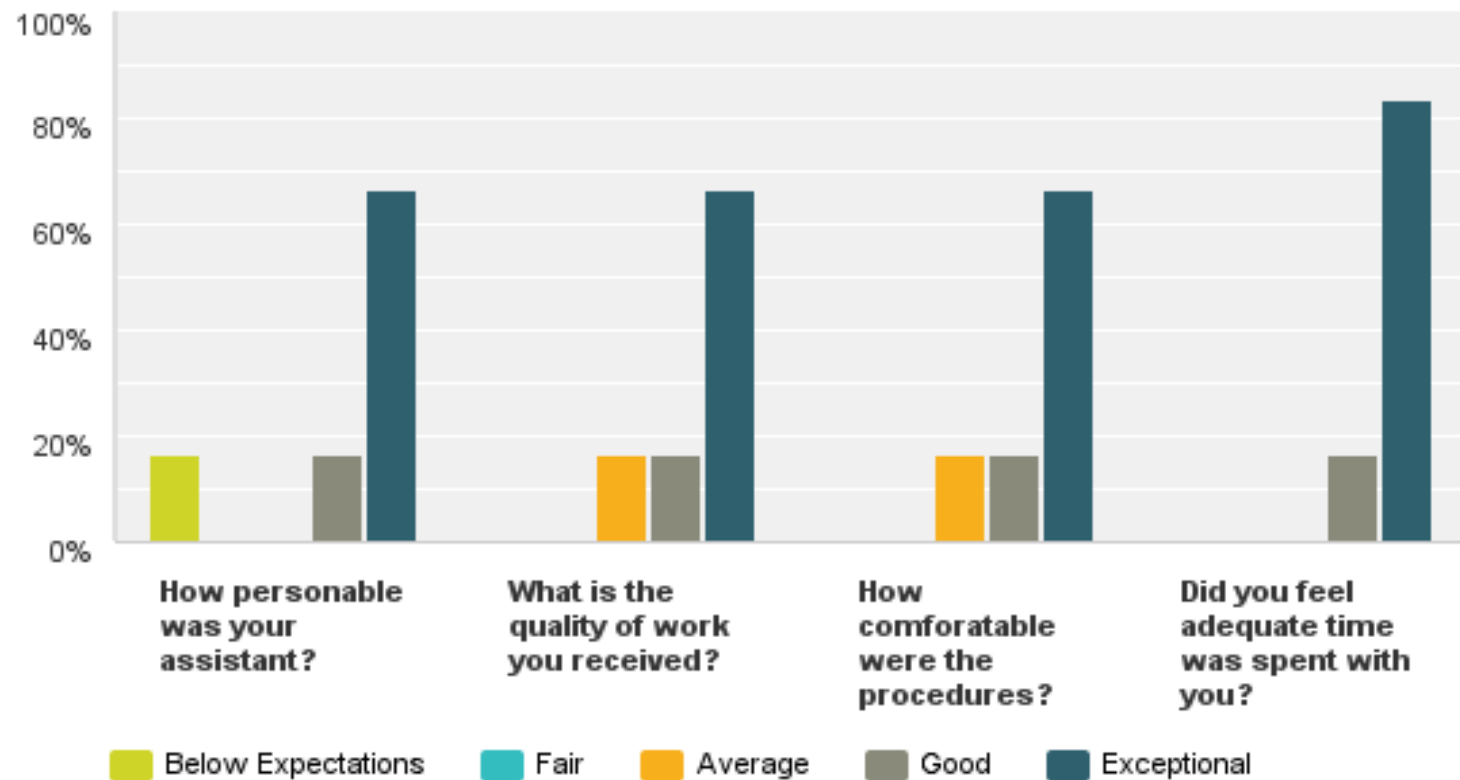
# Comments on Cleaning Visits:



- ❑ It was comfortable.
- ❑ I was referred to Cascade Dental a few years ago and I have never regretted my decision in becoming a patient there...  
exceptional care -kindness considerate,  
everyone easy to work with easy to get  
appointments to fit my schedule
- ❑ Always a pleasure.

