




## PATIENT SURVEYS

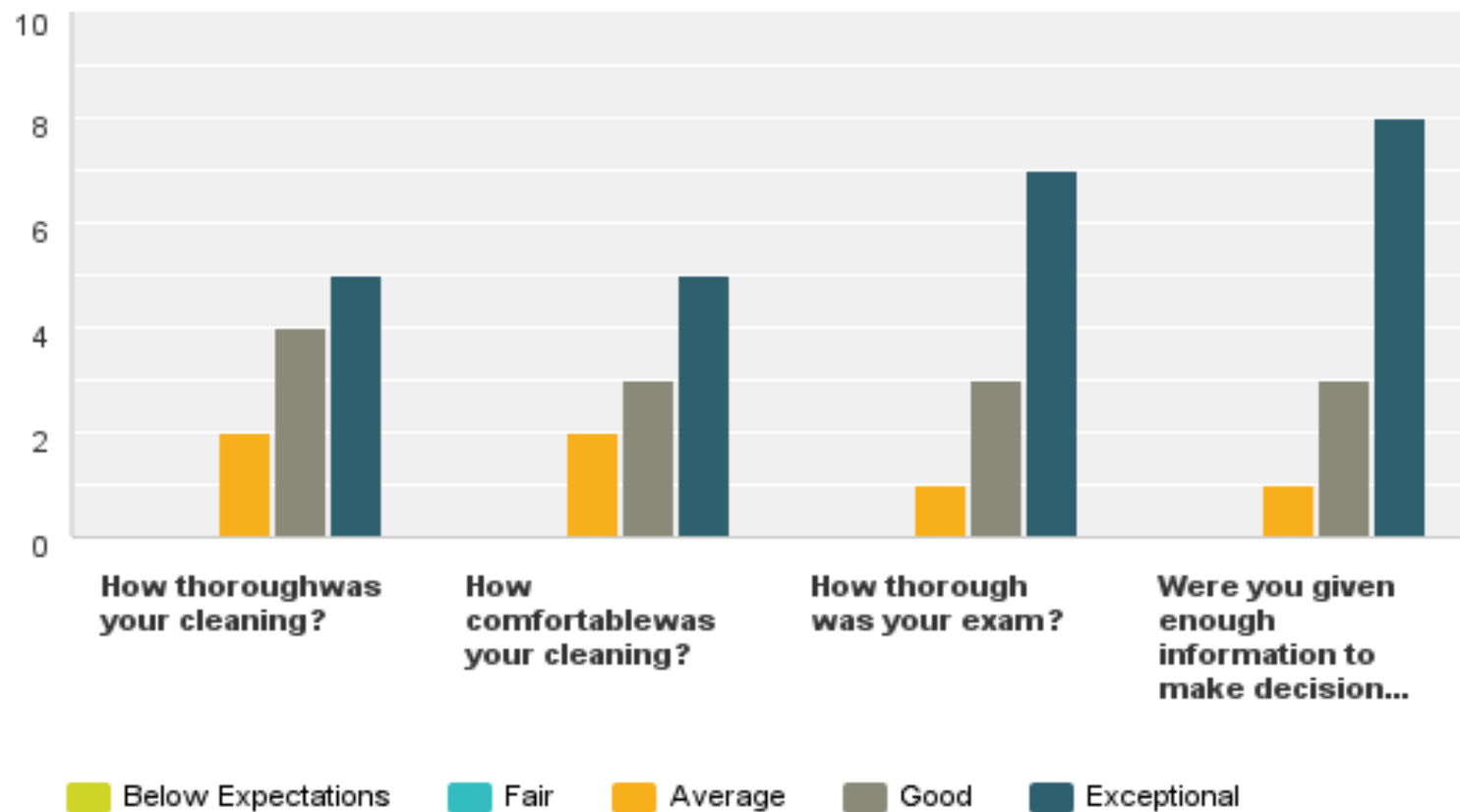
Springville — August 2016

# What Do You Want Most From Us?

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- ☐ Thorough care of my teeth
  - ☐ Warm professionalism (which is always provided). Thank you.
  - ☐ Friendly, professional, dental care
  - ☐ Affordable dental care
  - ☐ Affordable, high quality dental care.
  - ☐ Clean teeth at a low price
  - ☐ Good dental care and not waiting over 30 minutes every time I come in.
  - ☐ Good service, happy people
  - ☐ Helping patients meet their bi-yearly check-ups. You do a great job at getting me into see the dentist, even when I need to reschedule.
  - ☐ Great patient care
  - ☐ Knowledgeable, friendly staff that treats us kindly as friends not just a number or job.
  - ☐ Pain free consistent dr on every visit not new dr
  - ☐ Friendly and honest service.

