



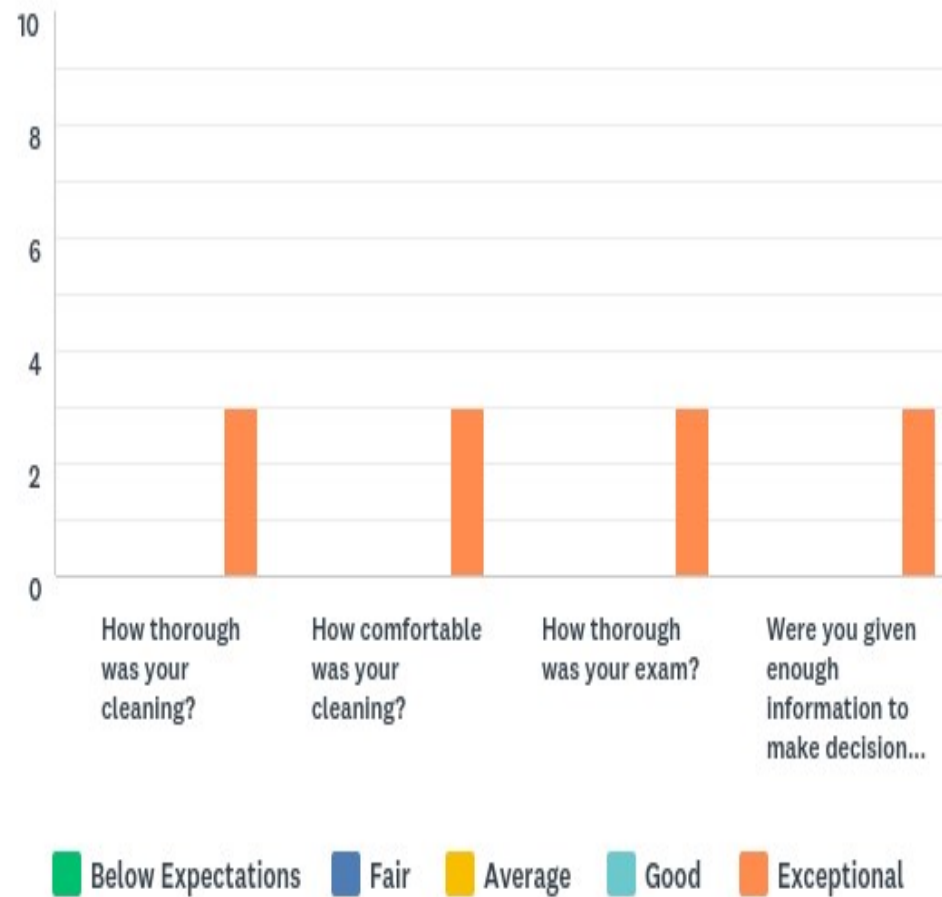
PATIENT SURVEYS

Springville – April 2019

What Do You Want Most From Us?

- ☐ Feeling cared about and comfortable.
- ☐ Honestly, kindness, efficiency
- ☐ Honesty, kindness
- ☐ good strong teeth
- ☐ un-pain
- ☐ Good friendly service.

