



PATIENT SURVEYS

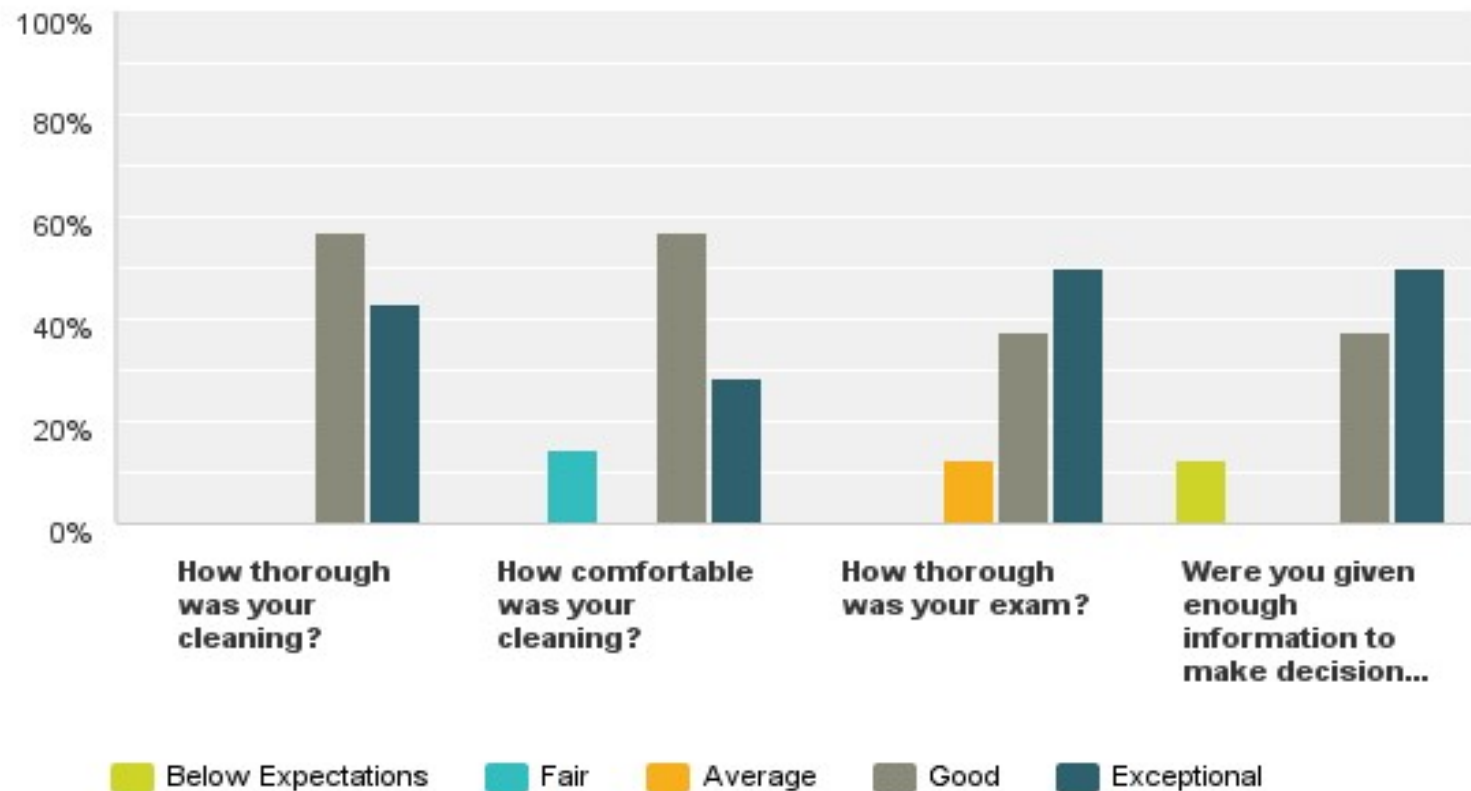
Payson – November 2016

What Do You Want Most From Us?

- ❑ Great patient care and friendly staff.
- ❑ Dental care for our family, that will help our family stay healthy.
- ❑ Good service
- ❑ Understanding, kindness, comfort.
- ❑ Correct diagnosis, get in and out in a timely manner and as little pain as possible.
- ❑ Quick, friendly and thorough service
- ❑ dental care!
- ❑ Better information. I have been misinformed a number of times about my bill and work that will be done.