## Q2 Cleaning Visits

Answered: 12 Skipped: 1



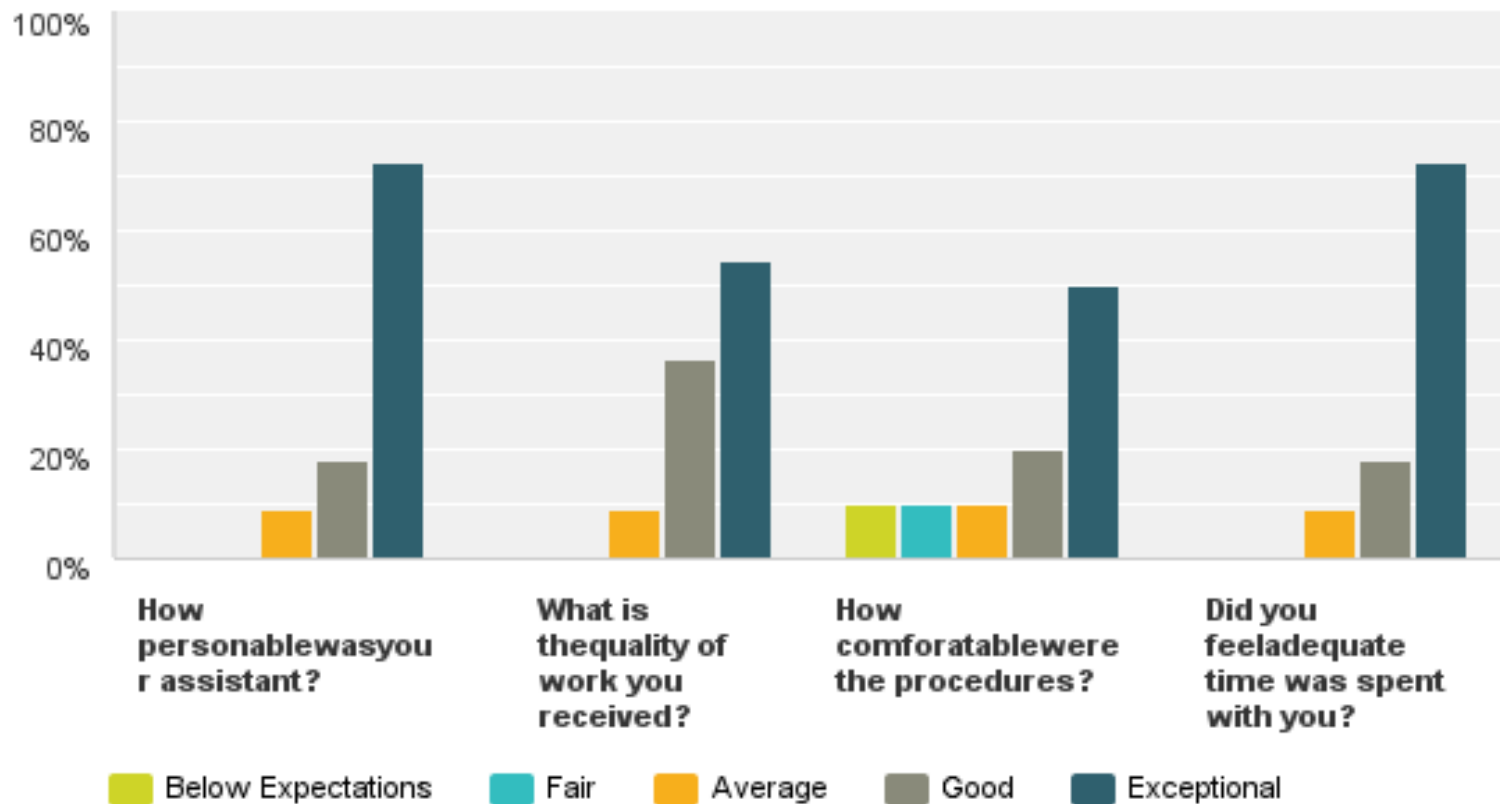
Cleaning Visits

# Comments on Cleaning Visits:

- ❑ I had two silver fillings replaced with white. The experience with Sarah and Dr. Clark was an exceptional one!! Sarah set up THE most comfortable experience for a very pregnant me. Also, Dr. Clark was exceptional in replacing my fillings while explaining each step to allow me to follow along well. I was extremely satisfied with my service on 9/13/16 and dare say it was THE best filling and recovery dentist experience for me to date! Thank you Sarah and Dr Clark!!
- ❑ I love the relaxing atmosphere of your offices. The waterfalls, the massage chair and the TV make going to the dentist not as scary.
- ❑ No complaints.
- ❑ The girl who cleaned my teeth today was THE BOMB!
- ❑ I am waiting so long every time I come in this month for scheduled appointments. The receptionist this time only checked one out of three kids in and I am still waiting 40 minutes after an appointment starts. It is the third time in a month and it's getting ridiculous.
- ❑ Cascade is, by far, the best dentist office I have ever been to: quality staff and outstanding service. Thanks:)
- ❑ The floss was thick floss to thread through permanent retainers and often got stuck between regular teeth. I bled frequently because of the force used to get it between regular teeth. I do not bleed using regular floss at home.
- ❑ Horrible questions. My person had good bedside manor. Did her job, of which no one can do this pain free for me.