Q2 Cleaning Visits



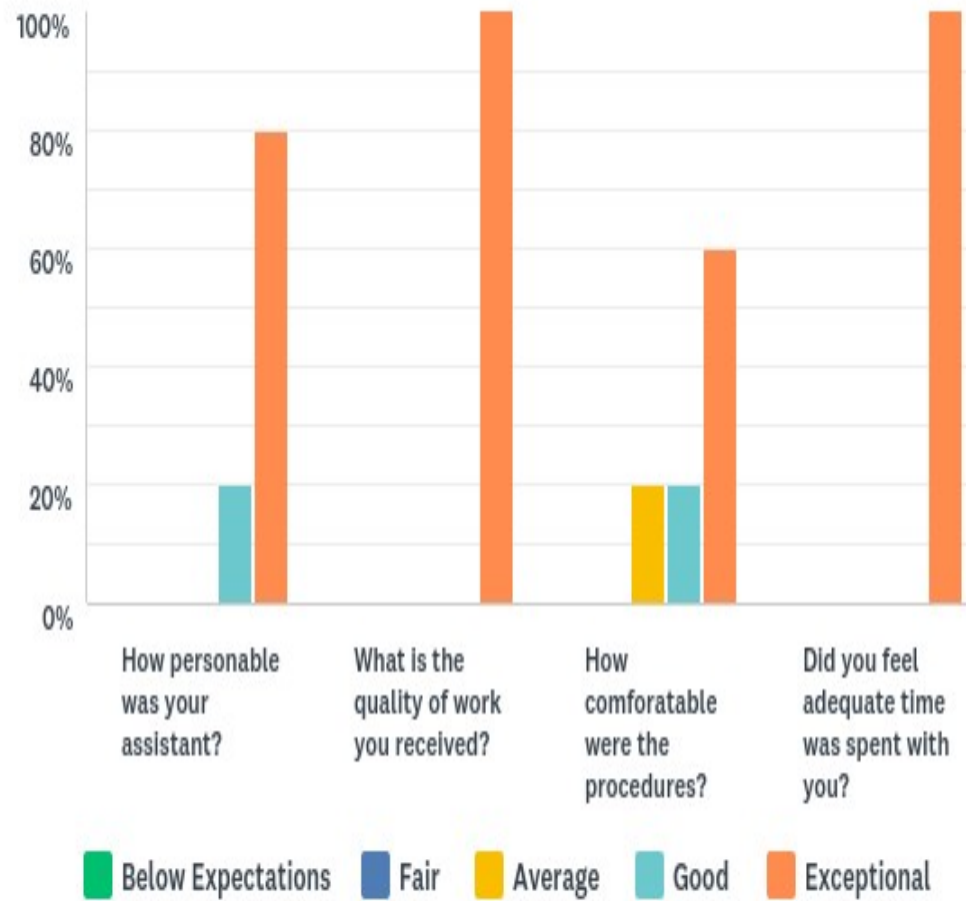
Cleaning Visits

Comments on Cleaning Visits:



- We didn't have a cleaning today. But I'm sure it would have been great.
- I believe that you did a good job

Q4 Dentist Visits



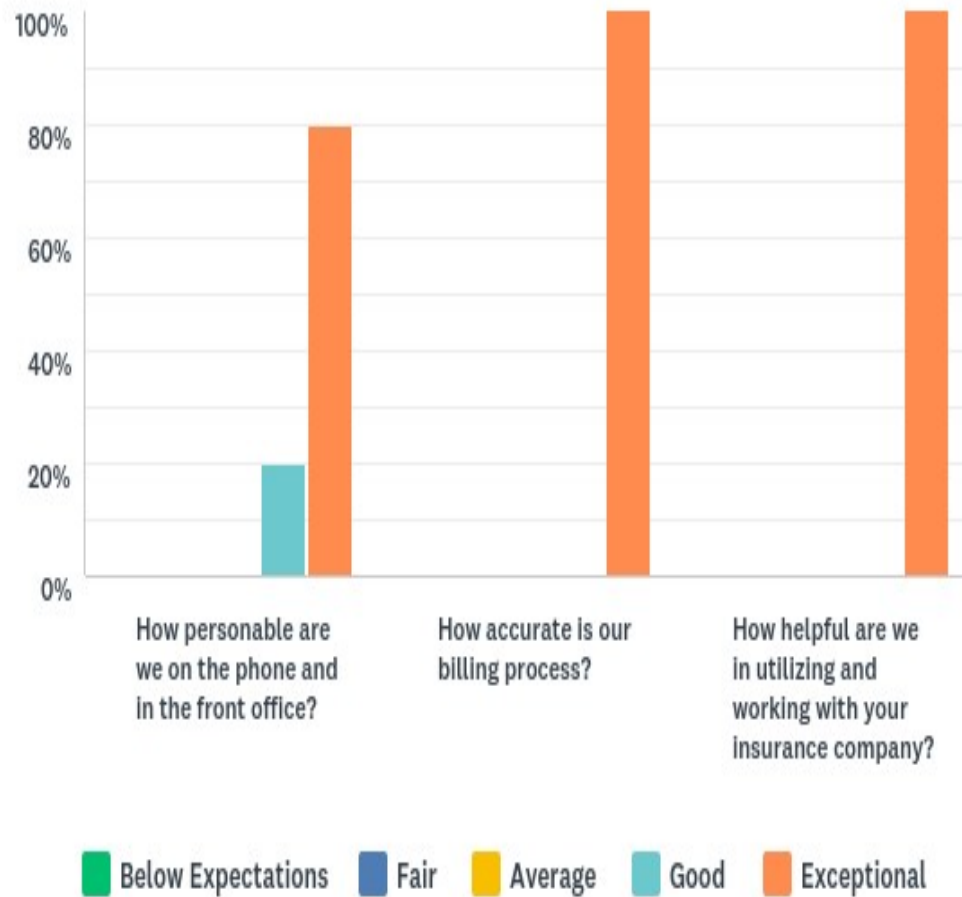
Dental Visits

Comments on Dental Visits:



- This is a really good dentist to go to and I suggest it to anyone who needs to go to the dentist! I am relieved I got the help I needed and that things went well. I thank the people who work there and are helping others such as myself.

Q6 Billing & Front Office



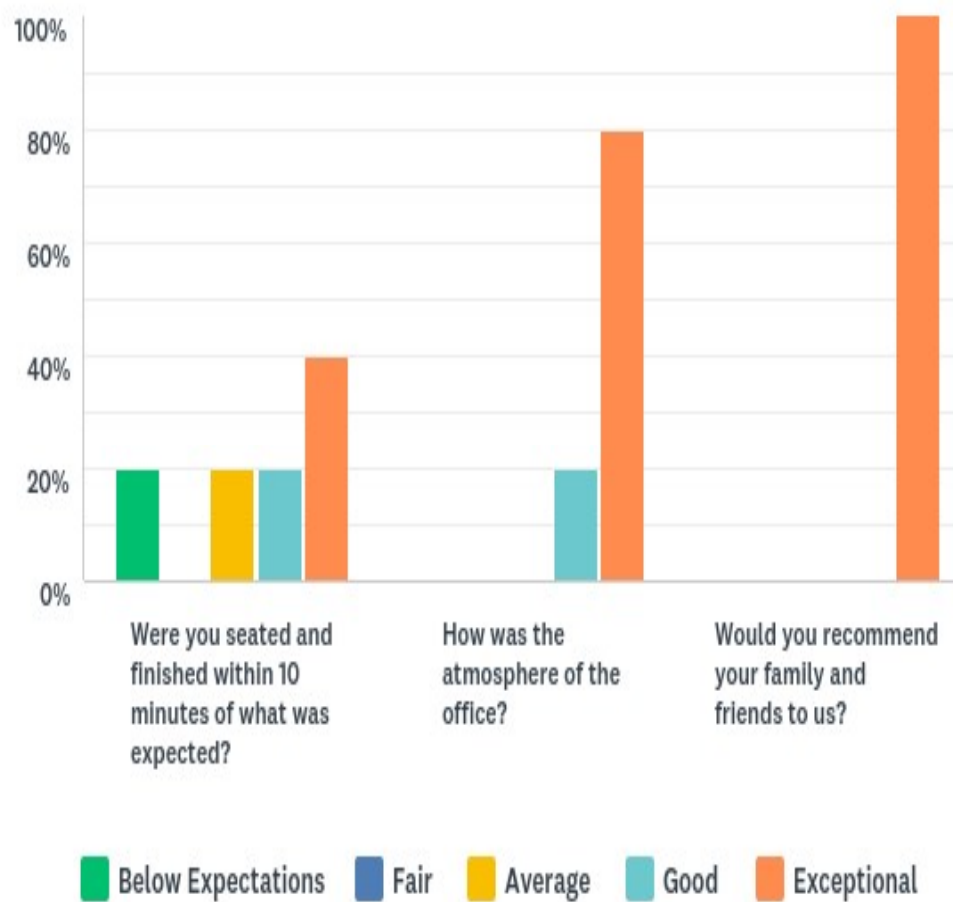
Billing & Front Office

Billing & Front Desk Comments:



- They are so good to work with and help you understand your bills.
- We didn't use insurance. But they were helpful in explaining all the costs.

Q8 General Questions



General Questions

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



- We drive down from Salt Lake just to be with the cascade family!
- Our appt was at 12:00 and we weren't seen until 1:00. I totally understand things happen, but the wait was too long.
- Though not expected, Ren's help was quick and very necessary,

How can we make your experience better?



- Nothing! I love Cascade!
- Shorter wait time.
- not way that I can think of.