



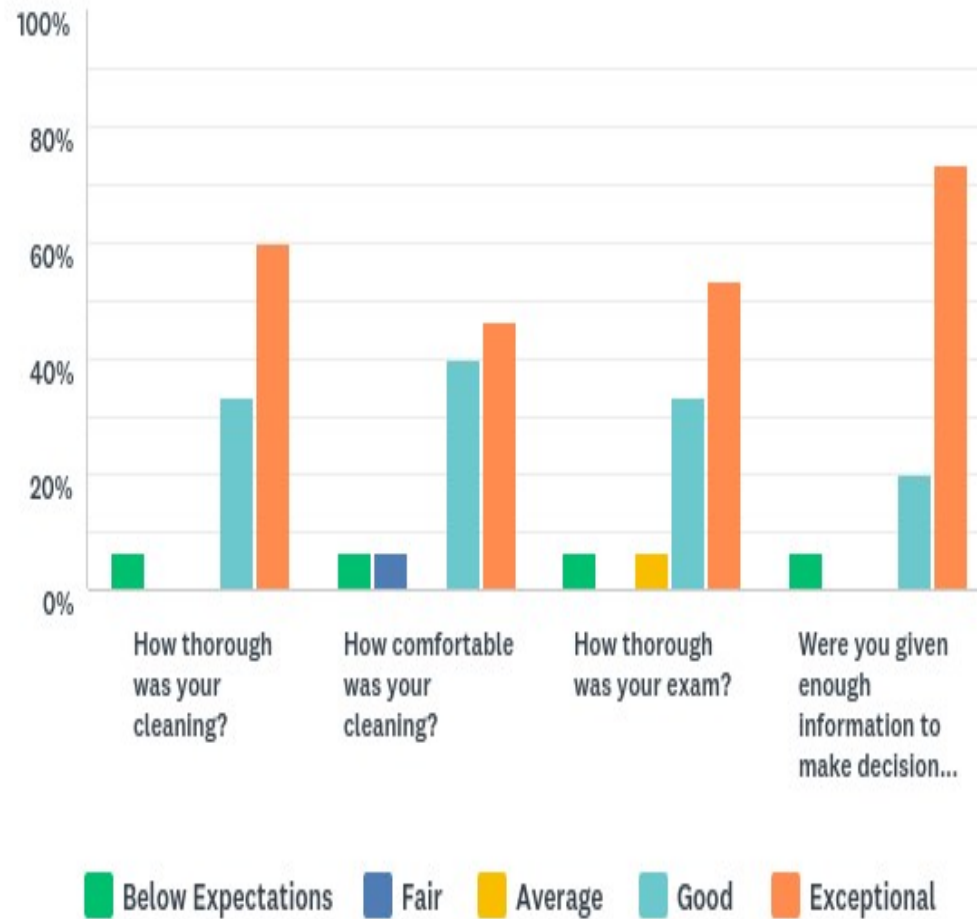
PATIENT SURVEYS

Payson — January 2019

What Do You Want Most From Us?

- Friendly staff, observant and kind. The ability to get the job done well, not rush through.
- Good dental work at a reasonable price.
- Cleanliness, friendly staff.
- No waiting in the waiting room, Efficiency and friendliness.
- Effective honest work and friendly staff!
- Check-up.
- Friendly staff, good with kids (specifically teens)
- Excellent dental care.
- Personable service, with as little pain to self and pocketbook as possible.
- Great service.
- Professional help in the dental field.
- Nothing.
- Your service, politeness and demeanor are above reproach. Enjoy our visit to your Dental Office.
- Kindness and trust!
- Quality dental care.
- Good dental care and friendly staff.
- The same great service that I have always been getting.
- More quickly no wait to much to get into the room.

