




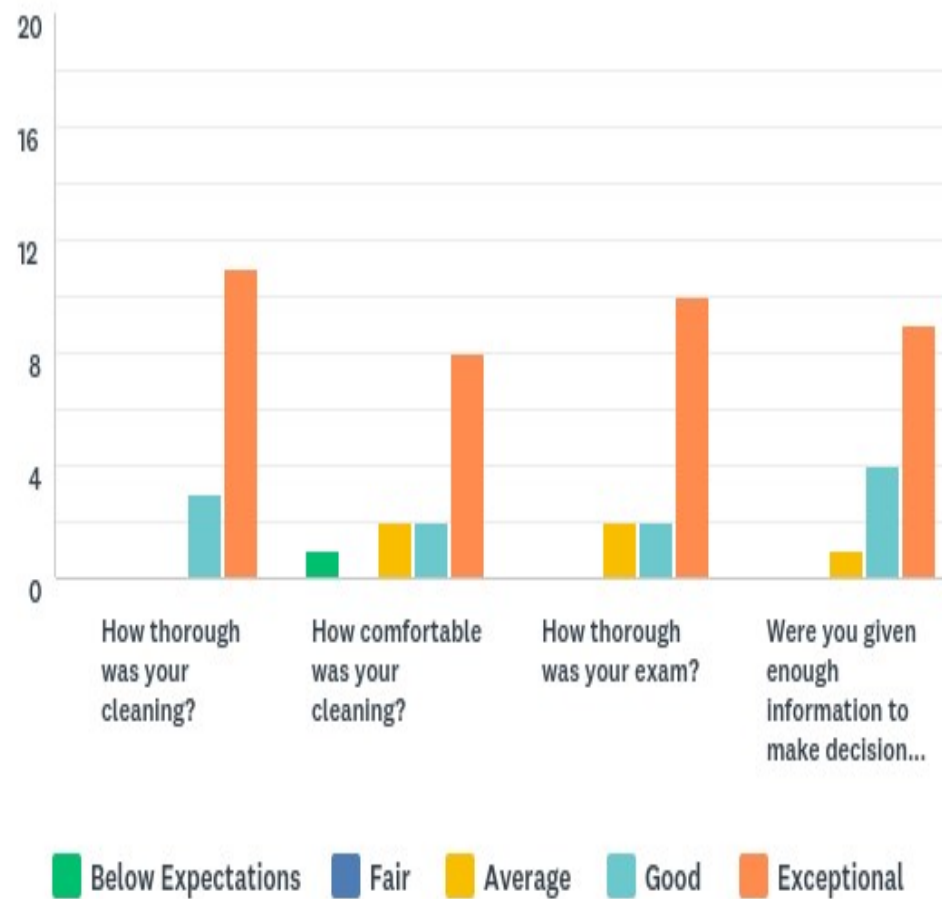
## PATIENT SURVEYS

Springville – August 2019

# What Do You Want Most From Us?

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- ☐ Quality care @ reasonable prices. Excellent customer service and patient care.
  - ☐ Stay the way you are.
  - ☐ You guys are already doing awesome!
  - ☐ Quality and friendly care.
  - ☐ Quality service with a smile!
  - ☐ Good dental care.
  - ☐ Excellent dental care and friendly service.
  - ☐ Clean teeth and knowing if there are any upcoming problems with teeth. braces needed ect.
  - ☐ Clear explanation of my Dental care.
  - ☐ Everyone is so friendly and makes you feel comfortable
  - ☐ Economic and painless procedures.
  - ☐ Good dental care.

