



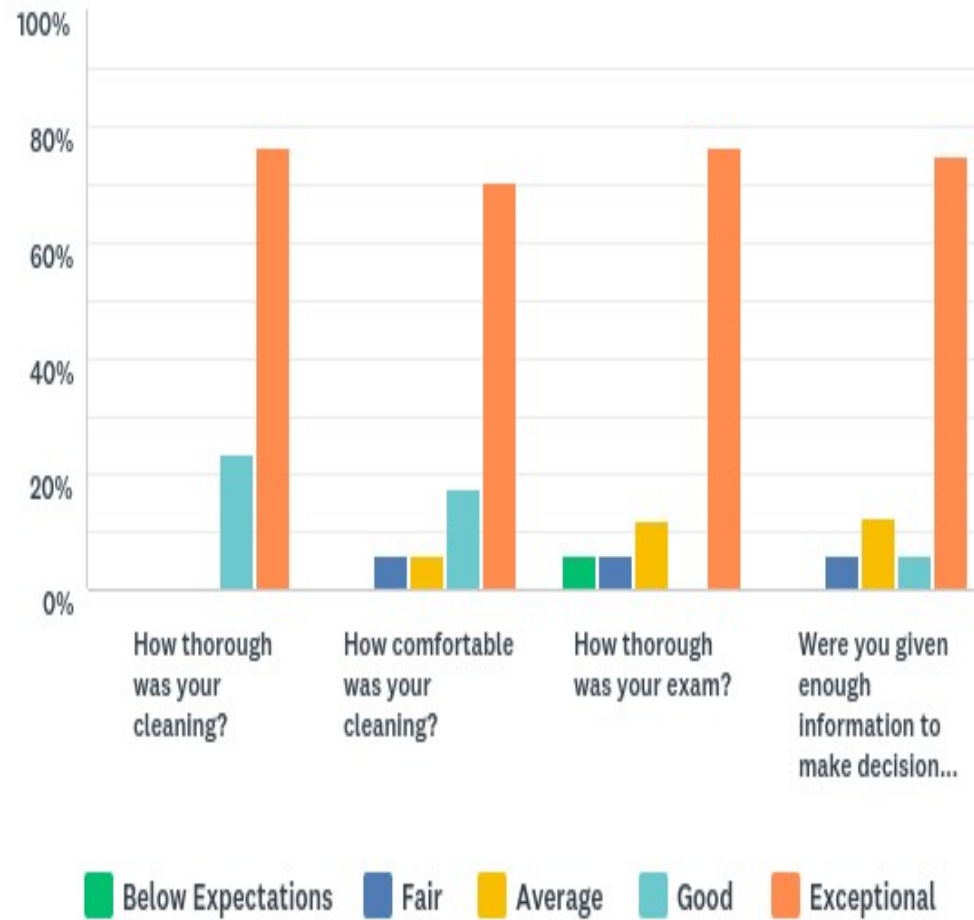
PATIENT SURVEYS

Payson – October 2018

What Do You Want Most From Us?

- Checkup and cleaning
- Kindness & Understanding which you provide beautifully!
- Good quality work.
- Good, honest service.
- Fast, honest, reliable, family friendly service.
- To have a beautiful smile
- Fast and friendly
- The awesome way to help patients. Dr Allred is excellent person and dentist.
- Great care
- Good dental care at a reasonable price in a reasonable amount of time.
- Clear explanations and not over-diagnosing.
- Quality work
- A good experience.
- A good experience!
- Good service

