



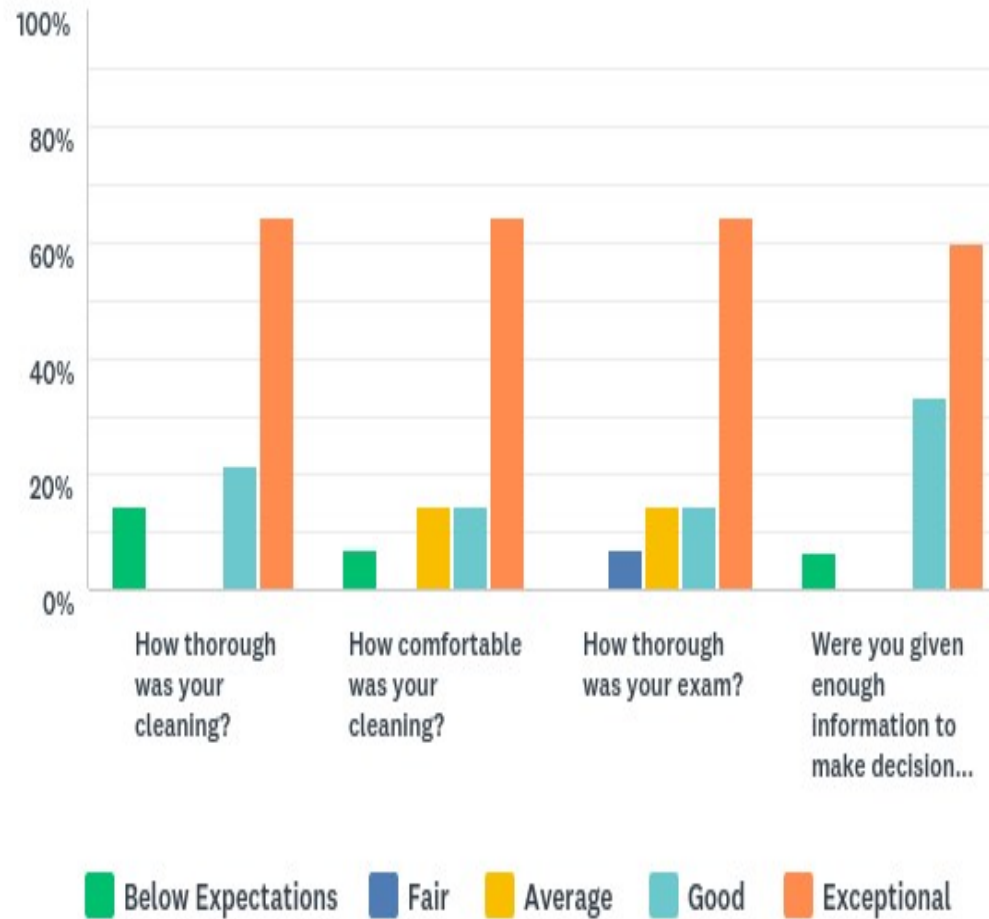
PATIENT SURVEYS

Payson — May 2019

What Do You Want Most From Us?

- Healthy teeth
- Friendly, fast service
- To know that my teeth are healthy and clean.
- All good so far. Good, competent and helpful service.
- Good care for a reasonable price.
- Timely friendly service
- Good service
- Clean and healthy teeth at an affordable cost
- Friendly, mindful care
- Good work and service and to be informed!
- Quality work, good price
- A comfortable , competent experience
- Someone who is thorough but doesn't push for every little thing to be done and can work well with my kids. :)
- Trust, Honesty, fair prices and the same dentist each time
- Excellent care of my teeth.

