



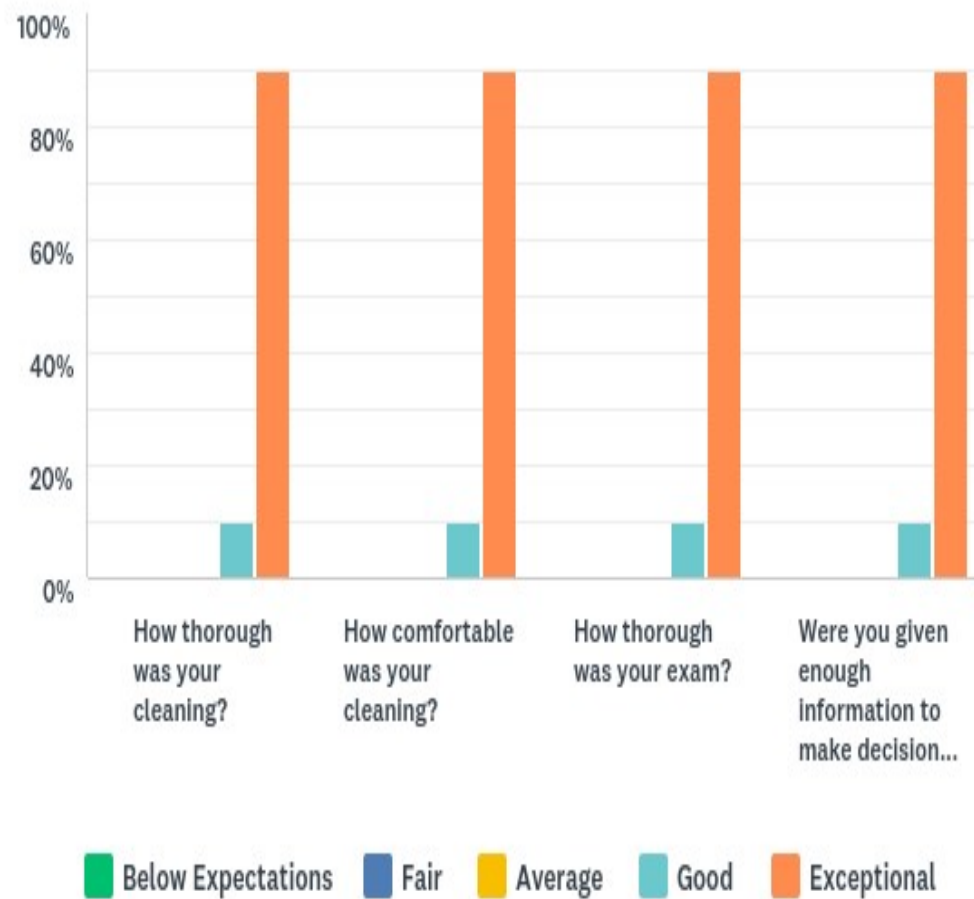
PATIENT SURVEYS

Payson — March 2019

What Do You Want Most From Us?

- Good care.
- On time, Efficient, Crew members who are Personable, Dr's who are knowledgeable in what they do.
- Good work with helpful and gracious employees.
- Dependability.
- Dental care.
- Quality dental care and people that are interested in what is best for me.
- Workable solution for making payments on procedures if necessary and patient doesn't have full coverage or full payment amount to do needed dental work.
- Care.
- Friendly staff with quality dental care.
- Clean teeth!
- Honesty in what dental work really needs to be done.

