



PATIENT SURVEYS

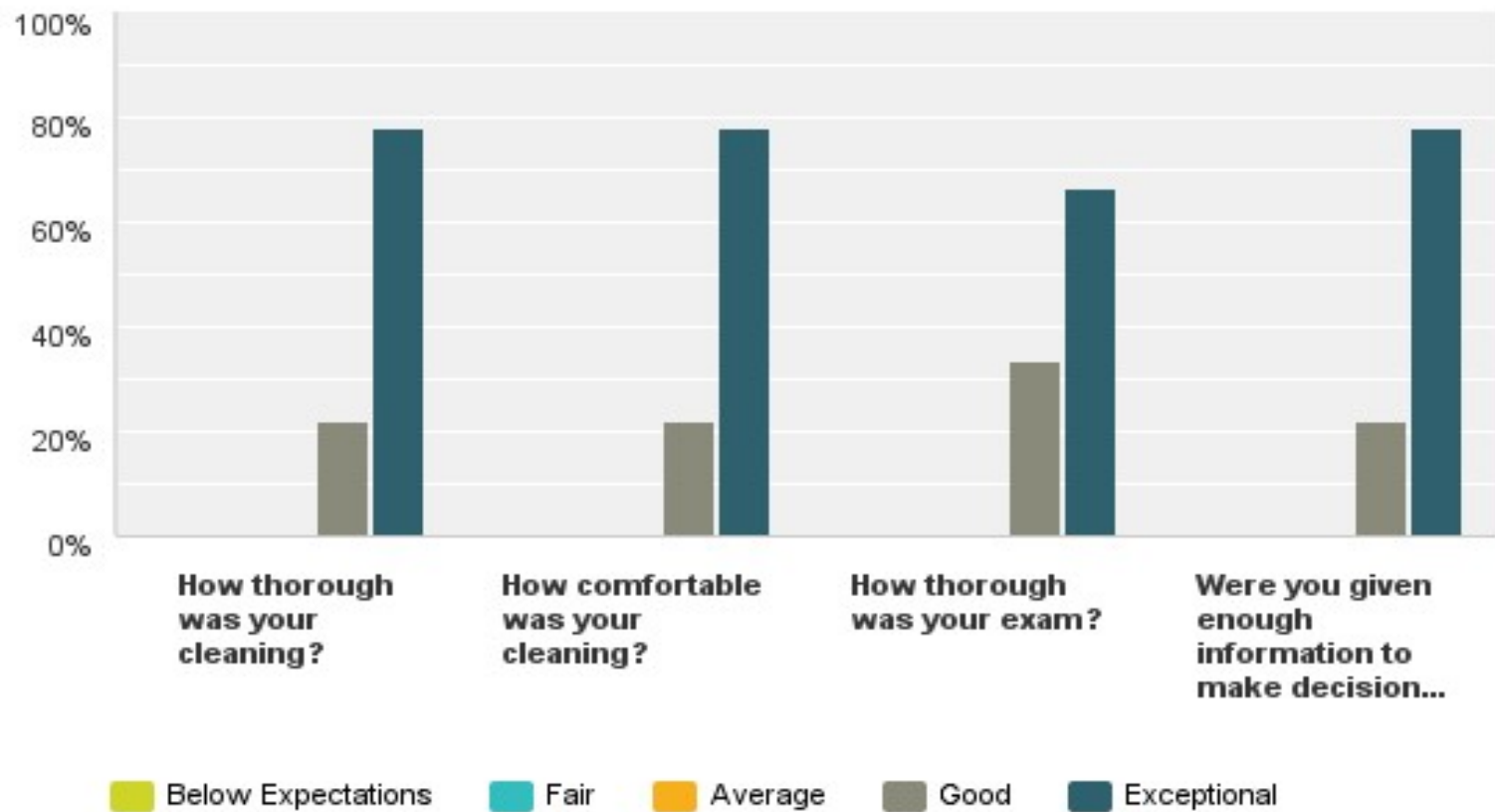
Payson – February 2017

What Do You Want Most From Us?

- ❑ This was mine and my husbands first visit to Cascade Family Dental today and we were so very impressed from start to finish. Definitely the best Dental facility that I have ever encountered. What a wonderful group of people. The complete staff and Dentists are capable and caring. The technology, tools, and organization are outstanding. I am so impressed, pleased, and grateful to have come to Cascade Family Dental.
- ❑ I like what is done for me. Super clean teeth!
- ❑ A fun time...
- ❑ Good bedside manner
- ❑ experience, professionalism, good work
- ❑ quality dental care
- ❑ good service
- ❑ The best business and care for my dental needs
- ❑ decent dependable dental care
- ❑ Pain free, quality dental care.
- ❑ To not be as comfortable as possible when I'm being worked on.