Q2 Cleaning Visits

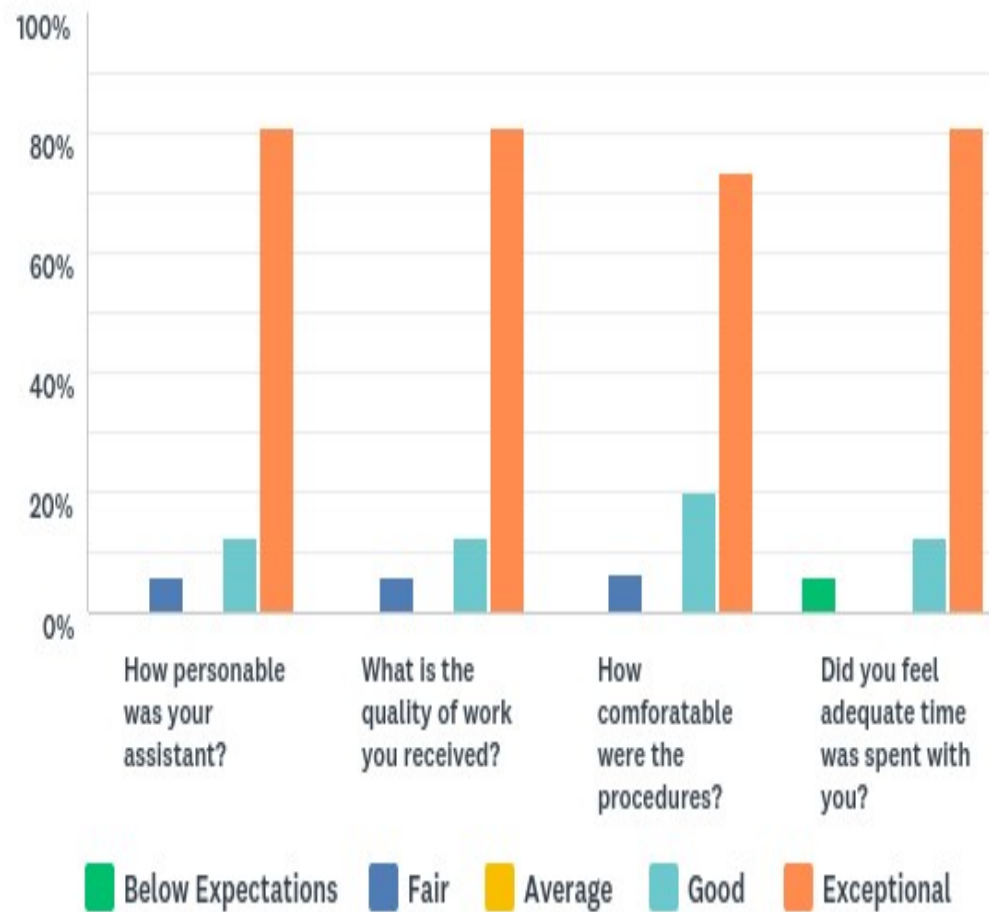


Cleaning Visits

Comments on Cleaning Visits:

- Loved Awesome!
- Great job!
- It didn't hurt as bad as it usually does at other dentists I've been to. But the Dr didn't have much to say, not sure if that is good or bad?
- Loren has my vote for best Dental cleaning ever.
- The girl who cleaned my teeth in my 6 month cleaning did my daughters teeth first and was amazing with her (she is 4) and she felt very comfortable and did a good job. However when she got to me she seemed very rushed, the cleaning was painful and she didn't even floss my whole mouth so my gums were in pain and bleeding from being rushed except the top left side where she missed. I turned around after to schedule and it was a completely different person finishing up and getting me checked out. Good with my daughter not as happy with my experience
- Great! Always quick and comfortable
- N/A
- The person doing the cleaning was listening to some program while doing the cleaning. Had to ask her to turn it off.
- Ali was so great with Calvin and Norah! She was patient and tried different things to work with them. They loved the waterfall and tv TV and I loved that it didn't feel like a stuffy office lol.
- I felt like I was rushed through the whole thing. I came here for a second opinion and a second cleaning. I feel lost right now
- I thought something was going on with my upper right molar so I went in to have it checked out. Turned out everything was fine. Couldn't respond to the above questions because I didn't have a cleaning.