## Q2 Cleaning Visits



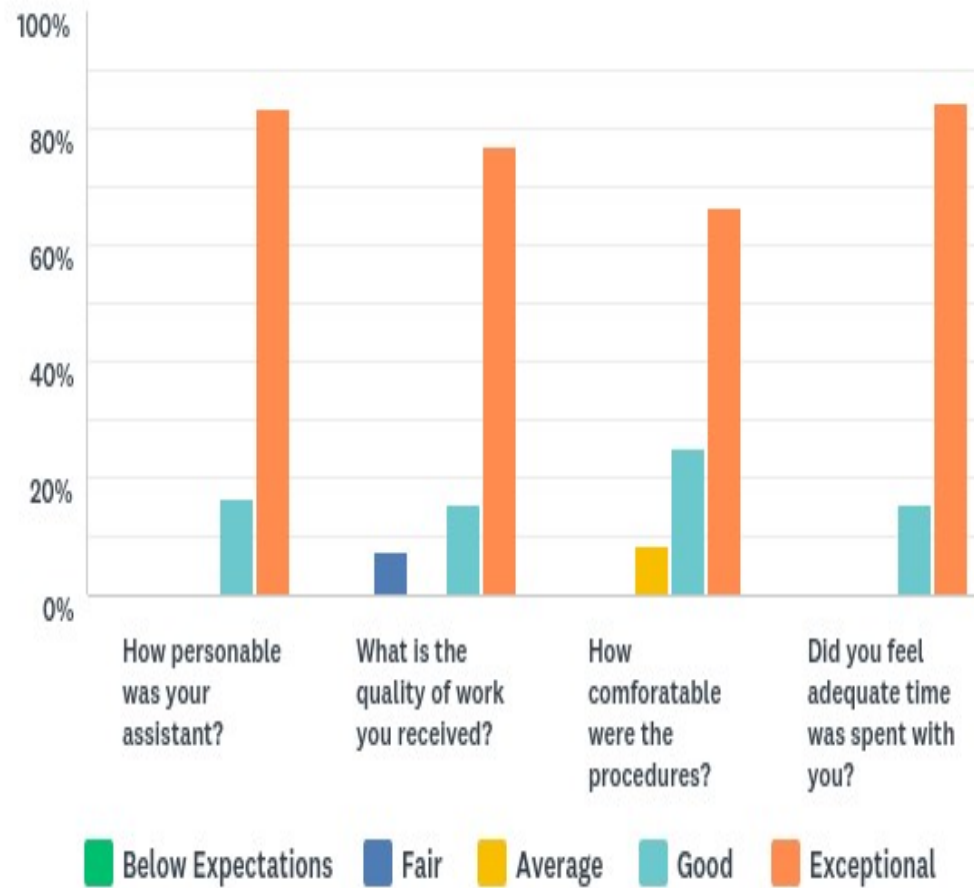
Cleaning Visits

# Comments on Cleaning Visits:

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- Nice staff.
- Always friendly, courteous and professional staff members!
- Sage was so sweet and gentle and explained everything to me.
- We love Cascade Dental. Very loyal, we won't go anywhere else. Friendly nice atmosphere.
- Thorough. Painless. Fast.

## Q4 Dentist Visits

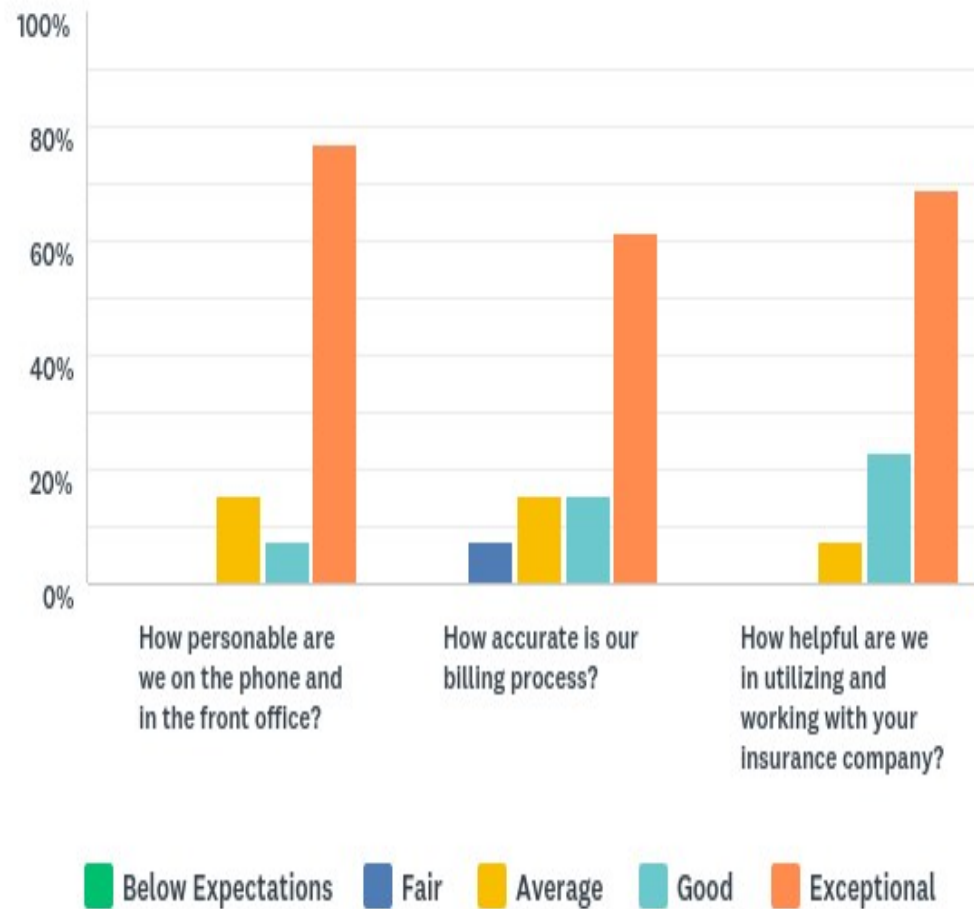


Dental Visits

# Comments on Dental Visits:

- Everything was exceptional except for the temporary teeth that were put on for bridge work. It all began crumbling and falling off the next day. Received appointment in the morning that next day, but insufficient fix. two days later, the whole bridge is off, everything is exposed and no one is working tomorrow. Possibly they can get me in on Monday (this is Thurs) I have never had problems like this with temporary done by Cascade before. Maybe different material, but I am disappointed in the customer care right now.
- Dr. Flinders is the most awesome dentist ever!!!
- Awesome job.
- My kids love coming to the dentist and are always excited to be there. That is a very good thing!
- Double thumbs up, very satisfied.
- Keep doing what you're doing!