Q2 Cleaning Visits

Answered: 9 Skipped: 2



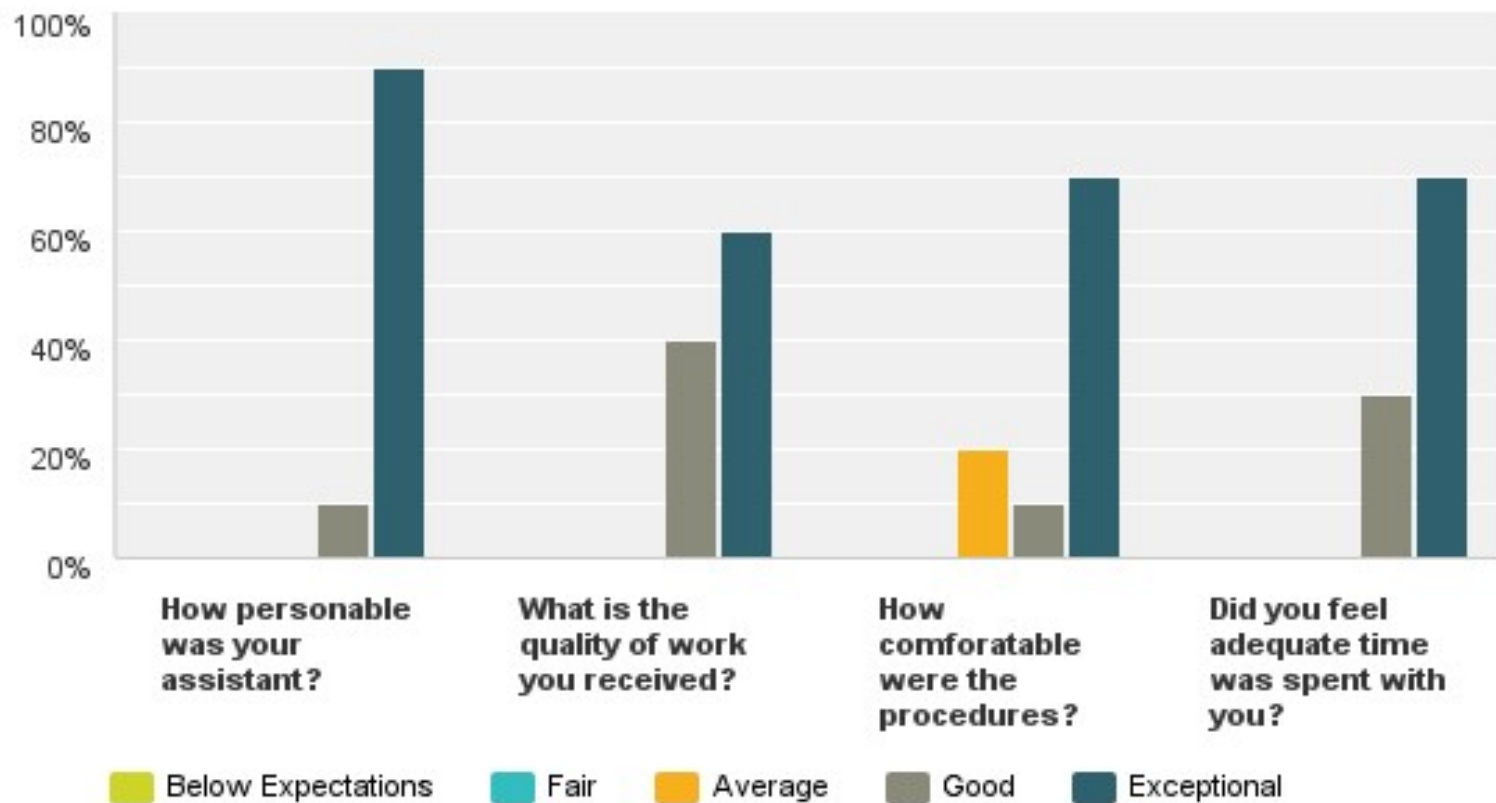
Cleaning Visits

Comments on Cleaning Visits:

- ❑ Very Impressed and Delighted. Jess is outstanding, very competent, careful and caring. I felt I was in very good hands with her care.
- ❑ I love how gentle my hygienist is and always is concerned of how I'm feeling. She is very kind and is very caring.
- ❑ That was the most gentle non-painful cleaning I have ever received from any dental tech. She deserves a GOLD STAR!
- ❑ My hygienist "lauren" was incredible! Best hygienist I've ever had.
- ❑ hygienists are very personable and thorough
- ❑ I was super comfortable, everyone was really friendly. The cleaning almost seemed too soft to be really thorough, but I don't really know, maybe it was, and honestly I'd rather be comfortable.