Q4 Dentist Visits



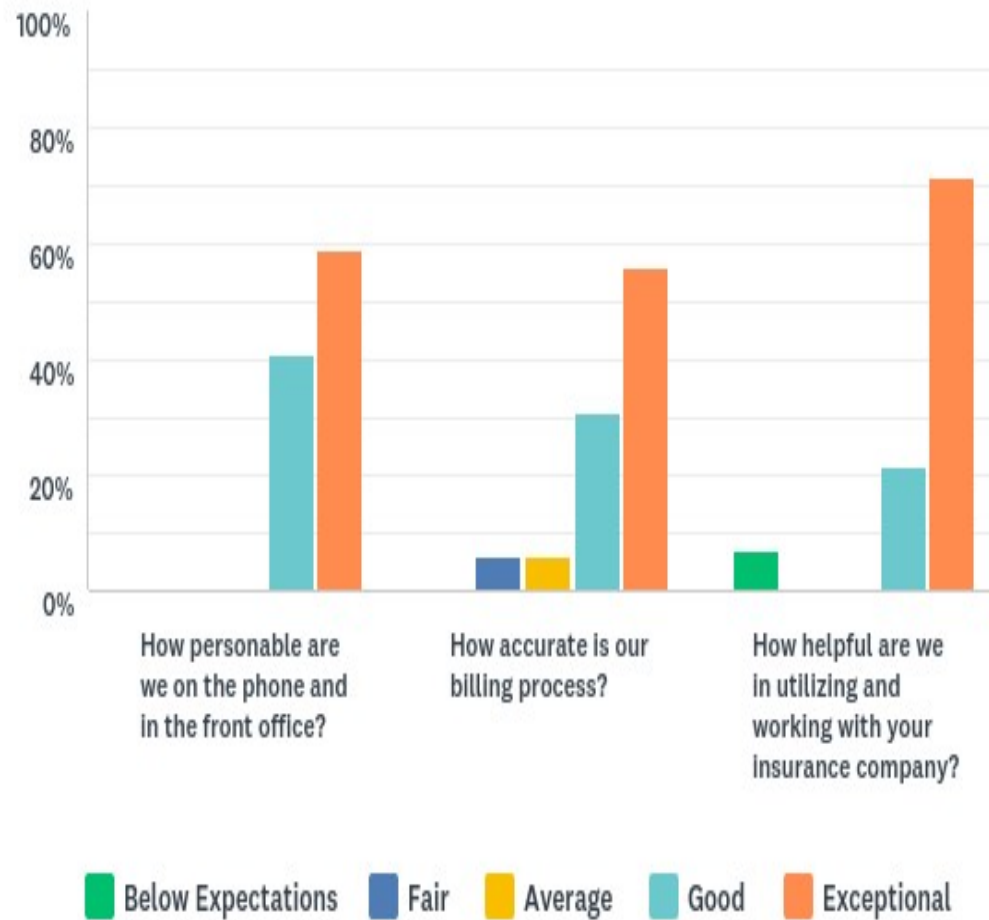
Dental Visits

Comments on Dental Visits:



- ☐ Awesome!
- ☐ Loved it!
- ☐ Dr Allred was wonderfully attentive and helpful. I trust his judgment.
- ☐ N/A
- ☐ I felt I was talked down to, not talked too.
- ☐ I had to wait in the dentist chair for a while until the dentist was free to check me. My dental
- ☐ Assistant asked me if I would like a drink of water or if I needed anything. It was thoughtful.

