



PATIENT SURVEYS

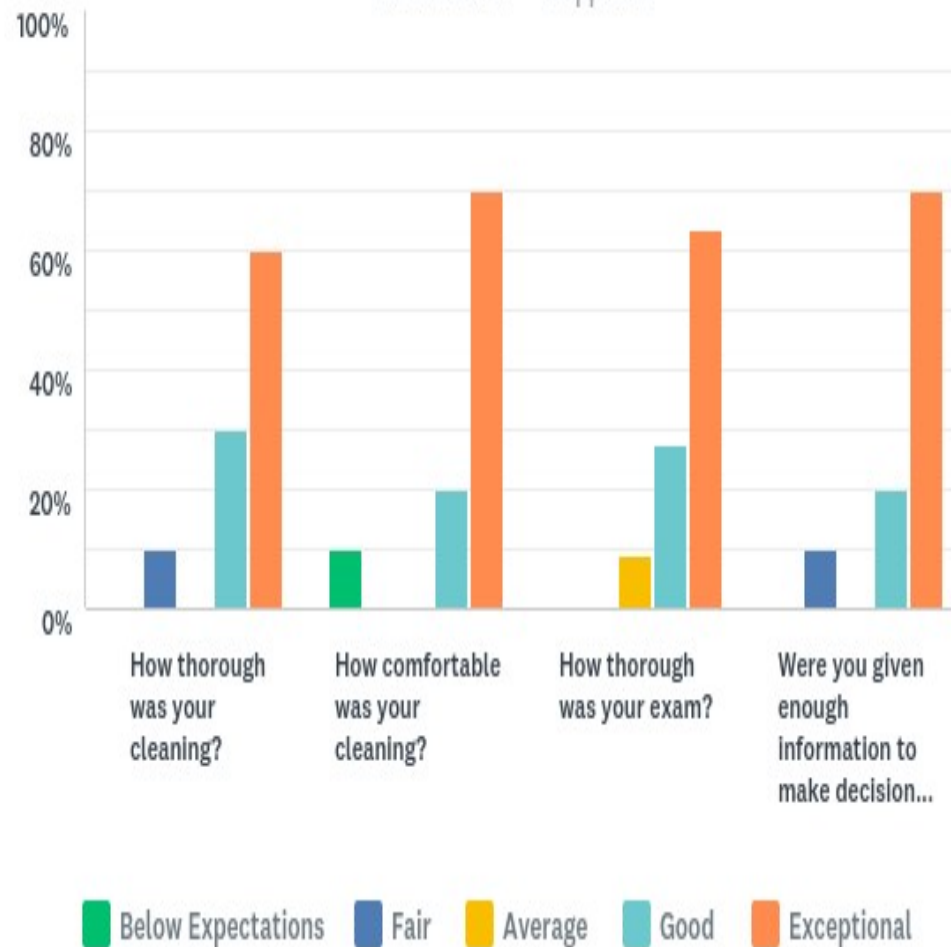
Payson — June 2017

What Do You Want Most From Us?

- ❑ Excellent service, courtesy and timeliness.
- ❑ Help in getting my dental work resolved.
- ❑ Teeth maintained, knowledgeable dentists and staff.
- ❑ Dental care with kindness. Not harsh flossing, or treatment that leaves us with trauma.
- ❑ Quality dental work
- ❑ Good honest dental care.
- ❑ Friendliness, helpful, and knowledgeable
- ❑ Great Dental Care
- ❑ Good care
- ❑ Good dental care
- ❑ Good Dental Care