Q4 Dentist Visits

Answered: 10 Skipped: 1



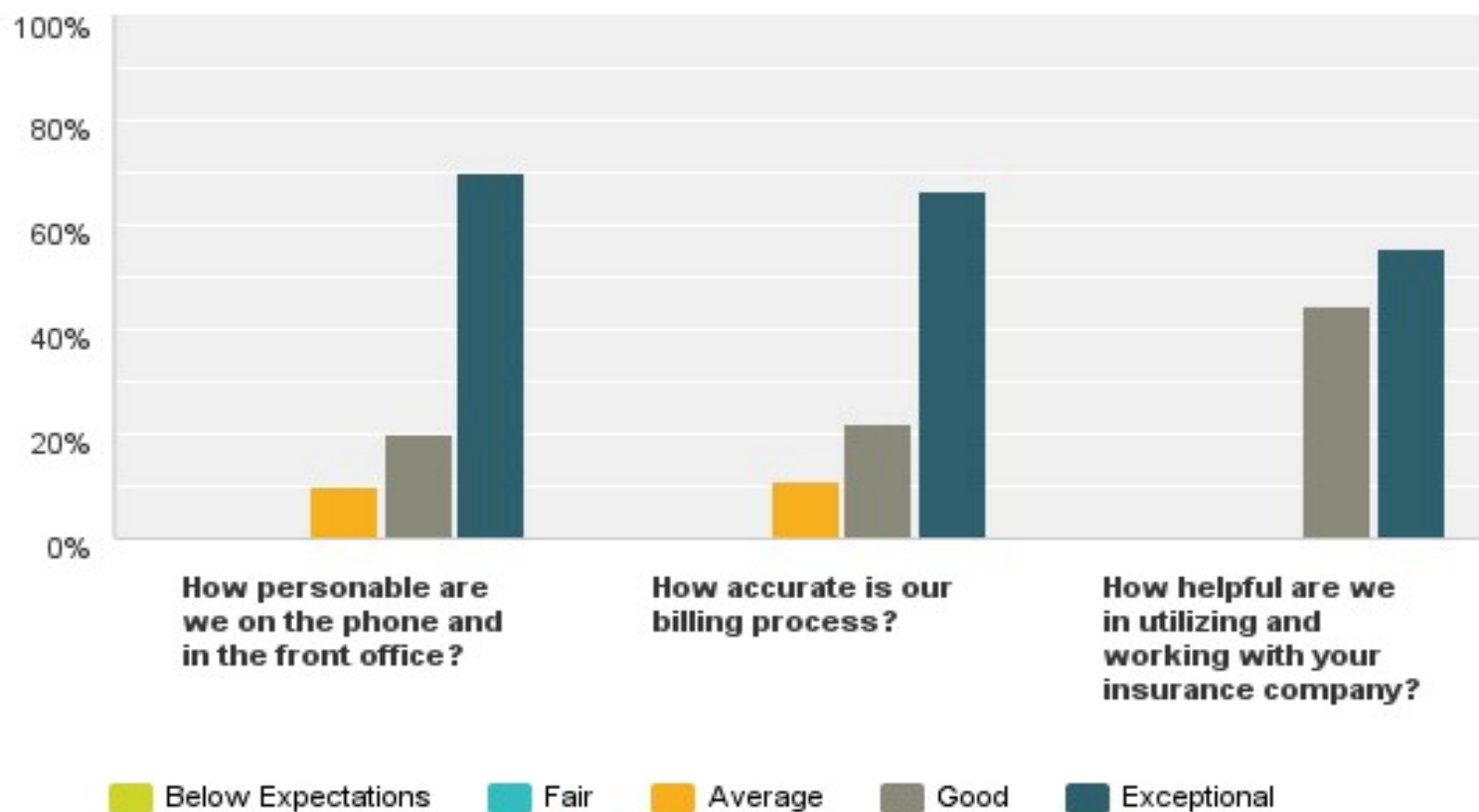
Dental Visits

Comments on Dental Visits:

- ❑ I was very impressed with Dr. Winward as well. I have complete confidence in his care, and am looking forward to being able to complete the recommendations he has prescribed.
- ❑ Again.... she deserves 2 pound box of Mary Sees!
- ❑ Was able to fit in a procedure without having to make another appointment
- ❑ I enjoyed that the dentist spent time to explain what would happen at the endodontist and gave me a business card and a referral.
- ❑ I was in and out fairly quick, but I didn't feel like anything had been rushed. Good timing.

Q6 Billing & Front Office

Answered: 10 Skipped: 1



Billing & Front Office

Billing & Front Desk Comments:

☐ Really appreciate the personable people I encountered. I received complete information to get started with my care.