Q2 Cleaning Visits

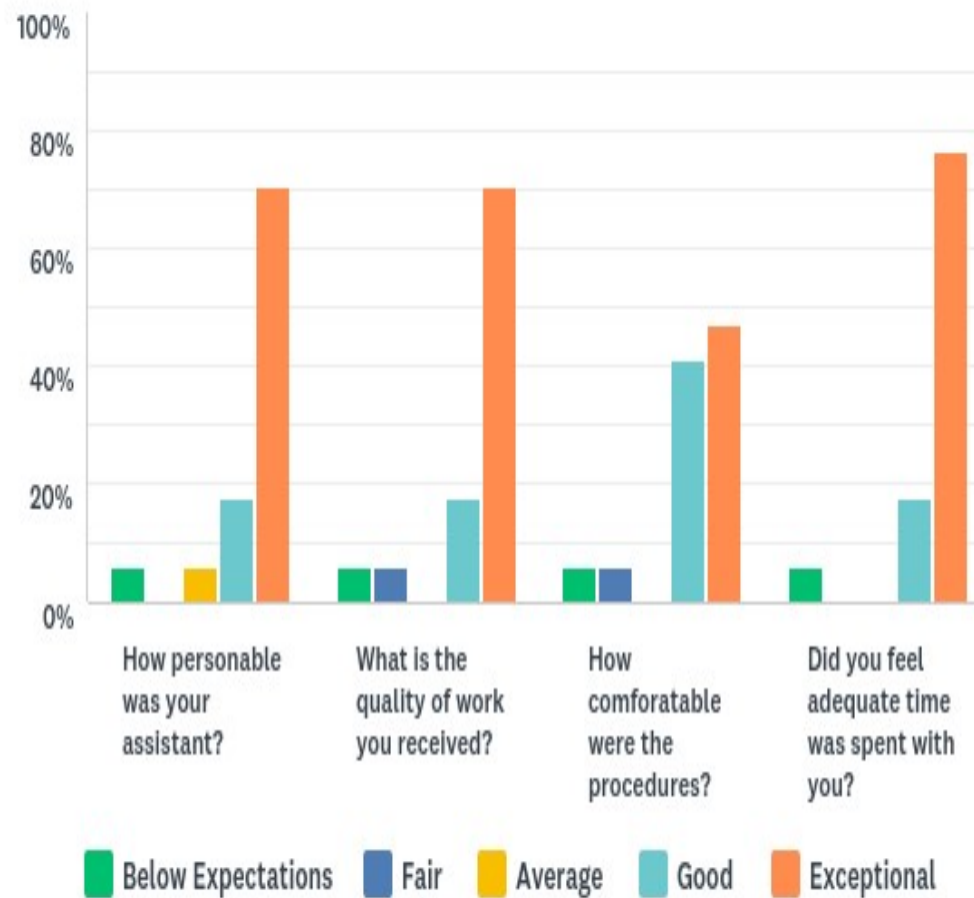


Cleaning Visits

Comments on Cleaning Visits:

- ☐ Suzy is the best! So calm, explains everything well. She does a thorough job.
- ☐ My cleanings keep my gum disease under control.
- ☐ None
- ☐ Gentle but thorough

