



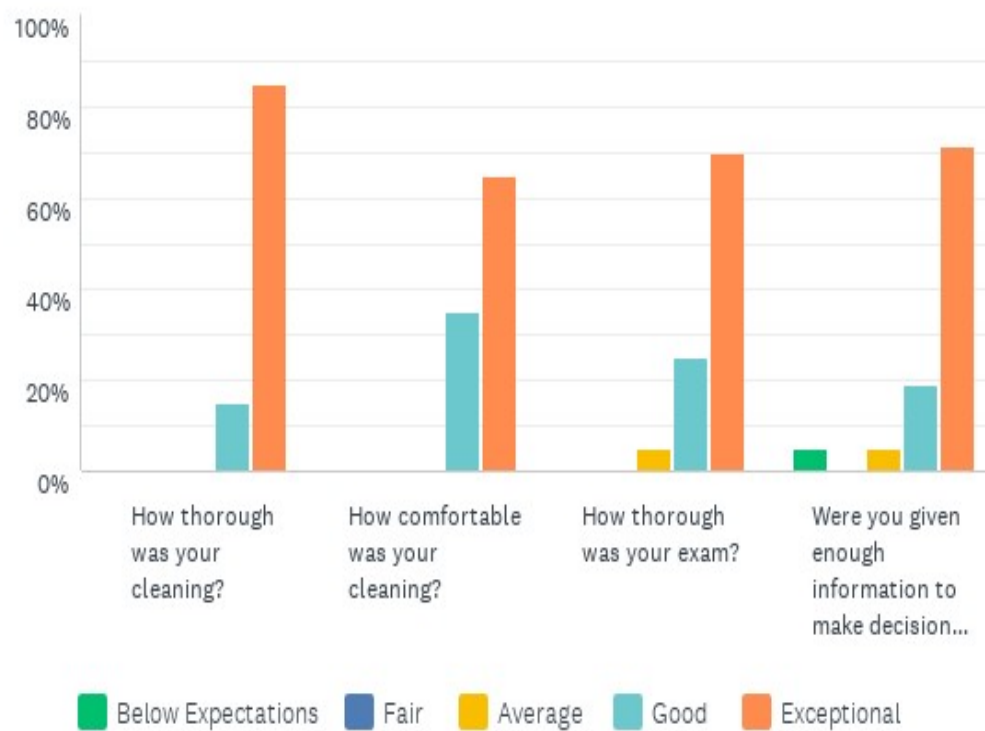
PATIENT SURVEYS

Payson — January 2020

What Do You Want Most From Us?

- Quality dental work and a friendly experience
- To be treated as a human being
- A good experience, trustworthy service
- expert dental care
- Great customer service
- Pretty smile.
- Continued friendly and capable service
- Clean teeth and a warning about future dental problems
- You guys are great! We come all the way from Hawaii to see Dr. Winward and love all the staff
- Good care and service. I have always been treated very well by the dentists and hygienists. I think you do a great job.
- Asking my comfort levels during procedures
- I want to stay on top of any oral problem.
- A fast friendly and comfortable visit
- Good dental work is hard to find. I want to know my teeth are in good hands.
- Professional and experienced dental care in efficient time
- Good informative dental care.
- Addressing my immediate needs
- money

Q2 Cleaning Visits

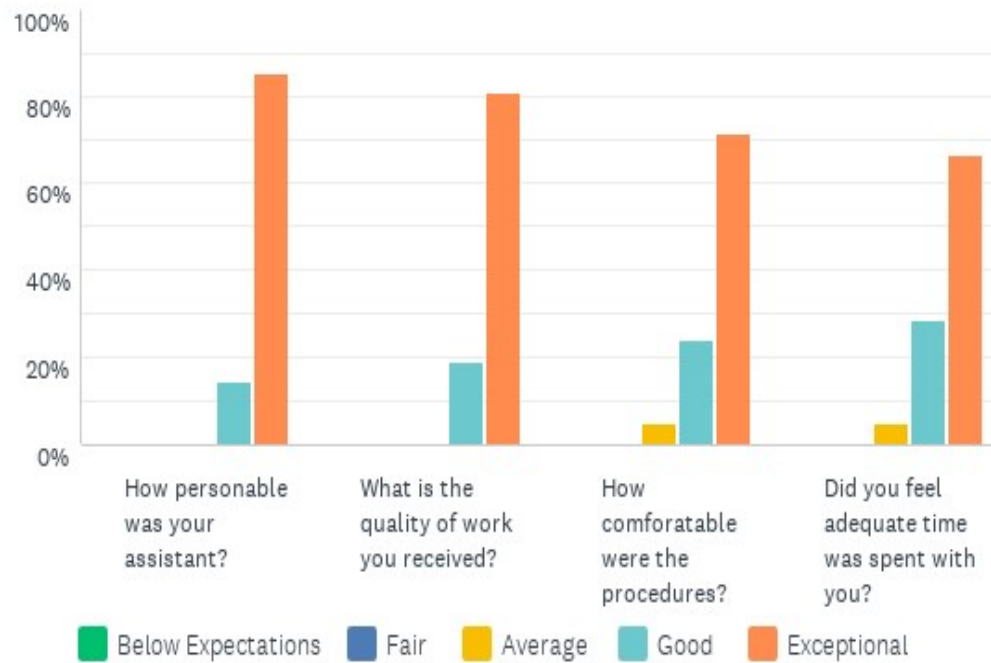


Cleaning Visits

Comments on Cleaning Visits:

- Suzy did a great job. I felt very comfortable and very happy with my appointment.
- She made me feel very comfortable and the staff was very friendly
- Great dental assistants
- My daughters love going to the dentist because Cascade does such a great job!
- For me personally, I have permanent retainers on top and bottom and my hygienist was trying to force the floss through my teeth multiple times it was very painful. Usually they try once and then don't force it again but this time was different. I would suggest reading the patient and if they are in pain tell them to do it at home.
- Suzy and Dr. Allred are awesome!!!
- Well done
- Lauren is always great as is Dr Allred.
- No problems!
- Haven't had a cleaning visit yet
- Painless and through.
- The girl that did my cleaning was fantastic, very thorough and super nice! The dentist was nice enough but a little vague on the details of my situation.
- A great job was done by Allie. I told her where my sensitivities are and she didn't once trigger pain in those areas.
- Everyone was very professional except for the dentist, who came in stating today was much better than the day before as he had to work until almost 8 PM, but today is much better and now has to decide where he is going for lunch. That was the end of the visit the dentist didn't look at my teeth or talk to me about the condition of my teeth

Q4 Dentist Visits

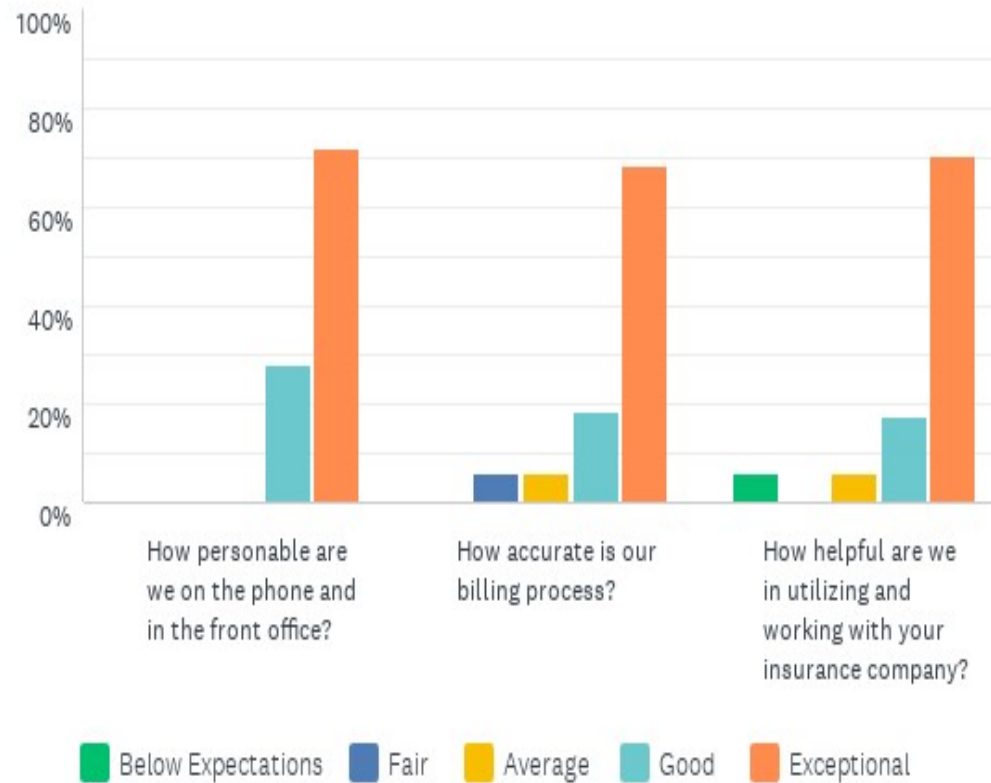


Dental Visits

Comments on Dental Visits:

- I really enjoyed having my dental work done here at Cascade. It's one of the best experiences I've ever had at a dental office. I look forward to being a loyal patient.
- Dentist was acting like he was too good for me
- All the employees treat us so well! The hygienists remember us and ask how things are going in our life now. The dentist always takes the time to answer any questions we might have. The receptionist shared the outdated pics of my kids and we both reminisced about kids growing up so fast. We love Cascade Dental!
- Everyone was so kind and caring, made me feel important. I was scared and they made me feel safe! Dr. Allred is a special caring dentist, I will recommend him to anyone looking for an exceptional dentist!
- Excellent care
- Everyone was very nice!
- Excellent in all respects
- After the dentist left, I was given a quote for an implant and the price was raised considerably from the previous visit, despite still having the same insurance. The nurse said talk to my carrier about costs, I wonder if the dentist will be able to satisfactorily install my implant or wondering where he is going for lunch. Very unprofessional