Q2 Cleaning Visits

Answered: 8 Skipped: 0



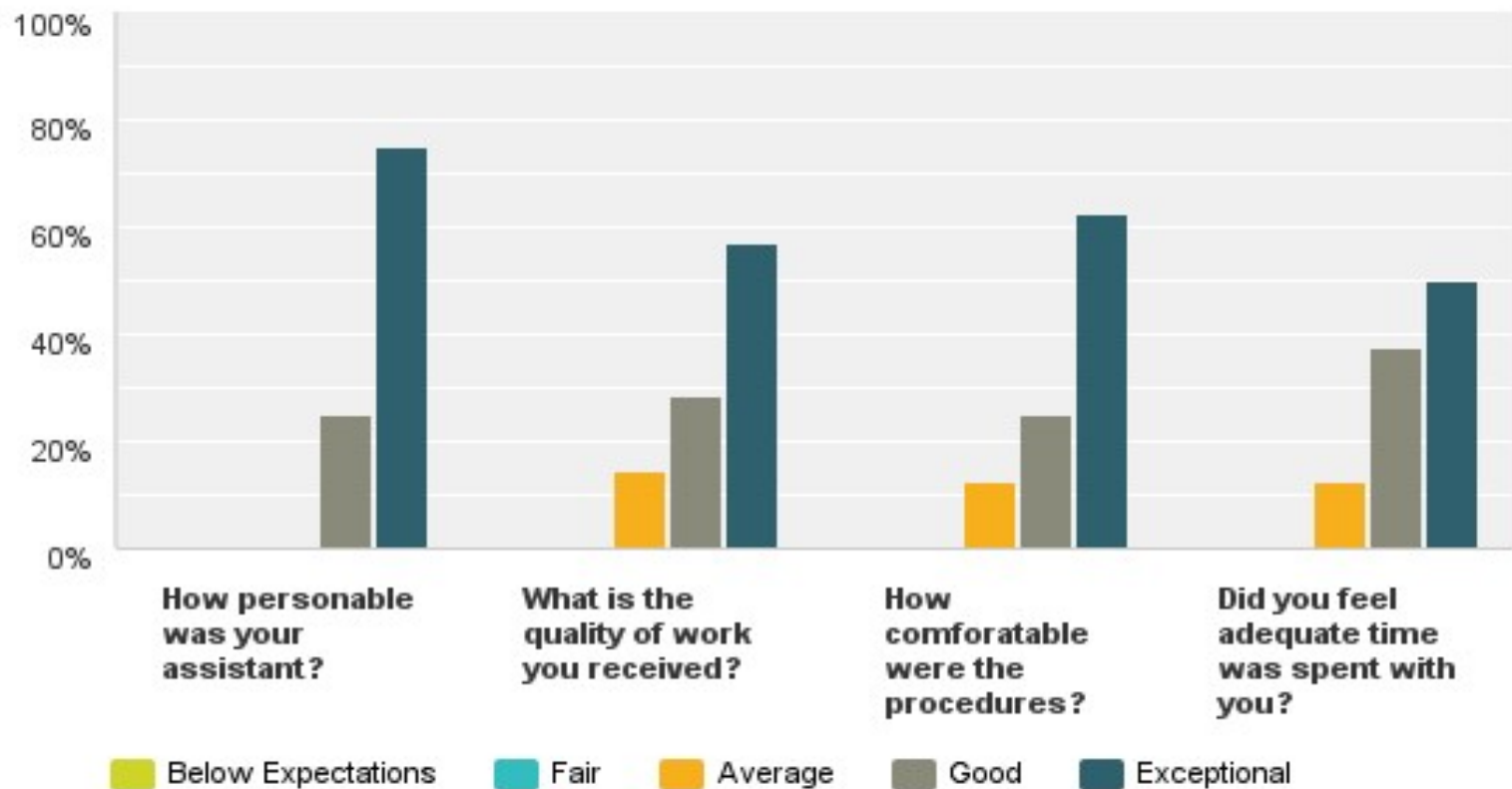
Cleaning Visits

Comments on Cleaning Visits:

- ❑ The office was top of the line! The staff was very friendly and to top it off the massage chairs were amazing!
- ❑ Lauren was exceptional my next visit I want her
- ❑ My cleaning is scheduled in a few weeks, I only had the exam. I'm confident in Chantel, I'm grateful she worked with me.
- ❑ My cleaning today was probably the best I have had. The hygienist was careful and I had little to no discomfort at all. Please train all of your hygienists to be this careful, it made my visit so much better. I have had previous cleanings where it has been very painful on my gums and extremely uncomfortable.
- ❑ I'm not a big fan of getting my teeth clean. This was my first time here so my teeth weren't in great shape and needed a bit extra but they did an amazing job!
- ❑ appreciate the friendliness of staff!