Q6 Billing & Front Office

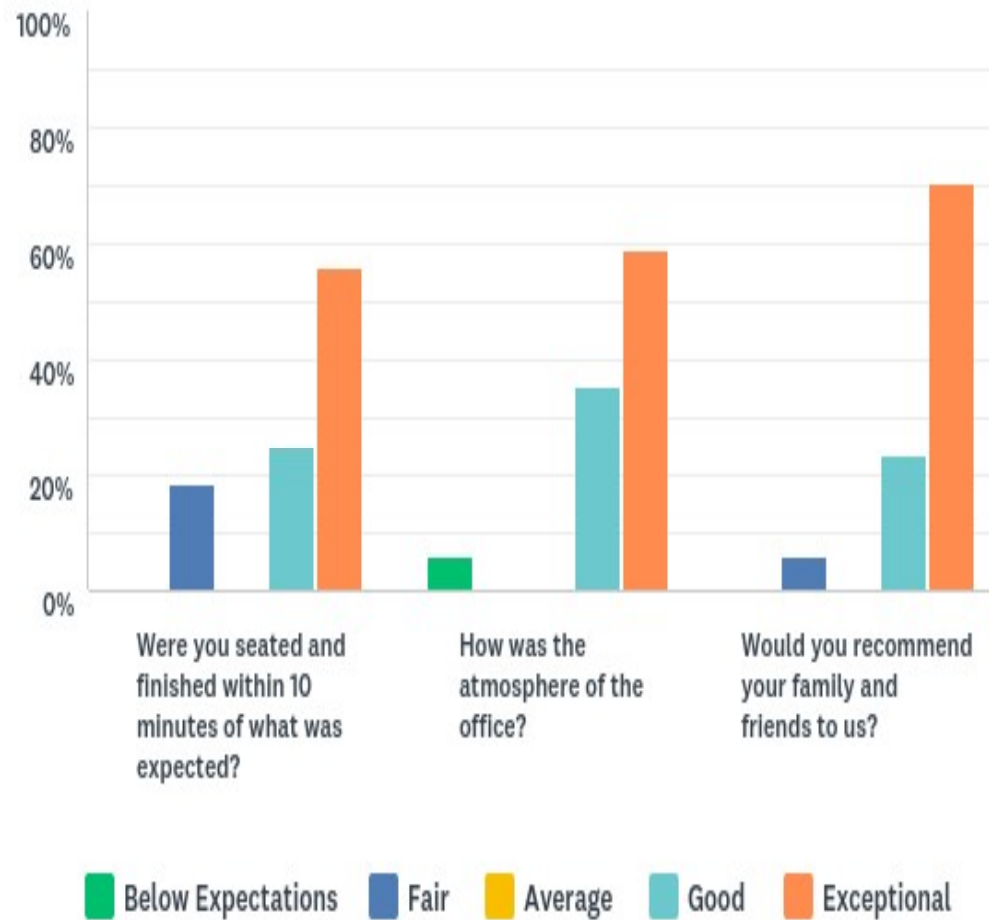


Billing & Front Office

Billing & Front Desk Comments:

- Awesome!
- Great service
- I had a lot of questions that were only kind of answered. The front desk didn't do a great job of explaining the billing process, like I was expected to just know everything without asking.
- Last time I was in they tried charging me the wrong patient balance. Same first name but not last name. Got it fixed after a bit, luckily I knew what I owed and didn't just pay what they said. After knowing they had the wrong chart for payment up it made sense why they also numbed the wrong side of my mouth that last time.
- I have two Dental insurances. I use to work for Regence Blue Cross Blue Shield in the dental dept. I understand billing and dual insurances. I felt I knew more than you billing people and my insurances were not billed adequately
- As I don't have any dental insurance, being on Medicare, I was introduced to Cascade's plan for Medicare patients or those who are retired. I was very grateful for the kind offer, having not been able to have a dental appointment for 3 years. Couldn't afford it. Thank you

Q8 General Questions



General Questions

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

- Wonderful team members
- Friendly service
- This whole dental experience exceeded my expectations. I have had SEVERAL horrible experiences with other offices and after coming to cascade I won't go anywhere else. They treated me so great and finally fixed a tooth I had worked on at another office 5 times. So relieved and happy with my experience!
- Everyone is always so good with my 4 year old and makes her so excited to go to the dentist and not be scared or worried.
- I don't remember my dental assistant but she was so kind to me.
- I appreciate the kindness of the staff and dentist. I appreciate the up-to-date knowledge and use of technology in taking care of the patient's needs in the most safe and comfortable ways.
- I have had my teeth cleaned by Lauren for a while now I feel like she is my friend.

How can we make your experience better?

- ❑ All expectations met!
- ❑ Keep up the great work
- ❑ I was accidentally given someone else's receipt but I know she meant well...copiers not working properly I guess.
- ❑ Don't rush, put in the same amount of effort that you would want put towards yourself.
- ❑ Nothing! :) Everything was great!
- ❑ I do not think it is ethical to have a patient pay for the work until it has been through the insurance process. Each insurance pays differently with different processes. It becomes more complicated when your patients have two insurances. Even with one insurance the patients should be educated and then their insurance billed. After that then the dental office should bill the patient once both of them have received the EOB. I paid another dentist for a filling which failed and then I had to have a root canal. The dental office did not provide a way to move through each process seamlessly. Your office does not do a seamless process either. If your office would educate then bill the insurance, then verify the EOB's have been issued then you would receive more money from the patients with much less problems.
- ❑ I appreciate that the music was off in my examination room. (I don't care for modern music.) I also appreciated the fact that where it was on, it was at a lower volume and not over-bearing. Thank you.