




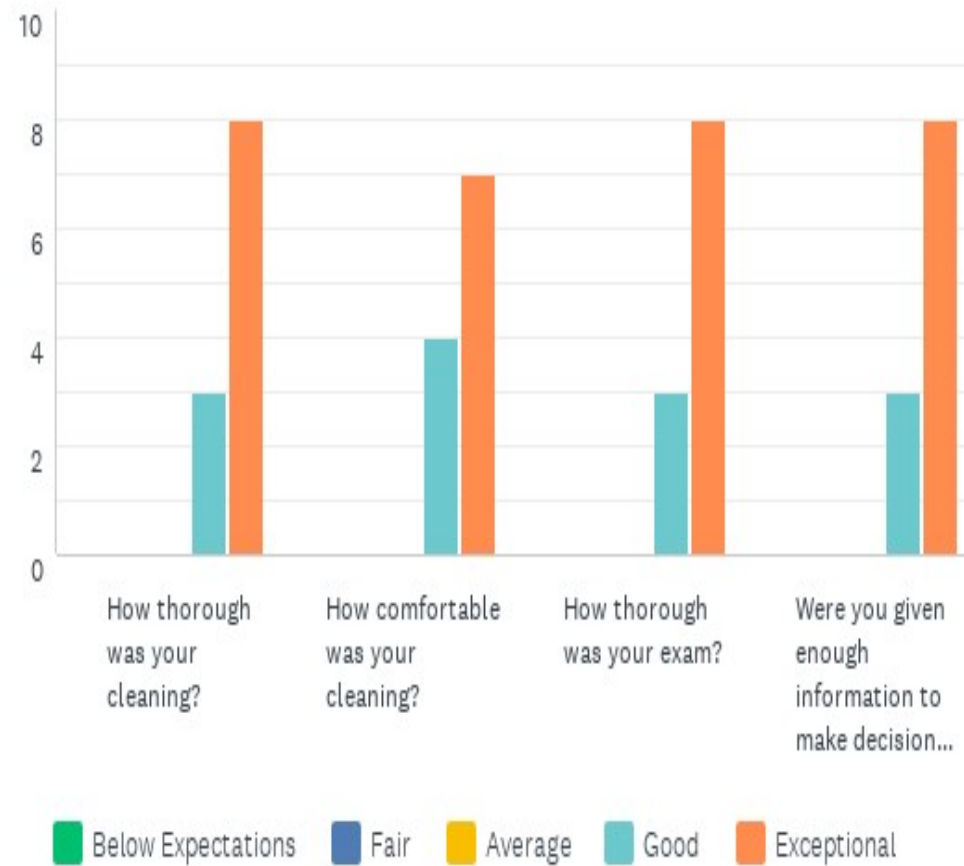
PATIENT SURVEYS

Springville – April 2020

What Do You Want Most From Us?

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- ☐ Good dental care at a good price
 - ☐ Personal dental attention. I feel that I have received this kind of attention at this office.
 - ☐ Great, quality dental care.
 - ☐ Good dental care. And friendly dentists and employees is a big plus!
 - ☐ Good help with my teeth and mouth. I also enjoy the sweet spirit in the office.
 - ☐ Good dental care
 - ☐ Quality work
 - ☐ Quality care
 - ☐ I have been very pleased with Cascade family dental. Keep up your good service and your friendly atmosphere. It's very family oriented and my children love going.
 - ☐ professional services, friendly staff, relaxed atmosphere. And that is what I got.
 - ☐ Clean quality friendly care
 - ☐ Consultation about a chipped tooth