## Q4 Dentist Visits

Answered: 6 Skipped: 0



Dental Visits

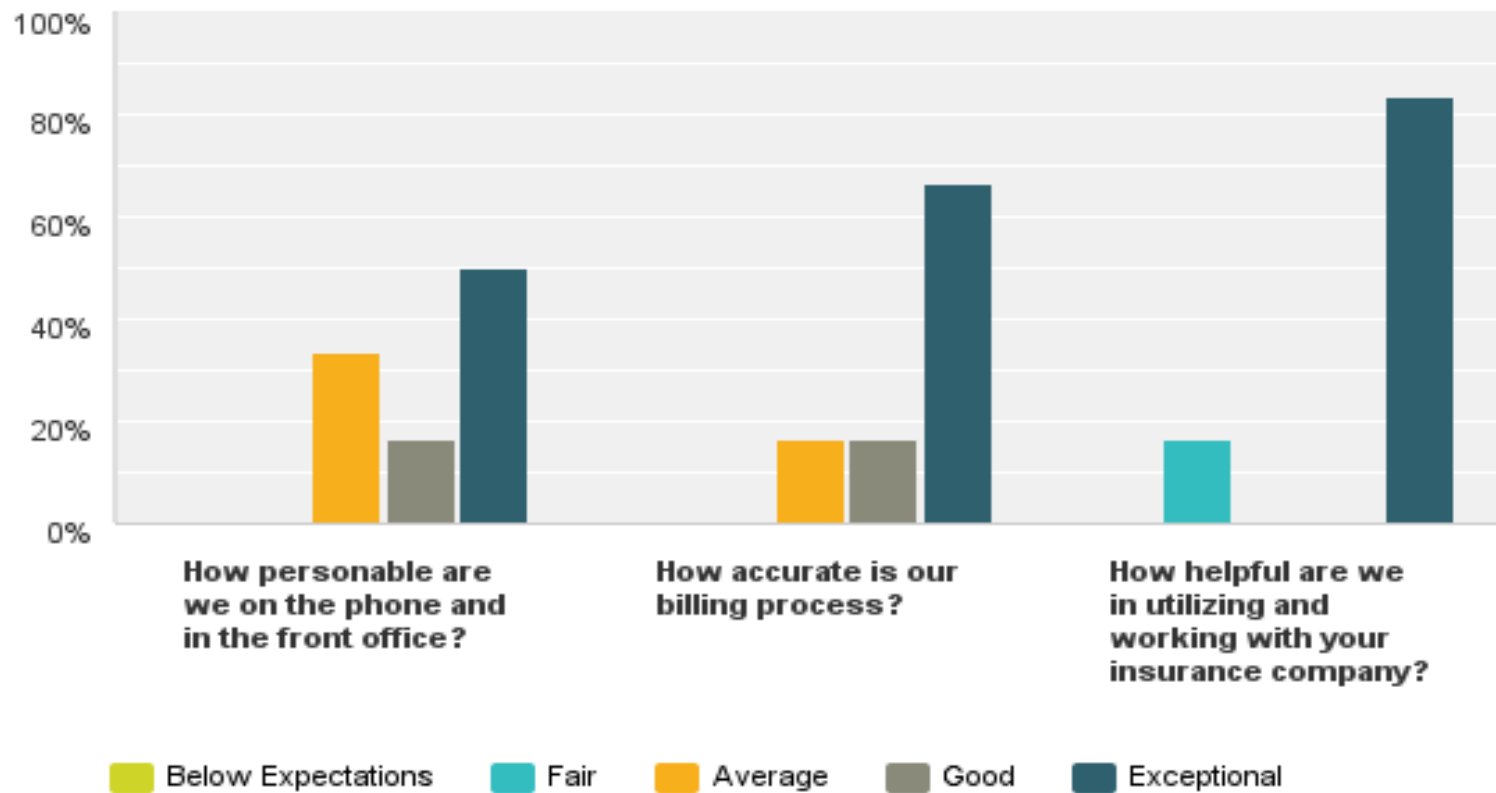
# Comments on Dental Visits:



- ❑ I am a talker, a little social and they are very kind to listen even though I know I'm keeping them from cleaning -I try to be considerate of their appointment schedules ... But appreciate so much of their personal attention
- ❑ Having been to many dentists during my long life I have at last found a dentist office that is as close to perfection as one would like.
- ❑ It took to long for her to clean my teeth. I was waiting for 25 minutes before they called me in to be seen. I waited too long.

