



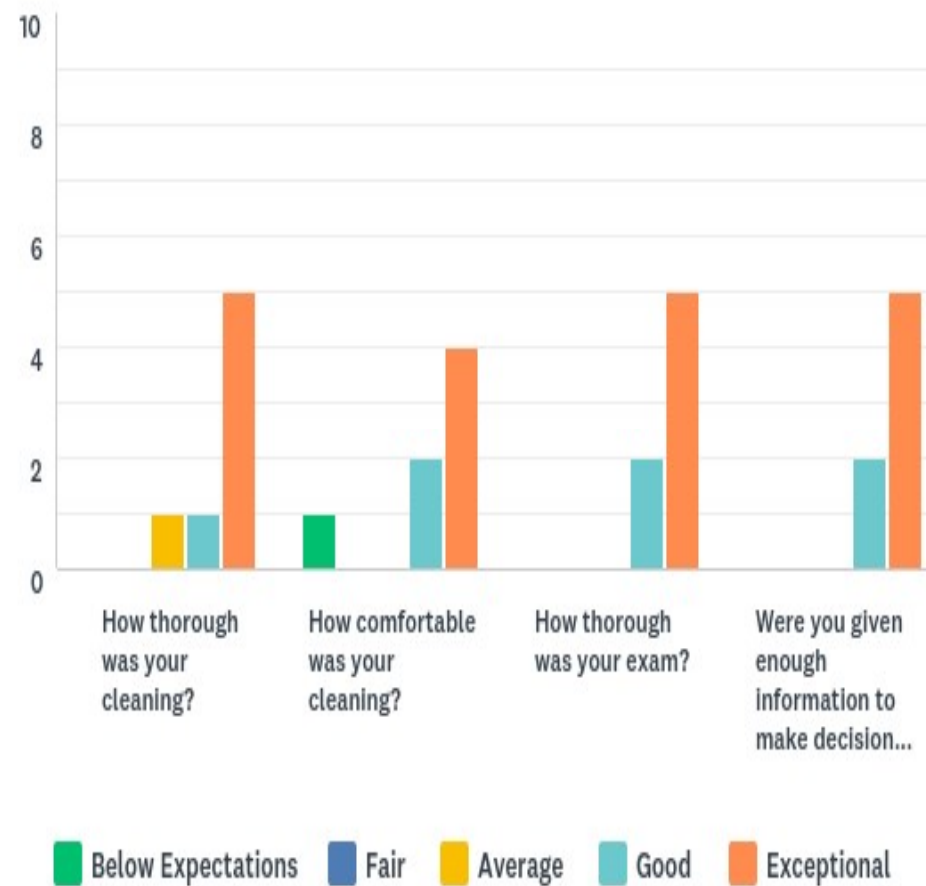
PATIENT SURVEYS

Springville – December 2017

What Do You Want Most From Us?

- Friendly service and clean teeth.
- Friendly service.
- Good dental care, suggestions on oral health, kindness.
- 1) To be ready and start my appt on time. 2) To reschedule me if my hygienist is not going to be there. 3) To reschedule me if my doctor is not going to be there.
- Good care.