Q6 Billing & Front Office

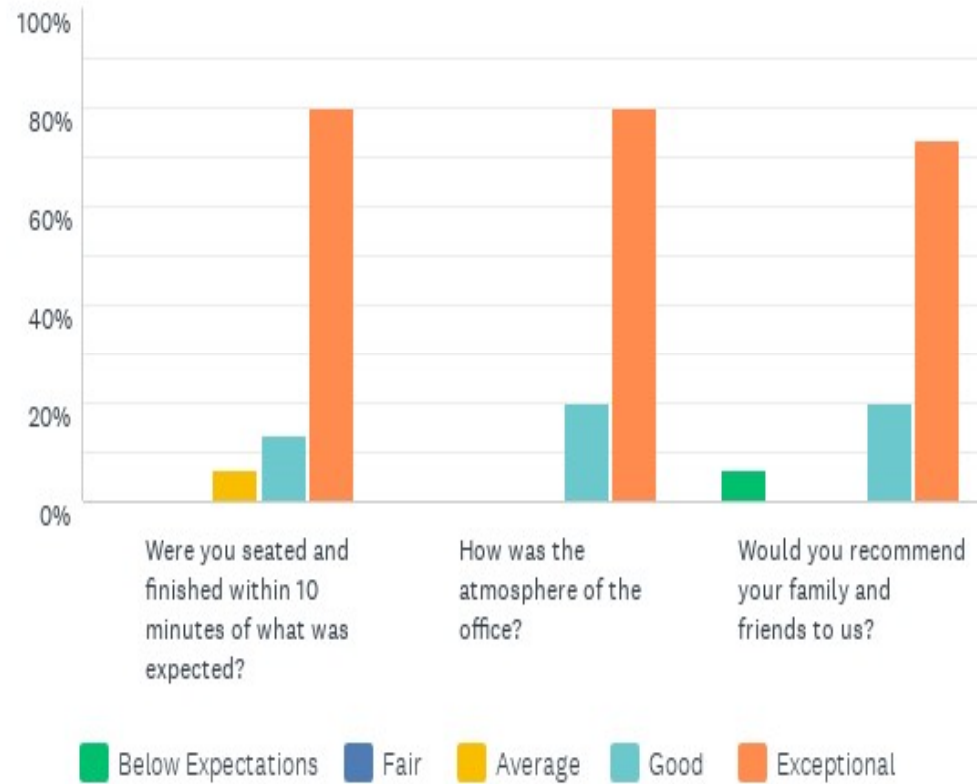


Billing & Front Office

Billing & Front Desk Comments:

- The system here is above par. I had all the information I needed billing wise to make an informed decision on my treatment.
- They take the time to make sure all the expenses are correct!
- Would love more accurate prices seems like I always get a bill after for more than I was quoted for
- Always personable and attentive
- Very helpful with what they could do considering that my Insurance is not the best!
- Appreciate the accommodations given that we don't have dental insurance
- Don't know yet, today was my first visit.
- Very nice front office. The ladies were super friendly and made it simple with the insurance setup for my account.
- The front desk was very kind and personable. They even came and entertained my little girl when she started getting fussy waiting for me to be finished with my appointment, which is worth it's weight in gold to a mom who didn't have anyone to watch my baby.
- Comments are written on previous pages 1

Q8 General Questions



General Questions

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

- Suzy was really great. So personable and made the experience very enjoyable.
- Loved the massage chairs, TV, and water fountain that took my mind off of what they were doing.
- We just appreciate everyone in the office and all they do for us! Thanks
- So I like your office and the way I am treated.
- I'm terribly bad with names but everyone that helped me was very nice.
- Very efficient.
- The hygienist that helped me was fantastic! Front office ladies were very nice and helpful. The dentist was nice but seemed a bit rushed. Overall it was good experience.
- Same as the previous answer with the front desk lady helping out with my fussy daughter.
- No, wondering if ? 1/2

How can we make your experience better?

- ❑ I can't think what could've been better. It was really great.
- ❑ Perfect experience.
- ❑ N/A
- ❑ When I got cavities filled I received laughing gas which I have never had a problem with before but this time when I got it I felt super nauseous I don't know if I received too much or if it was just my bodies response to it but I felt sick when I left my appointment.
- ❑ Don't ask so many questions on the survey
- ❑ It was a little cool in the room I was in but that's just personal preference. Maybe a few throws to cover legs for people like me.
- ❑ I'd suggest getting one of those machines that makes the crown right when you're there, so then don't have to wait the two weeks.
- ❑ This is probably the best Dentist practice I've been to. I didn't have any work done, just a cleaning so I am not able to gauge the skills on the work, but the staff really was excellent.
- ❑ It was perfect.
- ❑ I think I was quite clear 1/2