## Q4 Dentist Visits

Answered: 11 Skipped: 2



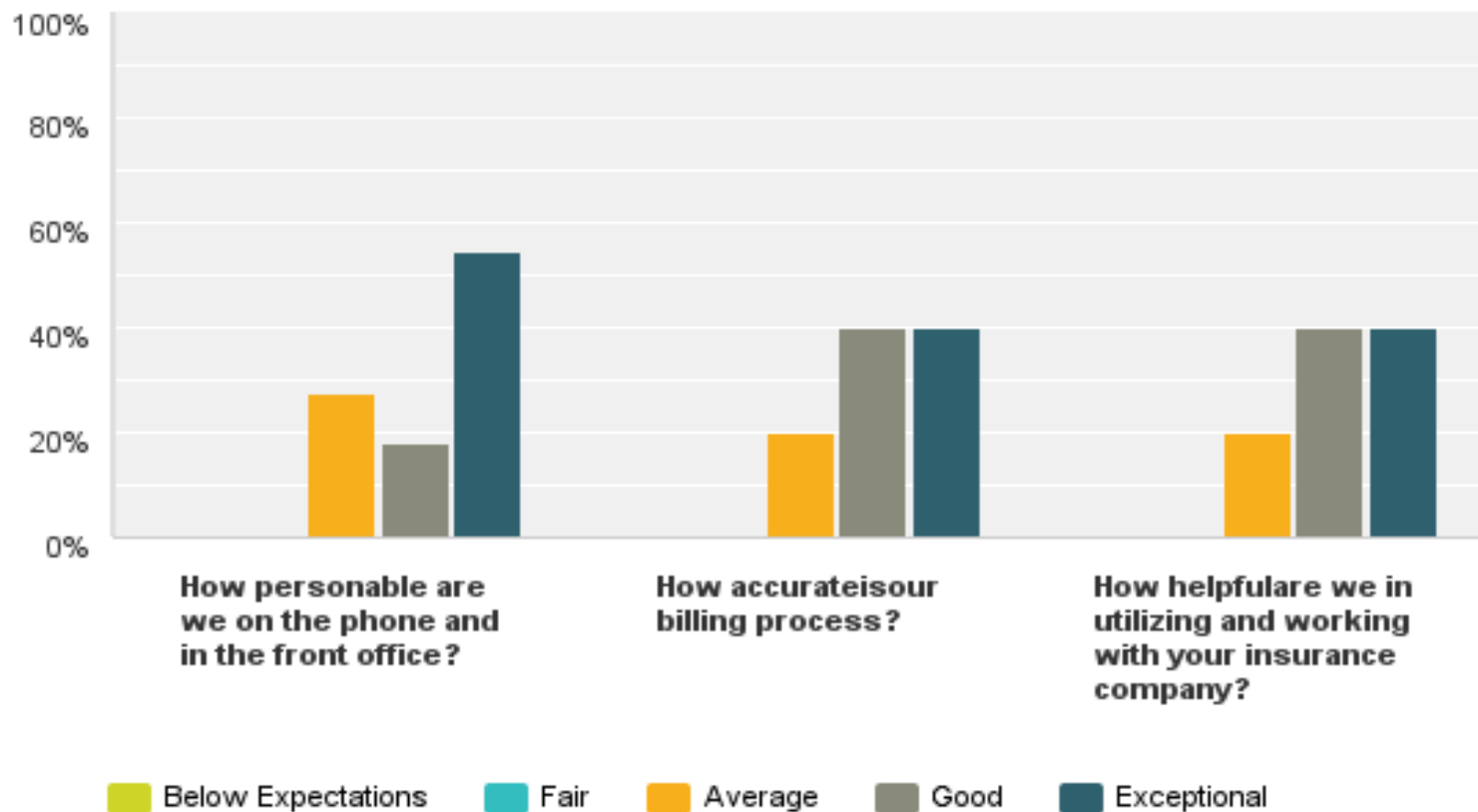
Dental Visits

# Comments on Dental Visits:

- ❑ Great, Friendly Staff
- ❑ Like I commented before, I had THE most comfortable and professional experience and would not have changed a thing about that visit. Again thank you Sarah and Dr. Clark!
- ❑ Please fix your scheduling problems. We love the dentist.
- ❑ Dr. Baird is the best!
- ❑ Exceptional service!!
- ❑ I am not as hesitant to go to the dentist as I once was.
- ❑ Cleaning was done but I cant see or feel a diff. All I can feel is the pain from the cleaning. But I am very sensitive, so not her fault
- ❑ I appreciate Dr. Flinders honest, clear explanation of options available.