Q2 Cleaning Visits



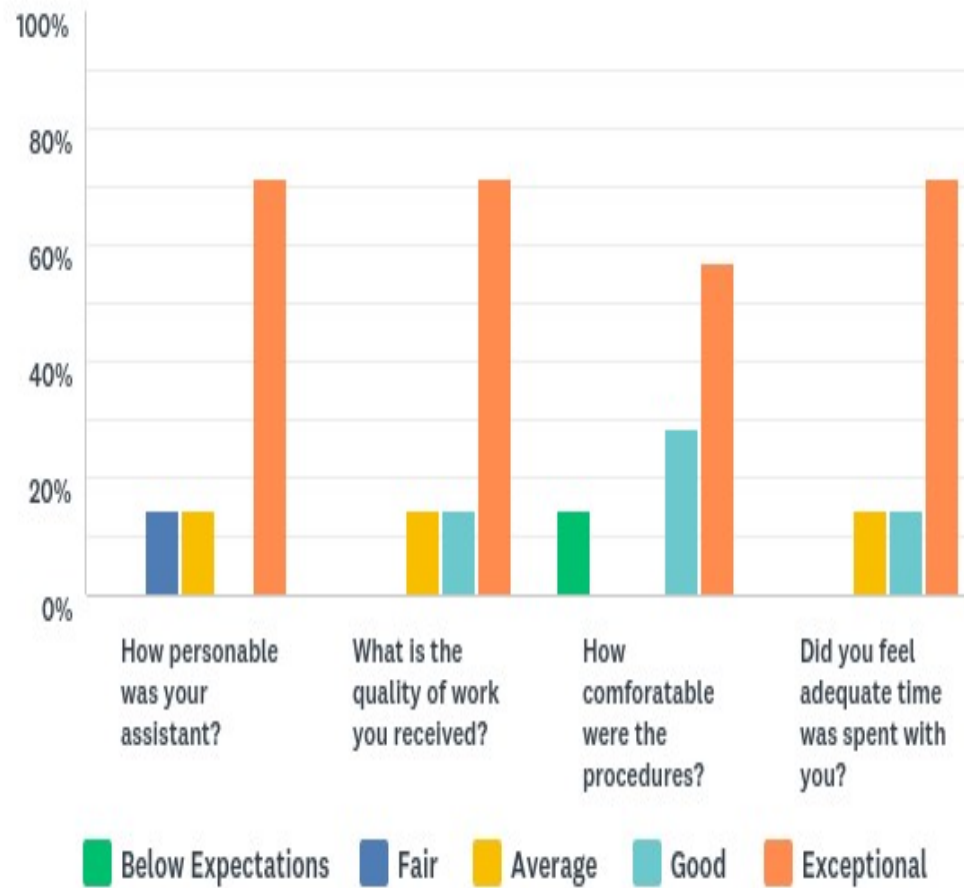
Cleaning Visits

Comments on Cleaning Visits:



- ❑ I really liked how the dental hygienist showed me pictures of what she was seeing in my teeth and explained what they meant or explained what she was doing when she was looking in my mouth and why. I learned a lot and it made me feel more comfortable knowing why she was doing what she was doing and then hearing the updates on what she was seeing.
- ❑ We love Cascade!
- ❑ They are always friendly and knowledgeable and let me know what's going on in my mouth.
- ❑ I have asked to be seen by my hygienist "Jess" and she was not there - I would like to be informed and have the appt rescheduled if that is the case in the future as I drive about 90 miles round trip for my appt.
- ❑ The hygienists are always so friendly, and do a great job.