## Q6 Billing & Front Office

Answered: 6 Skipped: 0



Billing & Front Office

# Billing & Front Desk Comments:

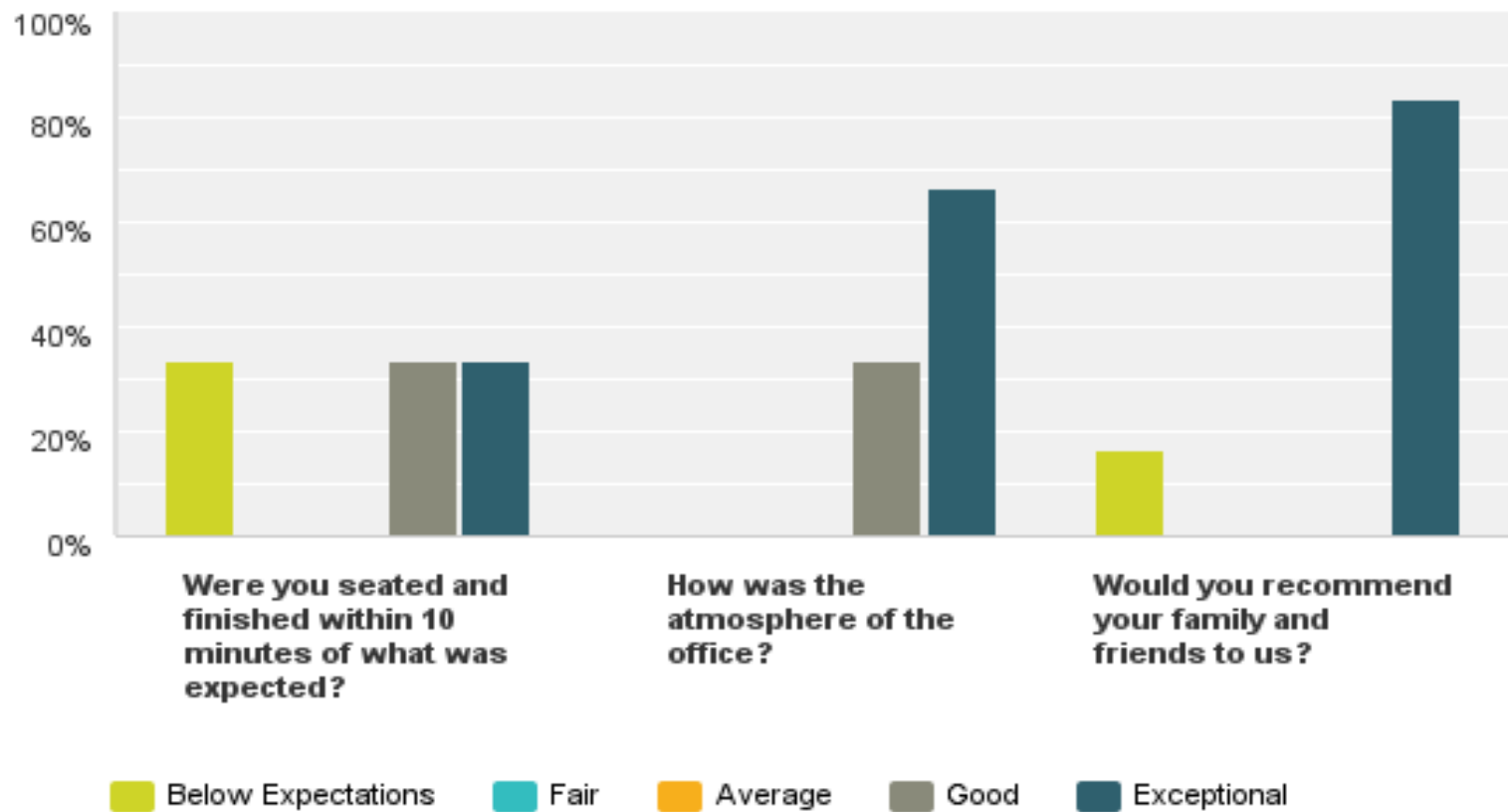


- ❑ I think the girl at the desk was new ...quieter than what I have experienced in other visits and when trying to engage conversationally with her, she seemed a little bit distant I'm sure she was focused on her job and will catch on
- ❑ Always cheerful and helpful and accurate.



## Q8 General Questions

Answered: 6 Skipped: 0



General Questions

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



- We love Dr Flinders!! Thanks for all the awesome work!
- Great!
- It is an amazing experience to come to the office because I know what to expect and it is invariably magnificent.

How can we make your experience better?



- I'm very pleased
- Oh! Don't tempt me. Could you include a complimentary massage!