## Q6 Billing & Front Office



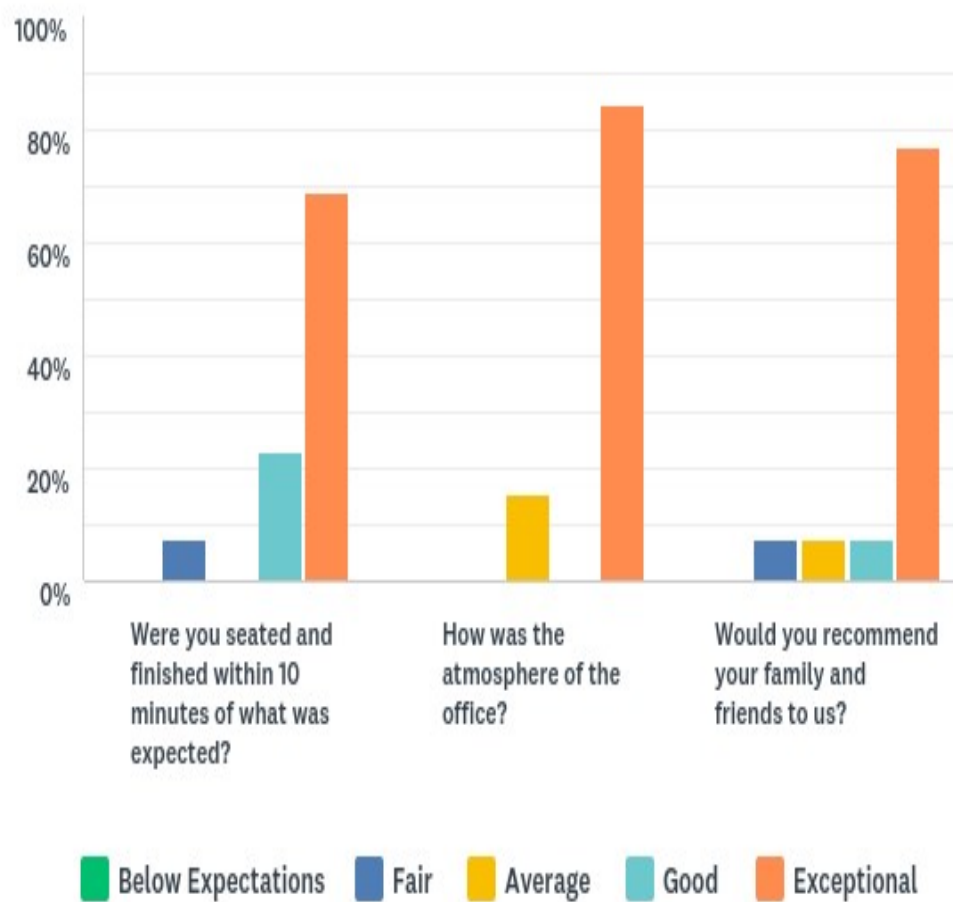
Billing & Front Office

# Billing & Front Desk Comments:

- My HSA was charged \$1249.50 for this procedure. later on, the billing specialist realized that my insurance payment hadn't been calculated correctly and I have around a \$300 credit. I haven't used my insurance this year. It seems odd that I had to pay so much. I said just to keep it on my account as a credit, but I would rather have it deposited back into my HSA account so I can collect interest on the credit.
- Thank you!
- So far I haven't heard anything on billing so I am guessing it all went well.
- Great job. : )
- They said I didn't have an appointment when I did.
- Always friendly.



## Q8 General Questions



General Questions

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

- Very professional , cares about patients. What a wonderful place to come for needed services.
- I just love and happy with the friendly environment and the good care!
- We love Dr. Flinders and the hygienist, they are very patient and kind. Seems like everyone works well together.
- They do exceed my expectations. They have always been very accommodating with a large family, they are very efficient at scheduling so we don't have to spend too much time. The staff is efficient, friendly, and skilled. They make the experience very tolerable and pleasant. There is not a single staff member that isn't nice and helpful. I have not had a negative experience with any of the staff in almost 10 years. That is pretty amazing. The entire staff seems to have a great attitude and are extremely professional. I feel we get top notch service from the doctors skills and knowledge. The equipment also plays a factor. I feel the equipment is current technology, well maintained, and easy for the patient.
- Everyone in the office was so nice and so helpful i had my 2 young kids with me and everyone was so nice and willing to help.

## How can we make your experience better?



- ☐ It's awesome to have a wonderful atmosphere, excellent staff members and being comfortable while receiving care; however, quality work is equally or even more important.
- ☐ Stay consistent.
- ☐ Keep on having these awesome customer service.
- ☐ Screaming babies are not helpful.