Q2 Cleaning Visits

Answered: 11 Skipped: 1



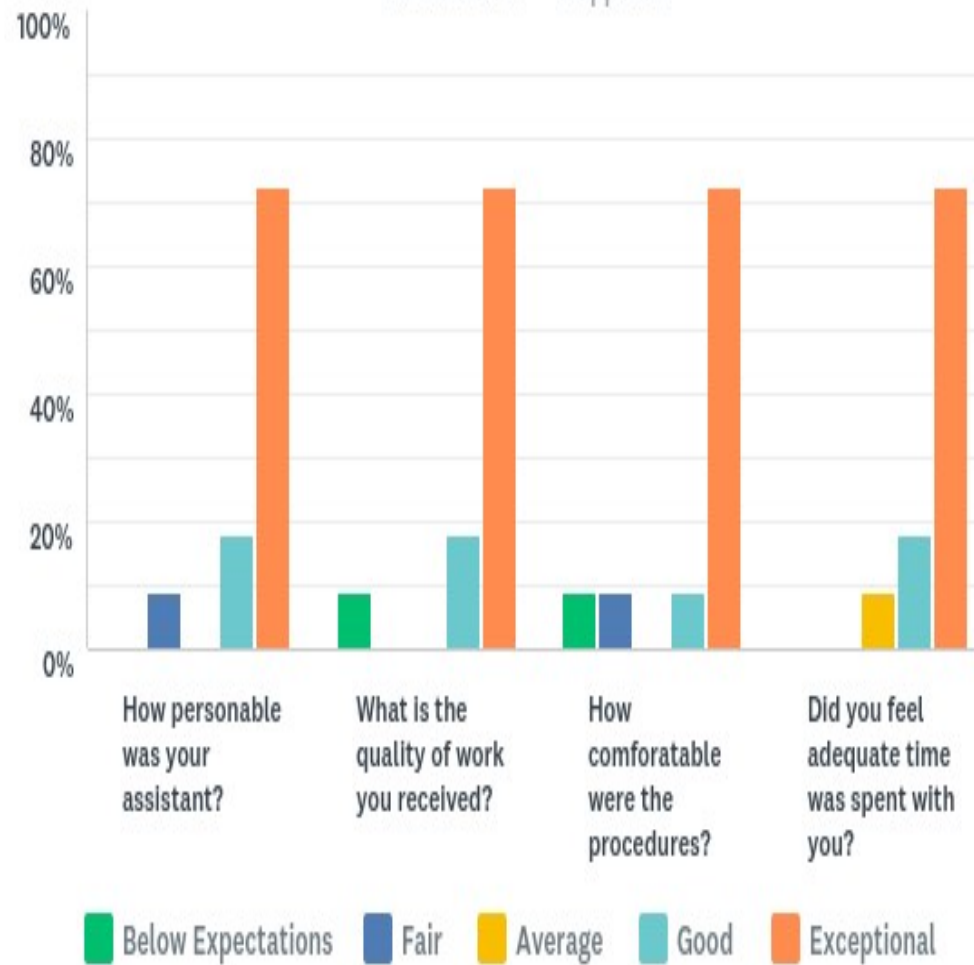
Cleaning Visits

Comments on Cleaning Visits:

- ❑ Personable, friendly.
- ❑ Not as thorough as I recall previous visits. However, I was involved watching TV, which may have distract me from what was being done.
- ❑ I came in with a really painful infected tooth. I haven't got the cleaning done yet, but it's scheduled!
- ❑ She did a great job, made sure I was comfortable.
- ❑ You are always wonderful! You treat me and my anxious, ADHD and autistic children with great care and I LOVE that! thank you.
- ❑ My cleaning was through and painless. The hygienist was very knowledgeable and very easy to talk to which put me at ease.
- ❑ Extremely sloppy, messy and unorganized. Didn't go over my teeth with me. Felt impersonal like I was being rushed, just a number.
- ❑ Wonderful staff!