Q4 Dentist Visits

Answered: 8 Skipped: 0



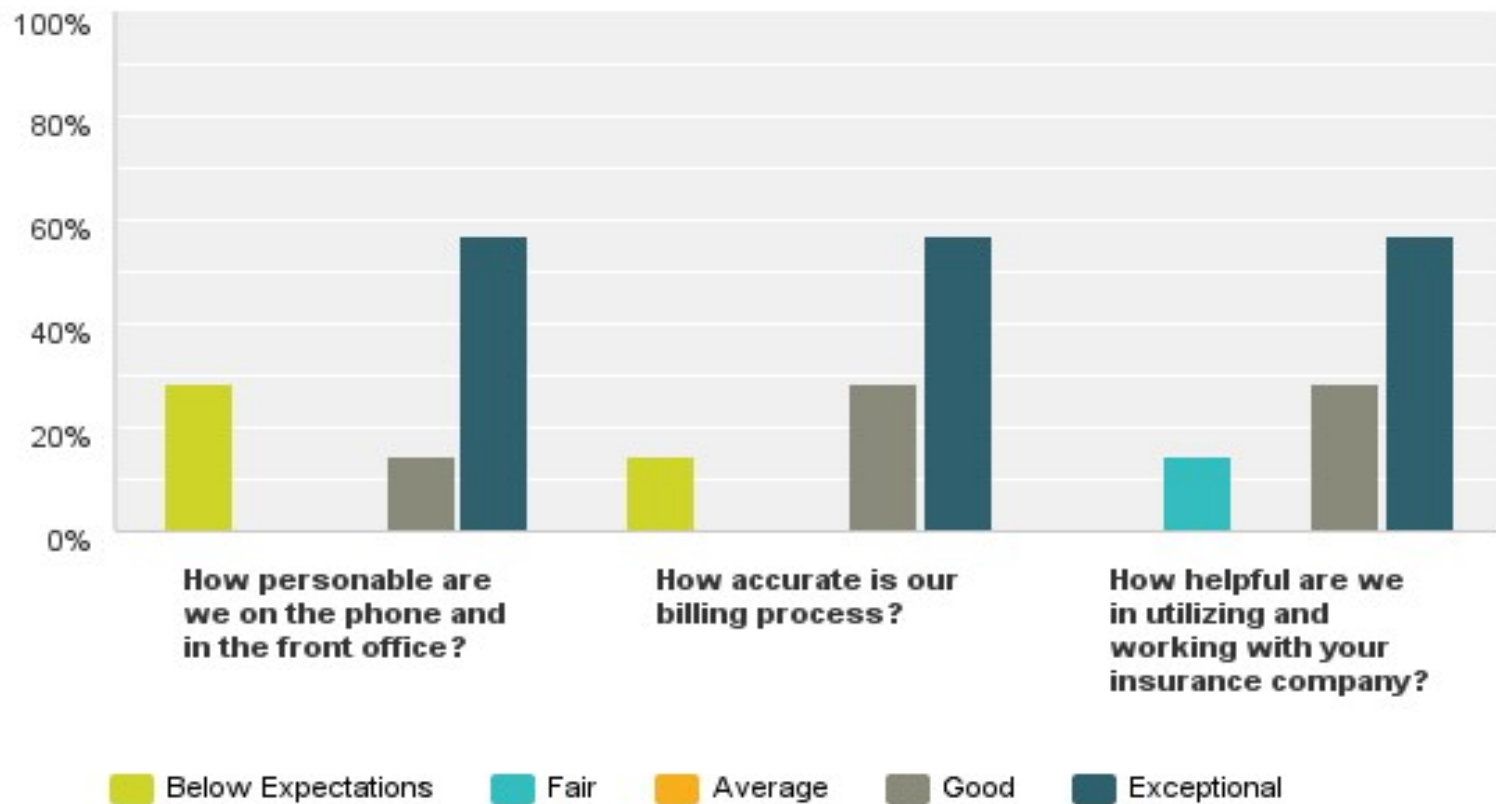
Dental Visits

Comments on Dental Visits:

- ❑ The dentist and hygienist were both thorough and gave me great options for future work that needed to be done. I am looking forward to getting braces and getting a great looking smile.
- ❑ "We are very happy to have Dr. Allred take care of my family's teeth and dental care.
- ❑ Overall great experience
- ❑ Chantel was amazing! I get super nervous at the dentist and she made sure I was comfortable, and she explained everything to me, and she made sure I was ok throughout the exam.
- ❑ appreciate the quality of work

