



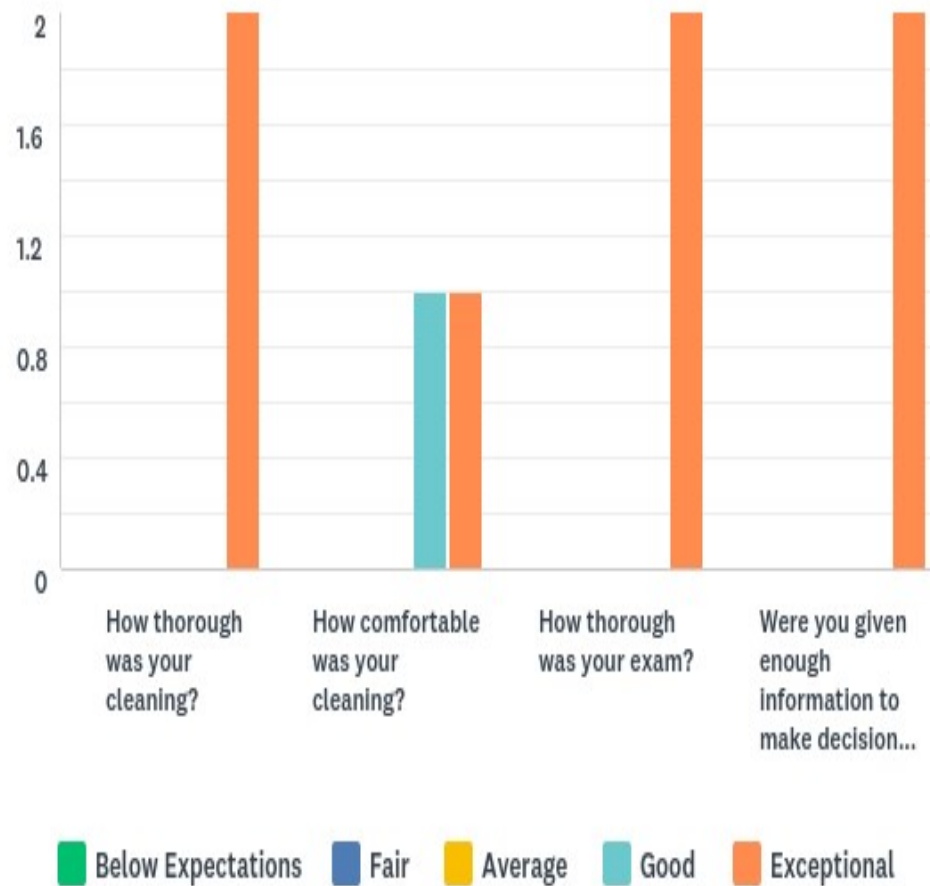
PATIENT SURVEYS

Springville – August 2018

What Do You Want Most From Us?

- Quality care at a fair price
- Professionalism and good dental care.
- Good oral care.