☐ They were fun to talk with too and they quickly assessed how much available credit on our Care Credit Card.

haven't had to deal with billing yet

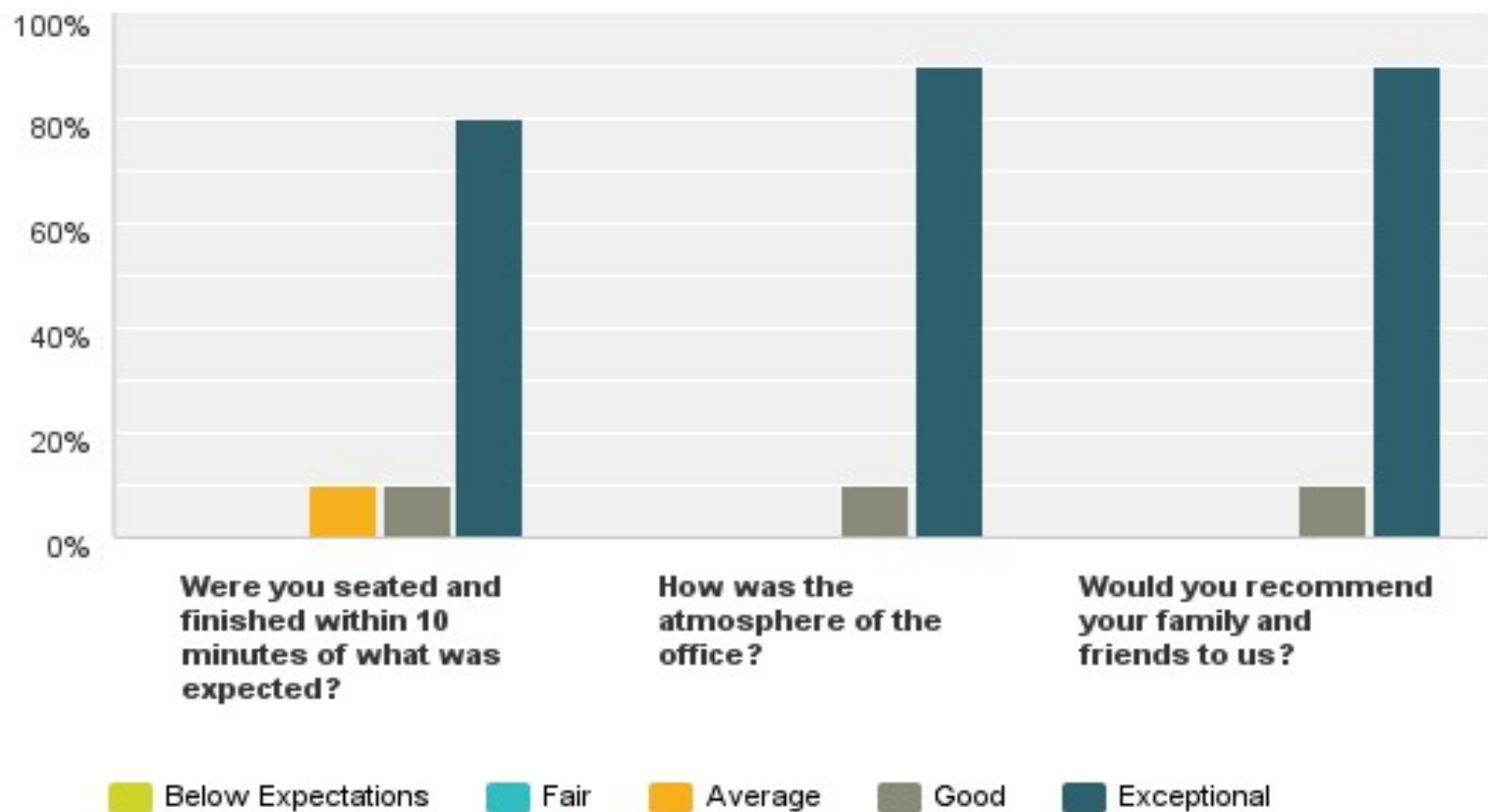
☐ Helpful

☐ “I enjoyed how they have a different payment options to choose from. I also like that where they didn't perform any work on me they took a couple of x-rays and referred me to an endodontist and they didn't charge me like most other places would have.

☐ I don't handle the billing.

Q8 General Questions

Answered: 10 Skipped: 1



General Questions

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

- ❑ All team members and doctors definitely exceeded my expectations, and I so appreciate them.
- ❑ My hygienist is always happy and positive as well as the doctor.
- ❑ Dr. Winward is without question the best dentist I have ever been to. But then what would I know I am only 70 years old and have been going since I was 14.
- ❑ Dentist was really friendly and seemed like he cared about what we do.

How can we make your experience better?



- ❑ I can't think of anything I might offer.
- ❑ That is just not possible...