Q2 Cleaning Visits

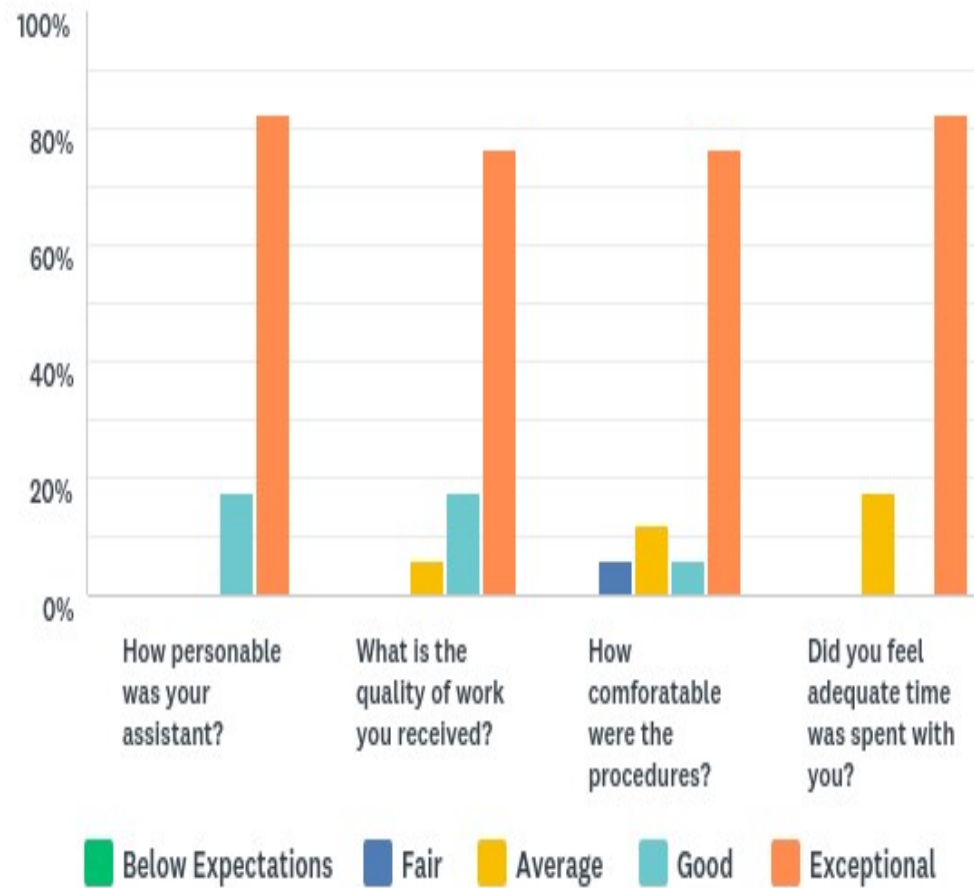


Cleaning Visits

Comments on Cleaning Visits:

- Cleaning was meticulous
- Amazing! Very thorough and non judgmental
- I chose to not have a numbing so any discomfort was my fault
- Exceptional work!
- We have to come in as a family when we visit. It is rough keeping watch of our three children during cleanings and dental work. We have noticed our appointments last longer and longer. I wished someone would have realized we had been in the office since 1030am and left around 330pm. Scheduling everyone separately can be difficult for our already busy schedule. We try to make it work. We appreciate the friendly service and quick cleaning...the waiting for the doctor is the most time we spend waiting. Any way to hire more doctors? Thanks!
- Love Suzie
- You hardly see the dentist on cleaning visits. I guess the hygienist does most of the work. It shouldn't cost that much for him to pop in for literally 3 min and say " everything looks good." I'm glad it's quick but for the amount of time the Dentist spends, it shouldn't cost so much.
- I wish my bill was explained better. I was just given a total, I wasn't given a breakdown, and I was afterwards, but it didn't add up or make sense. Also, I was confused by the dentists' diagnosis. I was told that they were "watching" a few teeth, but that I needed fillings... So really, I had two cavities that needed fillings... and I had to ask about everything to get everything cleared up. (Or slightly cleared up - because I still don't understand...)
- Suzy is so great!