Q2 Cleaning Visits



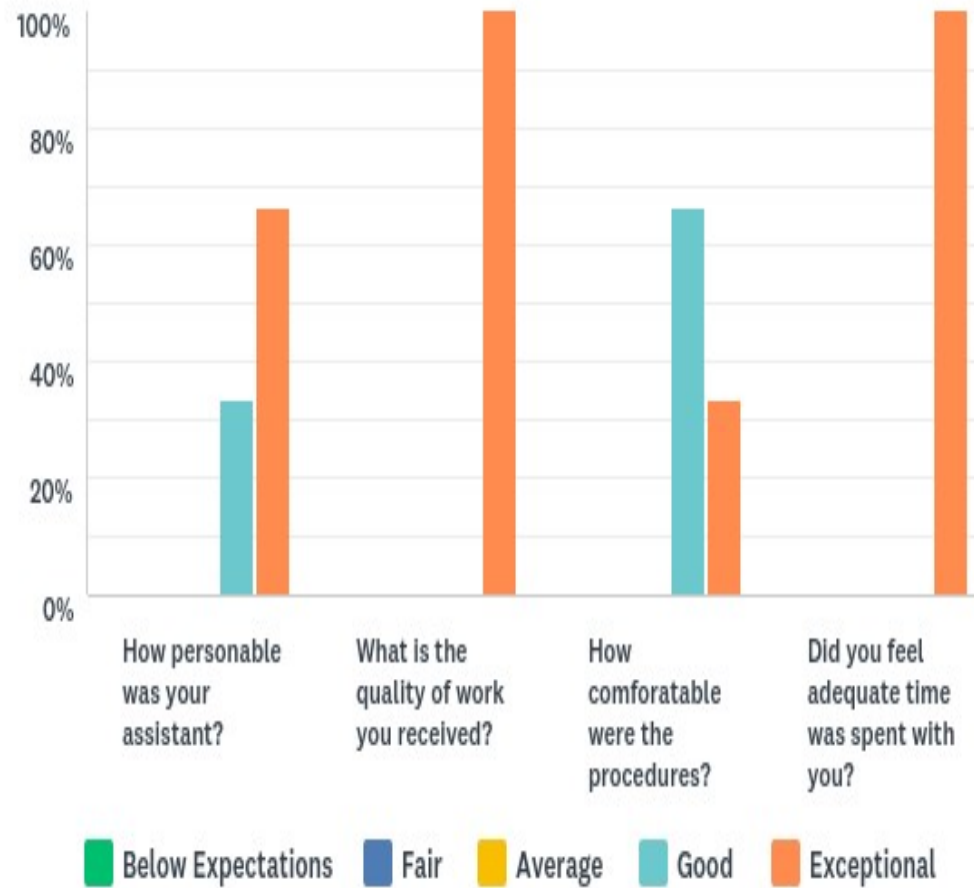
Cleaning Visits

Comments on Cleaning Visits:



- The hygienists are competent, friendly and professional. Cleanings are a positive experience.
- Very professional

Q4 Dentist Visits



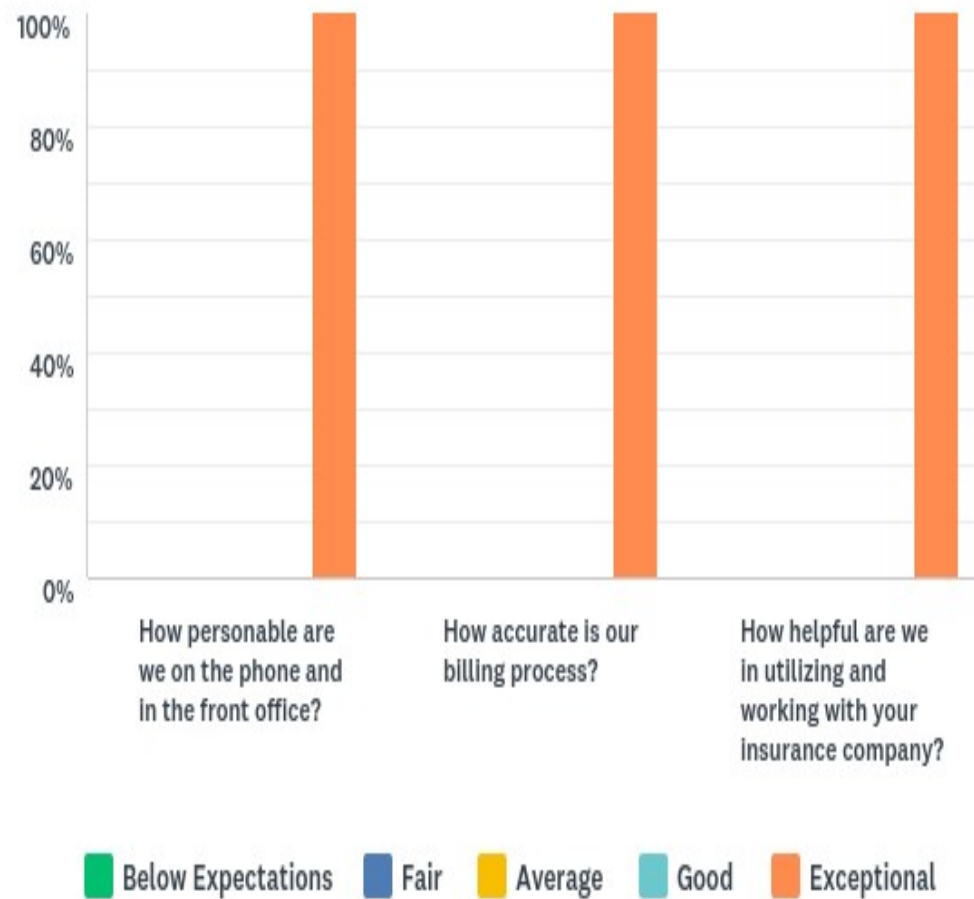
Dental Visits

Comments on Dental Visits:



- Even the best efforts to reduce pain don't completely work. And then there is the pain afterwards that happens. There is no way around some pain. But . . . going to the dentist is much more pleasant than it used to be. I am more likely to seek care with your practice because you work to make sure I suffer the least discomfort possible.

Q6 Billing & Front Office



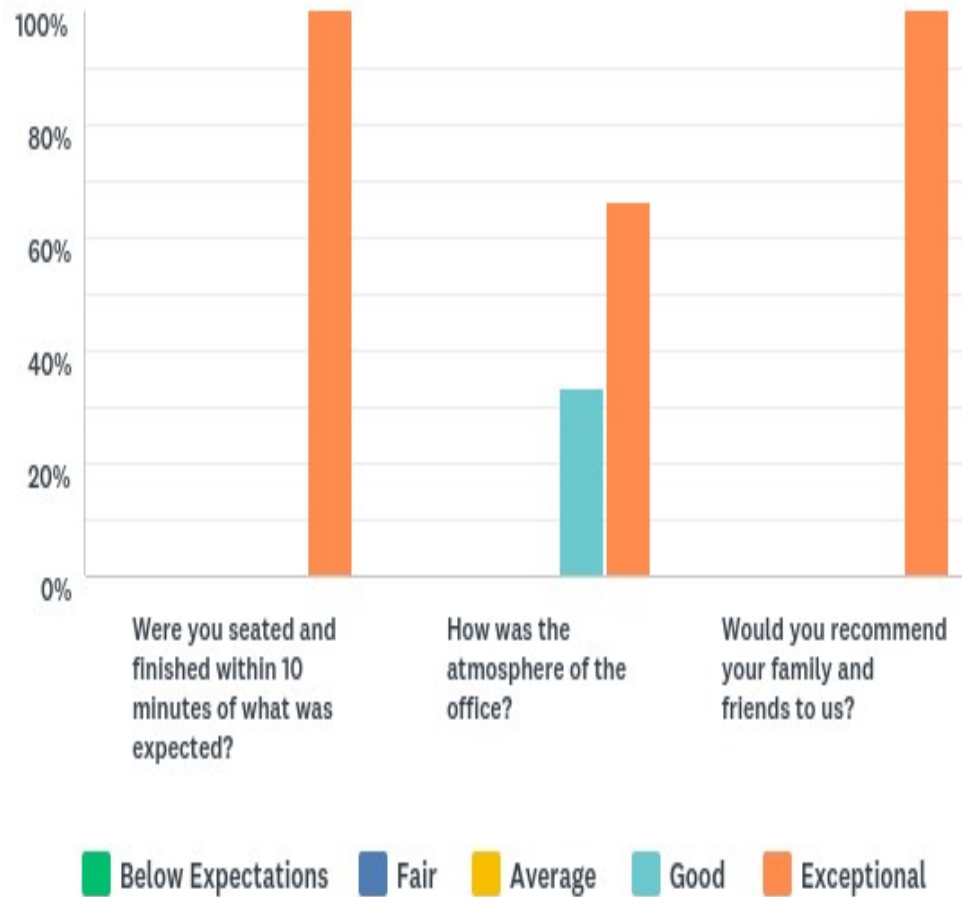
Billing & Front Office

Billing & Front Desk Comments:



- Our experiences have been positive with one exception, but it was quickly worked out. We enjoy your office staff.
- After my appointment we checked with Medicaid and things should turn around they said

Q8 General Questions




General Questions

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



- So many stories. Dr. Flinders especially has earned our gratitude for his help and support. We love Cascade Dental. We would like to figure out how to take all of you with us when we move.
- Courtney at the front desk was very helpful. The TV did a great job of distracting me from the work the dentist and his team were doing.

How can we make your experience better?

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- have no idea. We have loved your practice from the beginning. Thank you for all you've done for us.
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