Q4 Dentist Visits

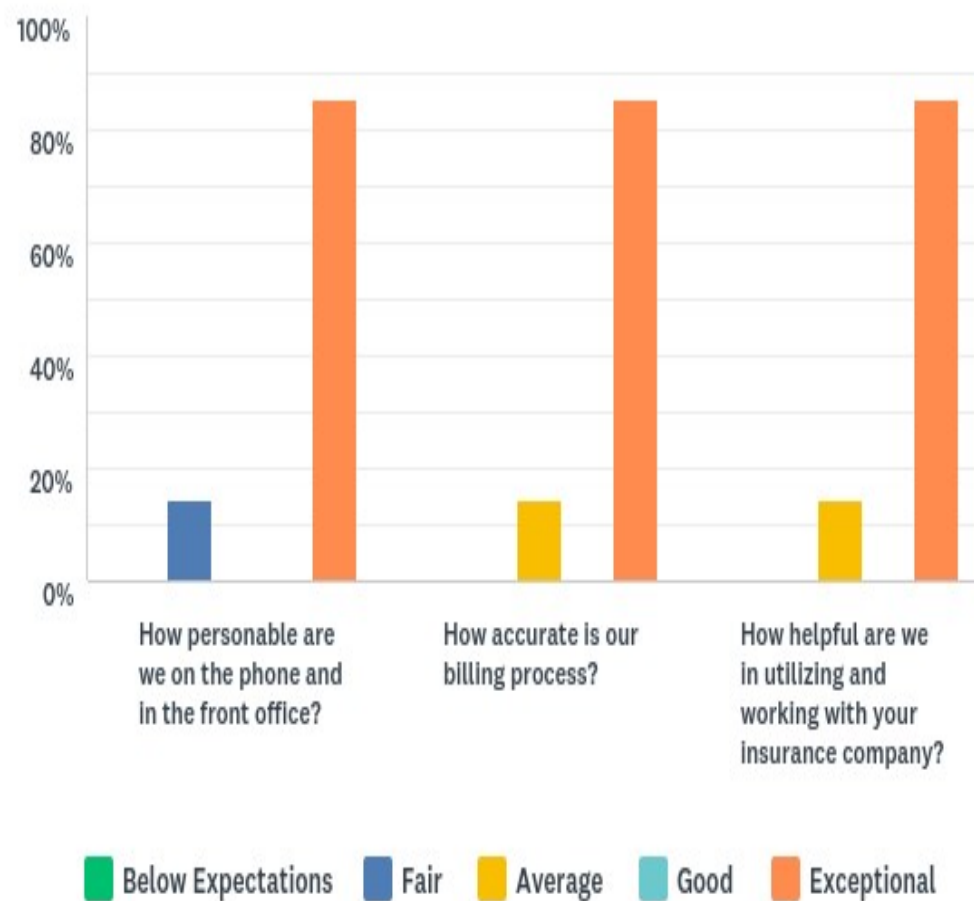


Dental Visits

Comments on Dental Visits:

- ❑ He was very friendly and explained any concerns he had and why.
- ❑ Couldn't have been better!

Q6 Billing & Front Office



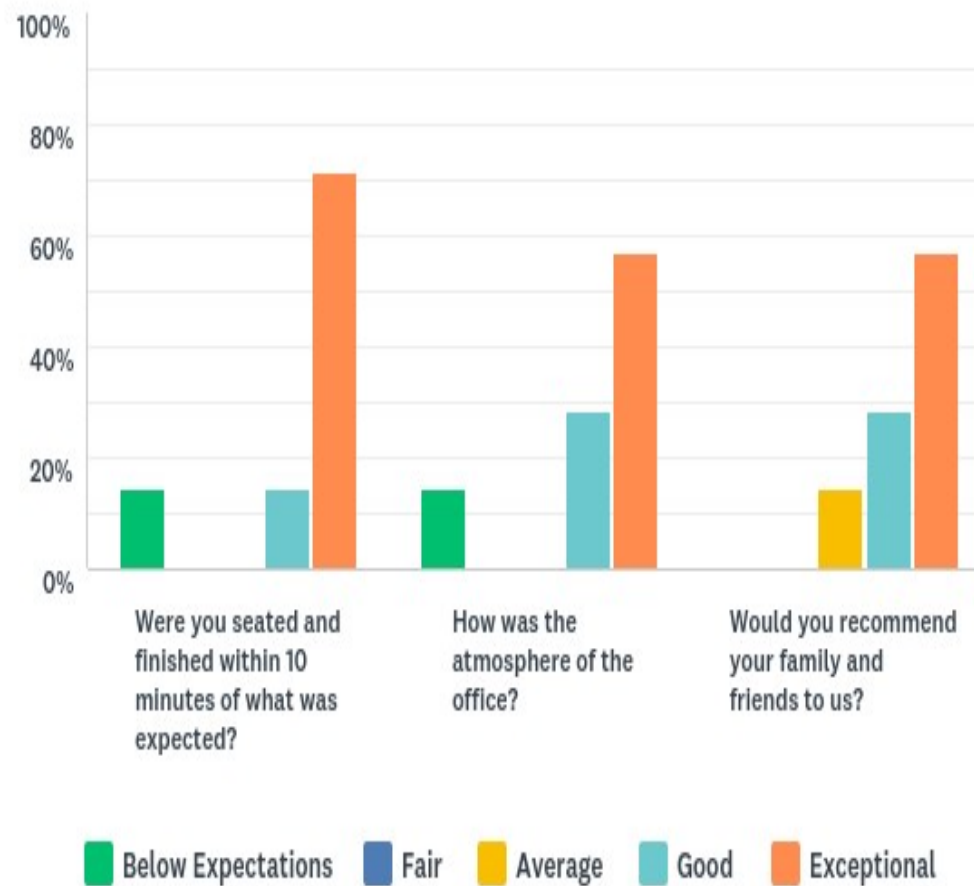
Billing & Front Office

Billing & Front Desk Comments:



- ❑ Very friendly and helpful.

Q8 General Questions



General Questions

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



- ❑ Dr. Baird is ALWAYS the best!!
- ❑ I feel like the office knows us personally, and helps us have a great experience every time we come. I am especially happy that they never pressure extra, or unnecessary dental work. They are conservative with considering a filling! I trust his office, and appreciate their professional, caring office.

How can we make your experience better?



- ❑ Hygienist not as friendly as before.
- ❑ Lights weren't working for the hygienist, took 20 minutes just to get started