## Q6 Billing & Front Office

Answered: 11 Skipped: 2



Billing & Front Office

# Billing & Front Desk Comments:

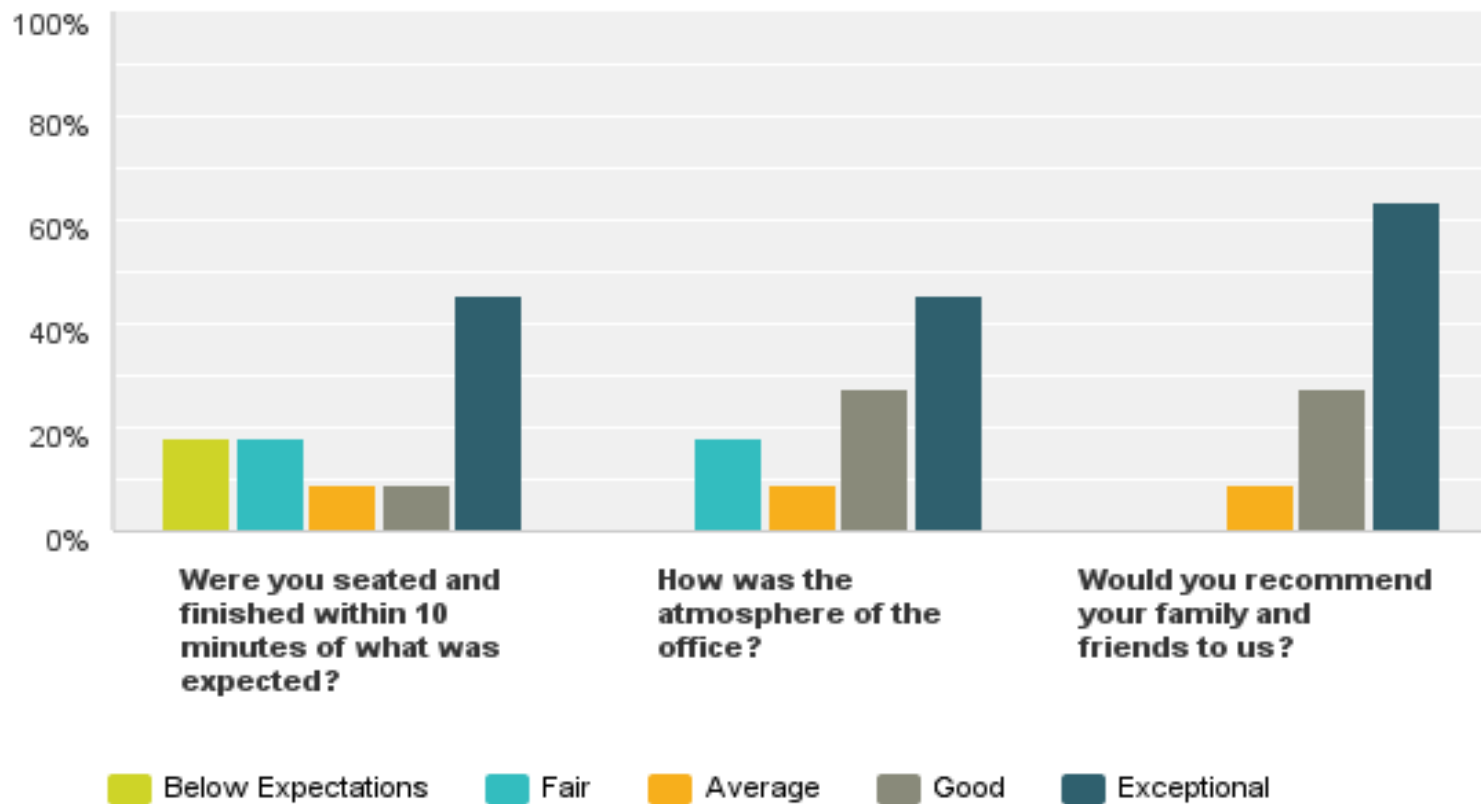


- ❑ I've always had very considerate and friendly service from the billing and front office.
- ❑ Please don't make me wait half hour or more!
- ❑ The office staff does an OUTSTANDING job at ensuring that patient is seen, and they are always so friendly and effective communicators.
- ❑ Your bills are very confusing to read. I have to study them to figure out where the total due is coming from.



## Q8 General Questions

Answered: 11 Skipped: 2



General Questions

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

- I've never imagined comparing a relaxing spa experience to a dentist appointment, but this one was definitely comparable. Comfort and relaxation were big deals to me as I'm so pregnant. Sarah set the comfort to an amazing high and Dr. Clark provided THE fastest and most painless filling experience. Thank you again!!
- Love the dentist.
- Very kind, personable, and cheerful.
- The front office amazes me in how they work until they can find a time to fit you in. Great follow-through and follow-up.
- Dr. Flinders always makes sure that I know what to expect and that the procedure is within my comfort zone. He explains my care options and makes sure I have all the information needed to make the correct choice for my dental needs.
- Scheduling has been good to work with around our crazy schedules. I am thankful that they are willing to switch kids, and let us fill a cancelled appointment. Your office is wonderf
- I like Flinders. I've never seen the other guy at any of my 7 visits and he sits down to check me out, I'm expecting Flinders, and want Flinders. Nothing bad at the Baird guy, just never met. I don't like surprises so it was a surprise.

## How can we make your experience better?



- I cannot think of how it could have improved. Everything was on point for me... simply a perfect dental visit. :)
- Get us back on time. When the receptionist doesn't check us in fix the problem quickly and get us back. She tried to blame it on not knowing, but I talked to her and paid for fluoride as soon as I came in with my kids.
- Let me know and choose who sees me