Q4 Dentist Visits

Answered: 11 Skipped: 1



Dental Visits

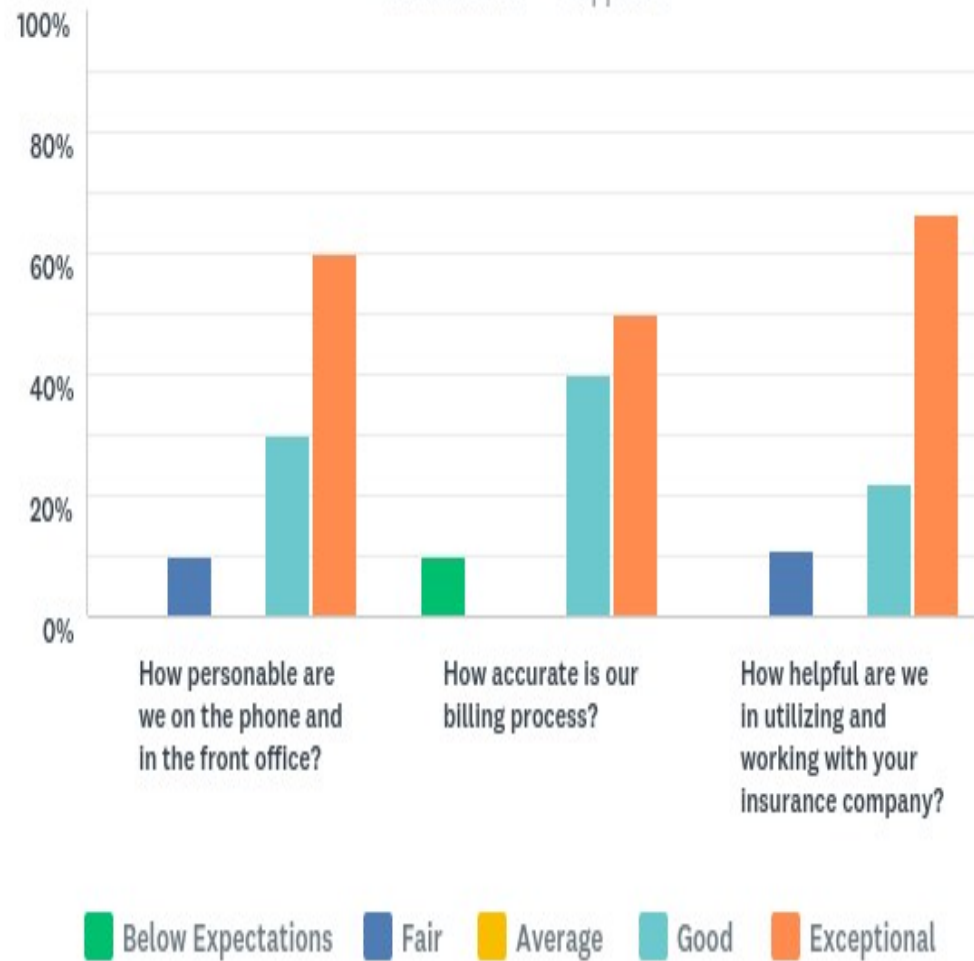
Comments on Dental Visits:



- ❑ Happy Birthday to Dr Winward. As always, excellent exam and follow-up.
- ❑ The procedure was extremely painful, but that was due to my infection. Both the dentist and assistant made me feel as comfortable as they could!
- ❑ He seemed to take the time to look at my teeth and make sure everything was ok.
- ❑ See comment 3. You are all great.
- ❑ Great value with your plan. A very good experience.
- ❑ He was very friendly.