Q4 Dentist Visits

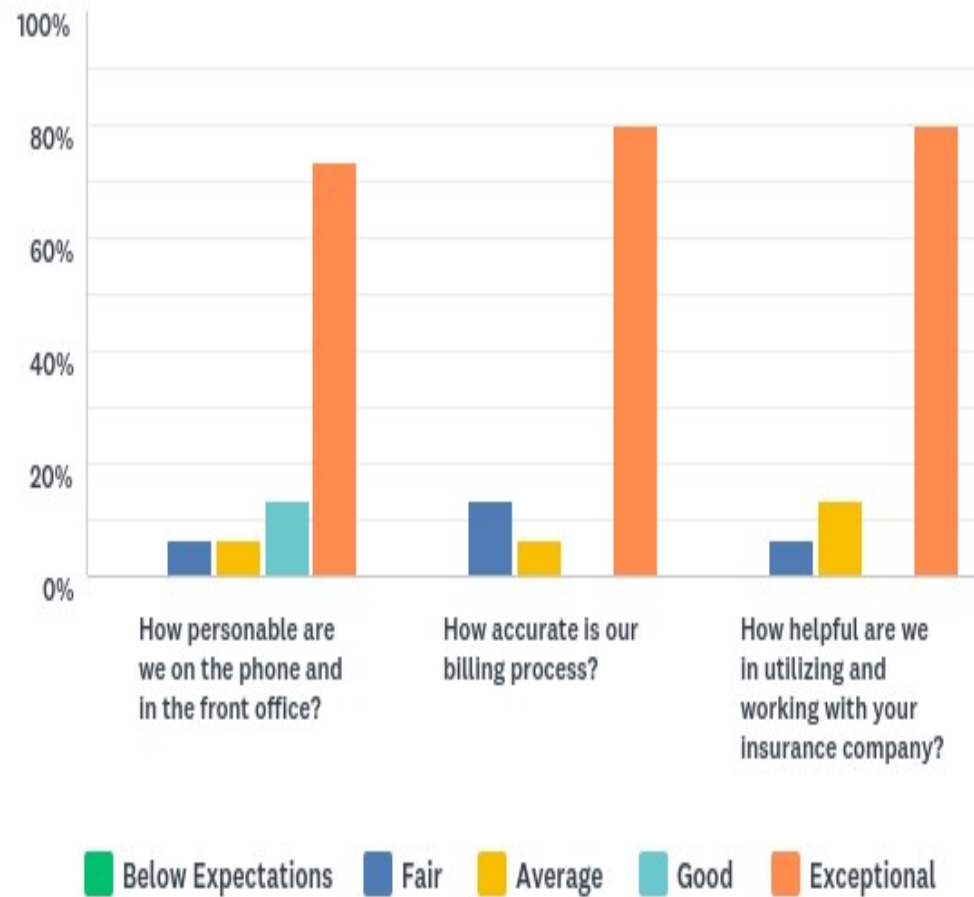


Dental Visits

Comments on Dental Visits:

- I put good rather than exceptional on how personable the hygienist was cause they can get too cheesy, but she was just right - natural and down to earth.
- They have all done great for all 3 of my children even my new 3 year old!
- Thank you!
- Just the waiting for the doctor to come in and check everything is frustrating. If my appointment is at 1pm, and I check in at 1pm, I'd like to be in and seen at the latest 115pm. But I have waited for someone to come into the patient room for 35+minutes. I don't feel that there is an urgency to get patients treated quickly. I've been told the wait is due to being understaffed with doctors.
- When doing impressions, make sure the patient can breathe. There have been moments where the patient has had a hard time.
- Excellent attention. I am in love with you guys. I hope you keep growing and providing the same or better quality in a future. So far you are AWESOME. The whole time that I have receive treatment, I have received the best service ever, you have available a great playground for kids to wait, and even a cell phone charger for my husband haha! So the whole family was comfortable and wait for me without complain!
- Dental assistant was great!
- Dr Winward is always wonderful!