Q2 Cleaning Visits

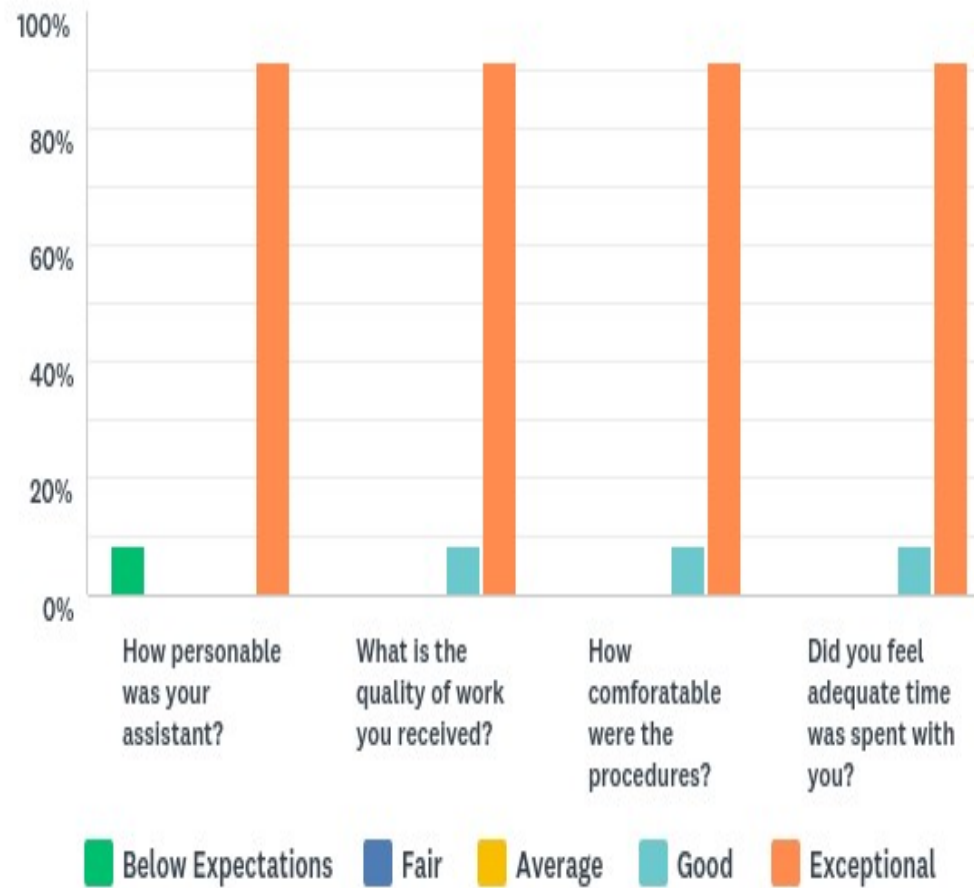


Cleaning Visits

Comments on Cleaning Visits:

- ❑ I've had some pretty lousy cleaners from other places. These Hygienists are absolutely wonderful, they take their time to do a fabulous job. Very outgoing and so Nice to everyone.
- ❑ Miss Squire, I think that was his name, was very nice to work with.
- ❑ I was very happy and comfortable.
- ❑ McKenzie is an outstanding person and very professional.
- ❑ I'm having my first one next week!

Q4 Dentist Visits



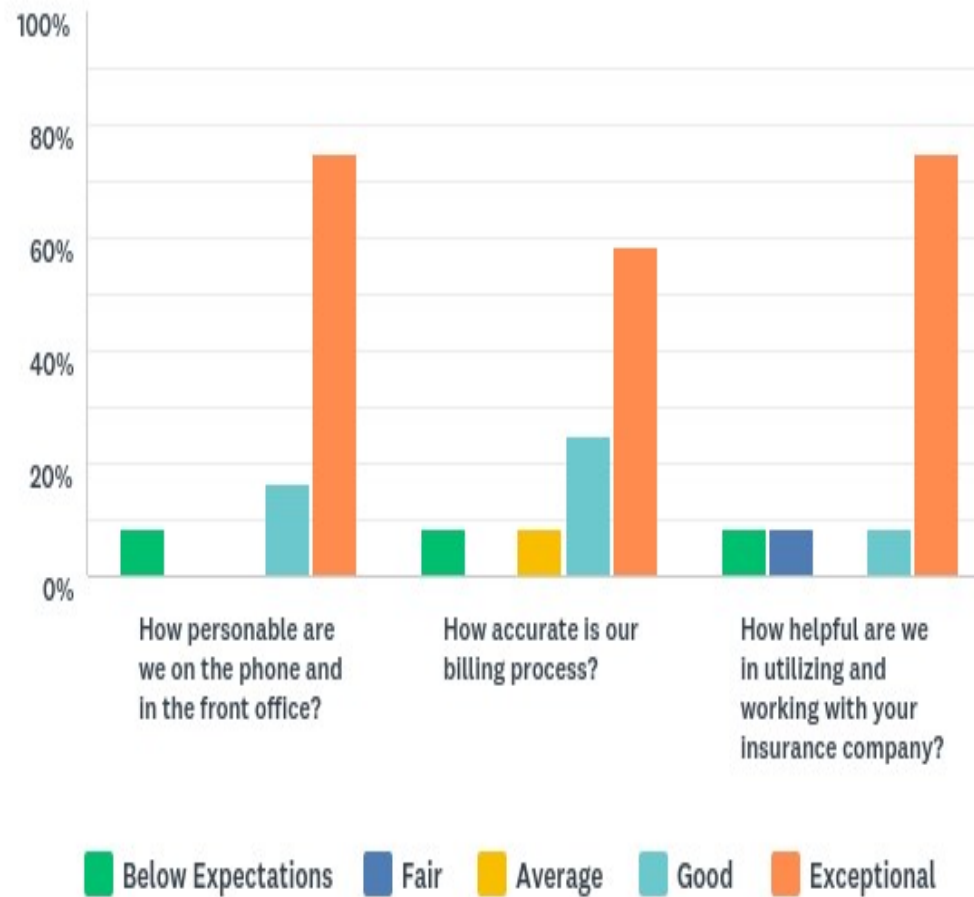
Dental Visits

Comments on Dental Visits:



- This is by far the best dentist visit I have received.
- I've had to do two different emergency procedures within the last year or so and Cascade has saved me every time and I'm so grateful for all their genuine concern and excellent care!

Q6 Billing & Front Office

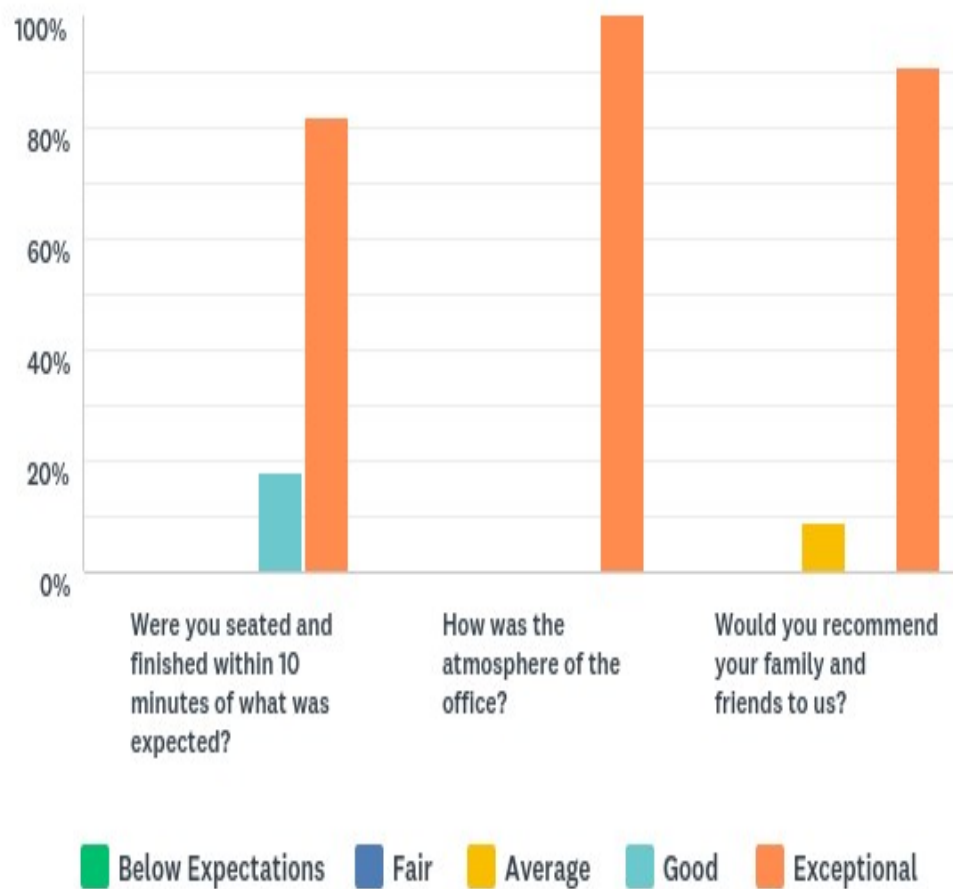


Billing & Front Office

Billing & Front Desk Comments:

- Everyone is great in this area.
- Helpful.
- Very Friendly and fun to work with but yet very professional at the same time.
- It would have been easier and faster if Cascade were able to let me make payments for my emergency procedures instead of prolonging my wait for receiving the urgent care for two different tooth infections but after I got everything taken care of and the infections gone I couldn't have thanked them enough! It was worth the hassle!
- Super friendly.

Q8 General Questions



General Questions

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



- ☐ None.
- ☐ The dentist and his assistant were very kind and thorough.
- ☐ McKenzie is always happy to see me and does all she can to make coming to the dentist a pleasant experience. Going to the dentist is not one of my favorite things to do.
- ☐ Melanie was extremely personable and listened to my questions and concerns.

How can we make your experience better?



- ❑ I absolutely love the Spa feel of the office. Thanks you!
- ❑ Not a lot. Great people and pleasant atmosphere make it easy to come back each time.