Q6 Billing & Front Office

Answered: 10 Skipped: 2



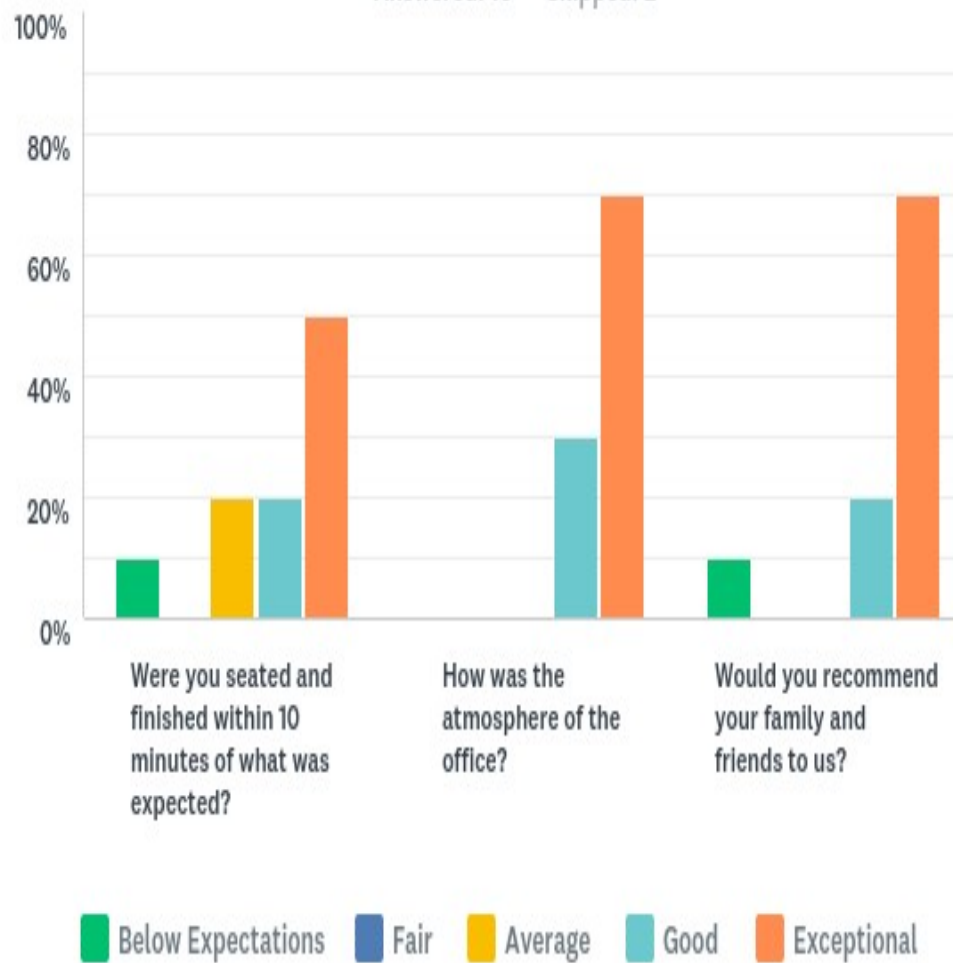
Billing & Front Office

Billing & Front Desk Comments:

- ❑ We appreciate being considered "Family" wherein you accept what our dental insurance pays without additional cost to us. Thank you.
- ❑ I don't have insurance
- ❑ We have been billed wrong more than once. I feel like Cascade does more advertising and pushing cavities and treatments that aren't needed

Q8 General Questions

Answered: 10 Skipped: 2



General Questions

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

- ☐ None. Longer wait than previous times, but we were extended apology for delay.
- ☐ Yes, definitely recommend!
- ☐ The lady who cleaned my teeth did a great job.
- ☐ We have never had a bad experience here. We love it.
- ☐ Dr.'s are fine hygienist not very good. EXCEPT Suzie she is the absolute hands down the best.
- ☐ Most professional experienced worker we've ever encountered. She's more personable and friendly than the dentists, she makes us feel comfortable and that she knows us and cares about us, she always remembers our names, she's the ONLY reason we keep going back.
- ☐ Wonderful options were given. No pressure for extra work to be done. Things are done according to the patients schedule
- ☐ Doctor could spend more time, he was in a hurry and very unprofessional dragging his tools on my teeth.

How can we make your experience better?



- ❑ Be more understanding with rescheduled appointments and make sure that when we call to reschedule/cancel an appointment that I'm not hit with some ambiguous fee.
- ❑ I can't think of anything. It's great!
- ❑ Less wait time alone in the room
- ❑ It was perfect.