Q6 Billing & Front Office

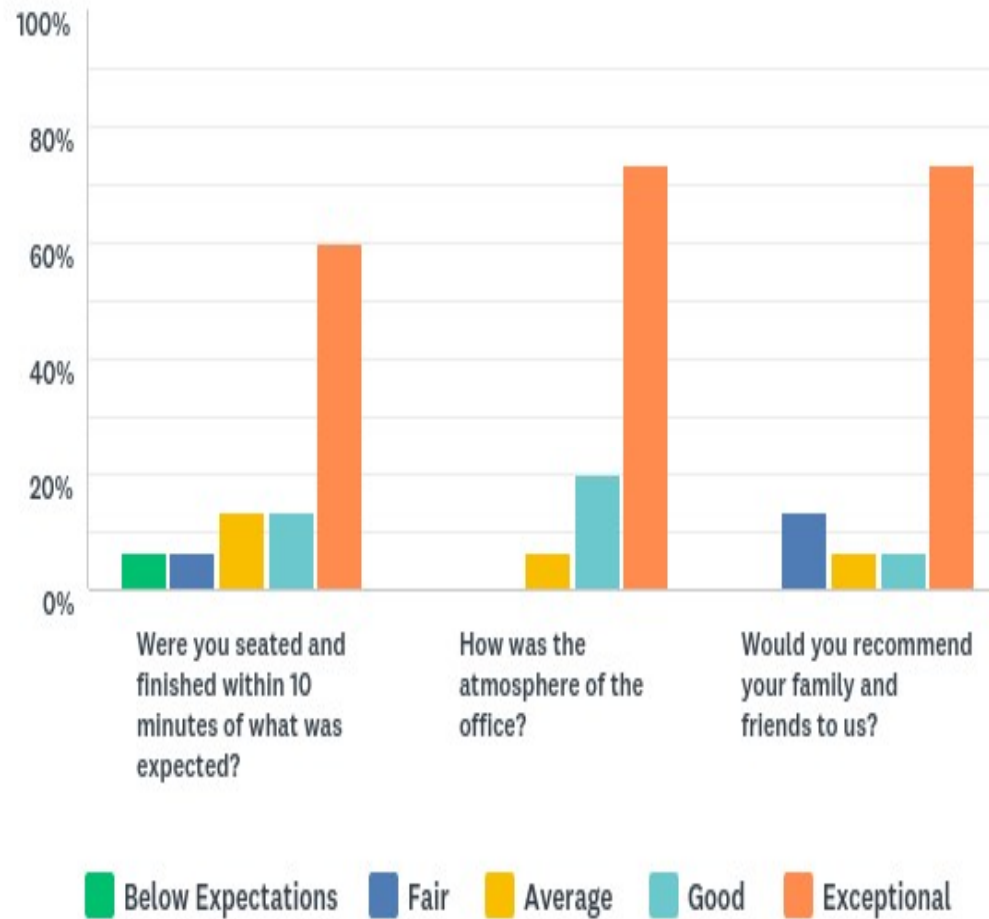


Billing & Front Office

Billing & Front Desk Comments:

- I have been told that if you find a good Billing and Front Desk at a dentist everyone else will be just as amazing. This is very true for Cascade! They are great to explain things and call insurance with any and all questions that have come up.
- Thank you!
- Not being completely familiar with insurance and how they bill businesses, I would like a better and easier explanation regarding payments.
- They are a very friendly and well mannered staff at the front office. Billing is always simple.
- The front desk people are nice and helpful
- Your office seems to charge far more for procedures than other local dentists.
- Didn't explain my bill at all. I was confused by why I was charged so much more than my last visit with the same insurance, but no one explained it to me.
- The hygienist was so nice to check my insurance wouldn't throw a fit that my 6 month check up hadn't been quite 6 months out yet. I really appreciated that.

Q8 General Questions



General Questions

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

- Thank you! After searching for a dentist that takes care of our family for years we have found Cascade. I can not thank you enough.
- Thank you all!
- I liked that after my cleaning I was given suggestions and options regarding future treatment and payment plans.
- Overall, I believe the staff/doctors are great at what they do. They explain things easily and always make sure that you're comfortable when you are in the office.
- One of the reasons why I stop going to another dentist is that they always suggested me expensive treatments and they wanted me to pay a lot of money for some treatments that has cheaper alternatives. I have a big family and sometimes we have to decide or our teeth or food for family. So, if dentist can provide alternatives to fix teeth in a cheaper way, it will help with the economy of some homes that are in difficulties. By these way you guys will keep all kind of patients, providing service for both kind of families, wealthy ones and medium and low economic class families. You will keep more patient into your clinic and will keep receiving good feedback from all patients.
- The assistant that cleaned my teeth was great and the ladies at the front desk were very friendly and helpful.
- Suzy was so nice in saying how well my teeth were looking and saying that I had taken good care of them.

How can we make your experience better?

- ❑ Honestly, I don't know as if you can.
- ❑ You are already doing it all. Thank you!
- ❑ The amount of time between cleanings needs to be cut down so much. I feel like I am wasting so much time sitting there waiting for the doctor to come in. I am rokd that there are not enough doctors working and always get an apology for the wait....
- ❑ The doctors should take into account what the patients want. They shouldn't try to 'pressure' them into a procedure that they don't want, even if it is good for their smile. (If someone asks for a tooth to be pulled instead of a root canal, they should respect that.)
- ❑ I felt that I waited to much in the dentist seat, maybe He was with another patient, I understand that sometimes it gets out of doctor hands. Some people ask to much and took longer. In general I think you are ok.
- ❑ I have referred friends to your office who say they won't come back based on the cost of your procedures. That's kind of embarrassing