Q6 Billing & Front Office

Answered: 7 Skipped: 1



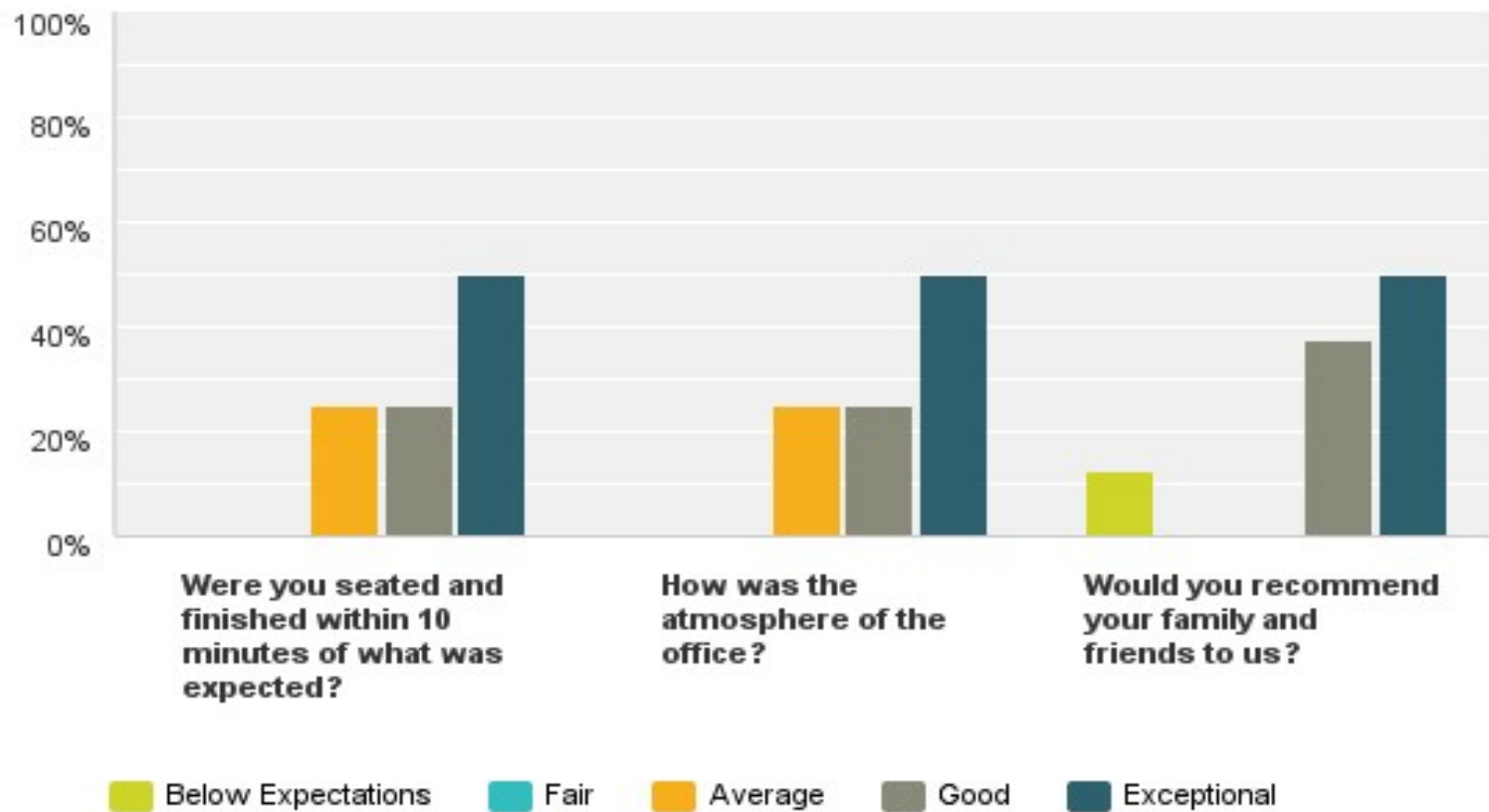
Billing & Front Office

Billing & Front Desk Comments:

- The front office had a great smile when I walked in the door and was very comfortable to talk to.
- Gwen shouldn't be at the front area put her in the back or any be she was having a bad day very impersonable and not just with me as I waited I watched her. On the hand Stack was awesome

Q8 General Questions

Answered: 8 Skipped: 0



General Questions

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

- ❑ Cascade went above and beyond my expectations. I have been to a couple different dentist offices and Cascade was by far my favorite. The cleanliness of the office and the friendly staff made my visit very enjoyable. Doctor Allred was easy to talk to and gave me different options for future treatment plans. I will be using Cascade for future visits.
- ❑ Chantel is the one I would like to work with every time I come in. She made it so easy.
- ❑ My hygienist today was excellent, the most careful and comfortable cleaning I have had in years and possibly ever.
- ❑ The office is gorgeous! Staff was friendly and very professional!

How can we make your experience better?



- ❑ Make sure to schedule me with Chantel.
- ❑ Train all of your hygienists to be as careful as the one I had today.
- ❑ keep up the good work!
- ❑ Make sure that information on work to be done is correct. Work on billing for work that client wants done, not what is suggested.