Q4 Dentist Visits



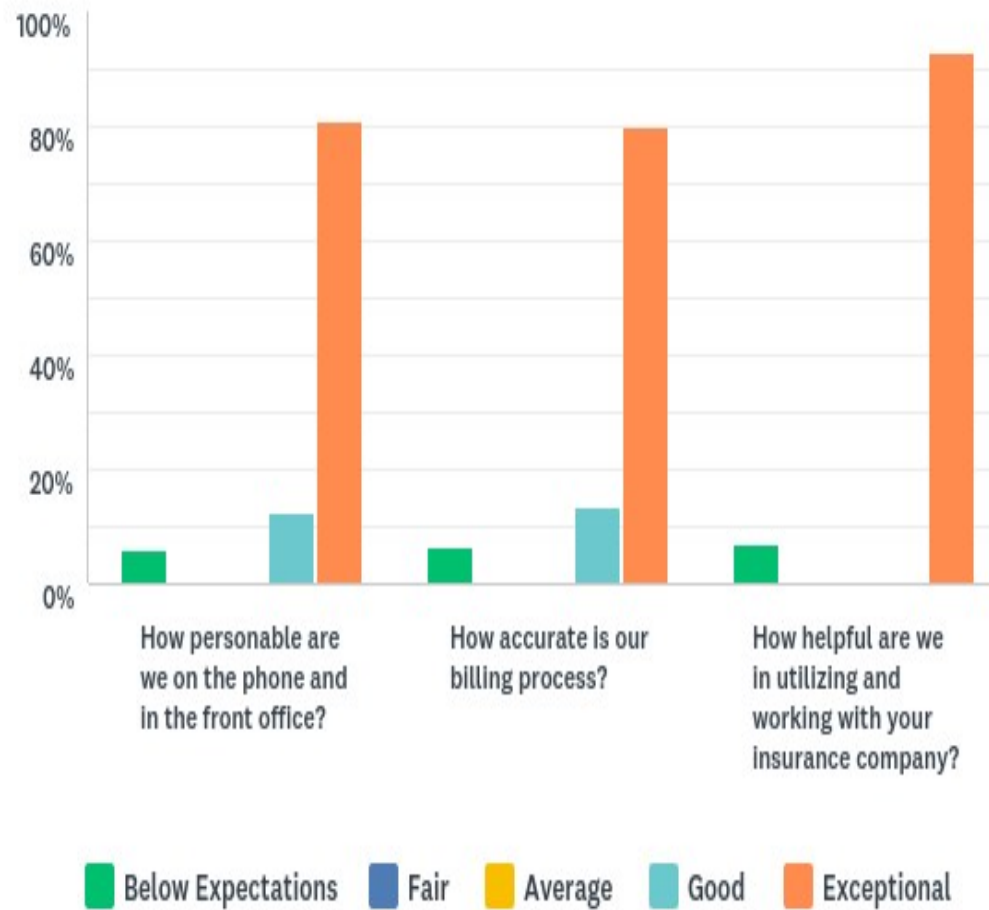
Dental Visits

Comments on Dental Visits:



- Kind and thorough
- Great
- Professional, spoke about what he found to give me reassurance about my teeth and mouth.
- Great

Q6 Billing & Front Office



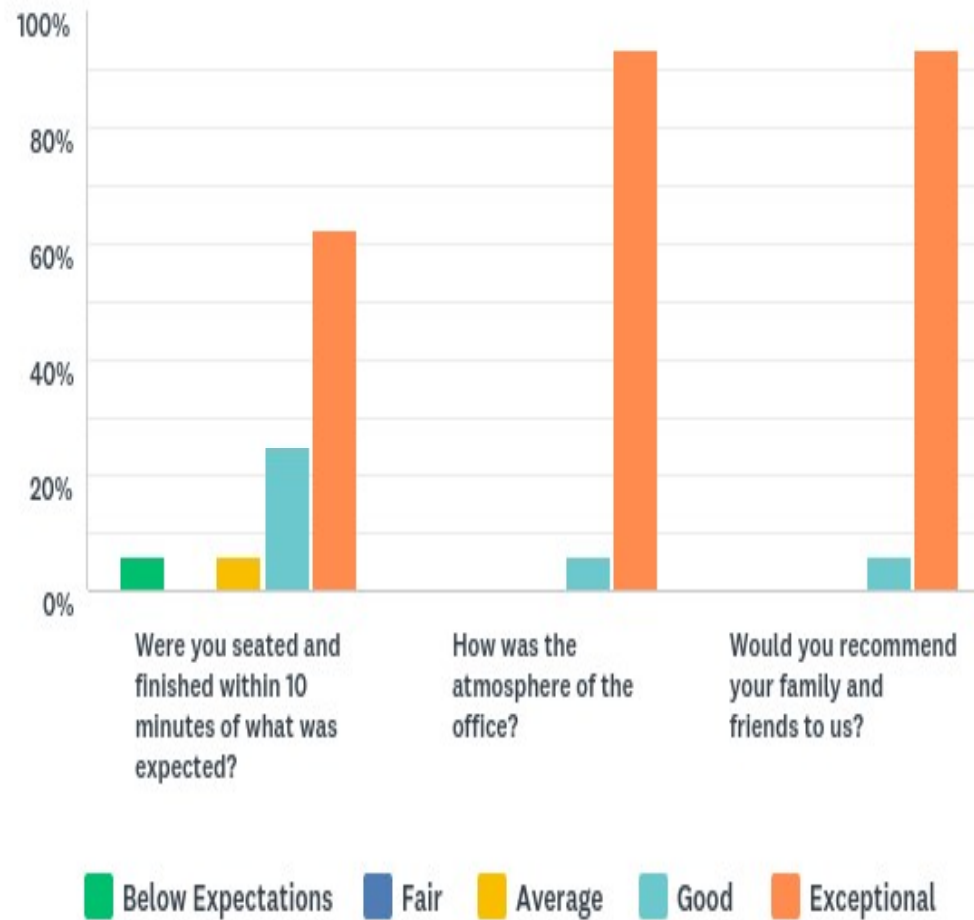
Billing & Front Office

Billing & Front Desk Comments:



- Front office was very able to give me benefit plan for my family without being pushy. Very kind.
- I'm very impressed with personnel. They are always kind and remember my name every time. Very easy to work with
- They go the extra mile when needed
- Dr Joe Winward is my grandson-in-law, who does not accept payment from family members. We greatly appreciate his service and policy.

Q8 General Questions



General Questions

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



- Waited 20 min before I was called back for my appt.
- Dr Allred and all the assistants have been very friendly and positive! I love the atmosphere there
- Everyone I dealt with was exceptional
- I am treated so well by everyone in the office.

How can we make your experience better?



- ❑ Your office is super. Best staff work for cascade dental .
- ❑ Keep up the good work.
- ❑ Nothing.
- ❑ Just keep the good serves and Great staff