Q2 Cleaning Visits

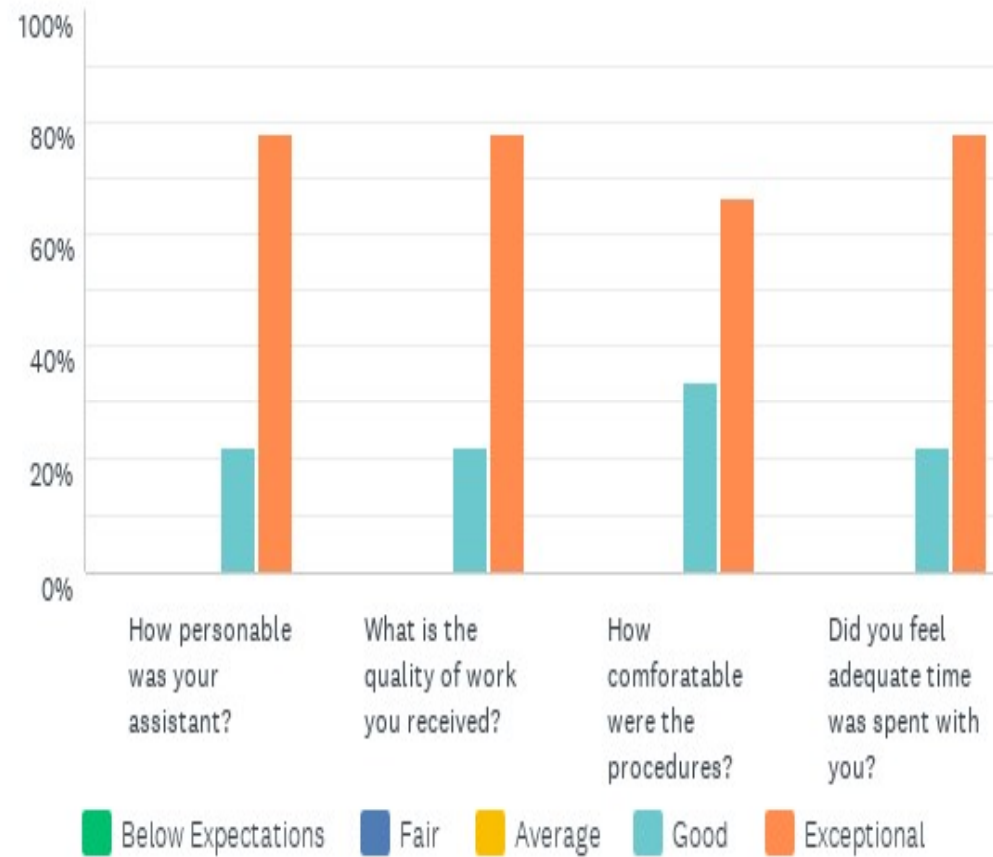


Cleaning Visits

Comments on Cleaning Visits:

- ☐ My cleaning was thorough and professionally completed.
- ☐ Excellent dental hygienist! She is the best in every way!
- ☐ It was painless and rapidly done.
- ☐ My hygienist was amazing
- ☐ Very pleasant
- ☐ Dental hygienists did a fabulous job. Love love love Sharon

Q4 Dentist Visits

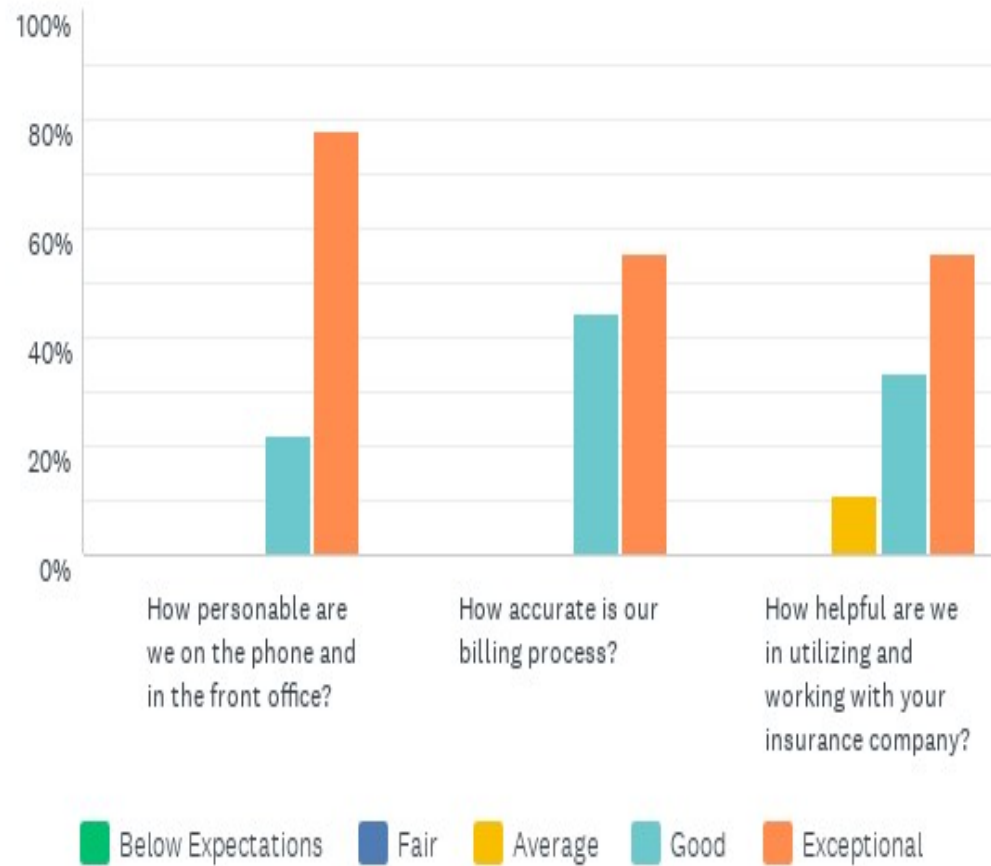


Dental Visits

Comments on Dental Visits:

- I always feel like the dentists, hygienists, and assistants spend good time with me, answer all of my questions, and make sure I understand.
- Only cleaning and exam were done today. Dental assistants in the past have been excellent
- Very friendly
- Dr. Flinders is one of my favorite people to see as well as the dental hygienist staff.
- He was great

Q6 Billing & Front Office

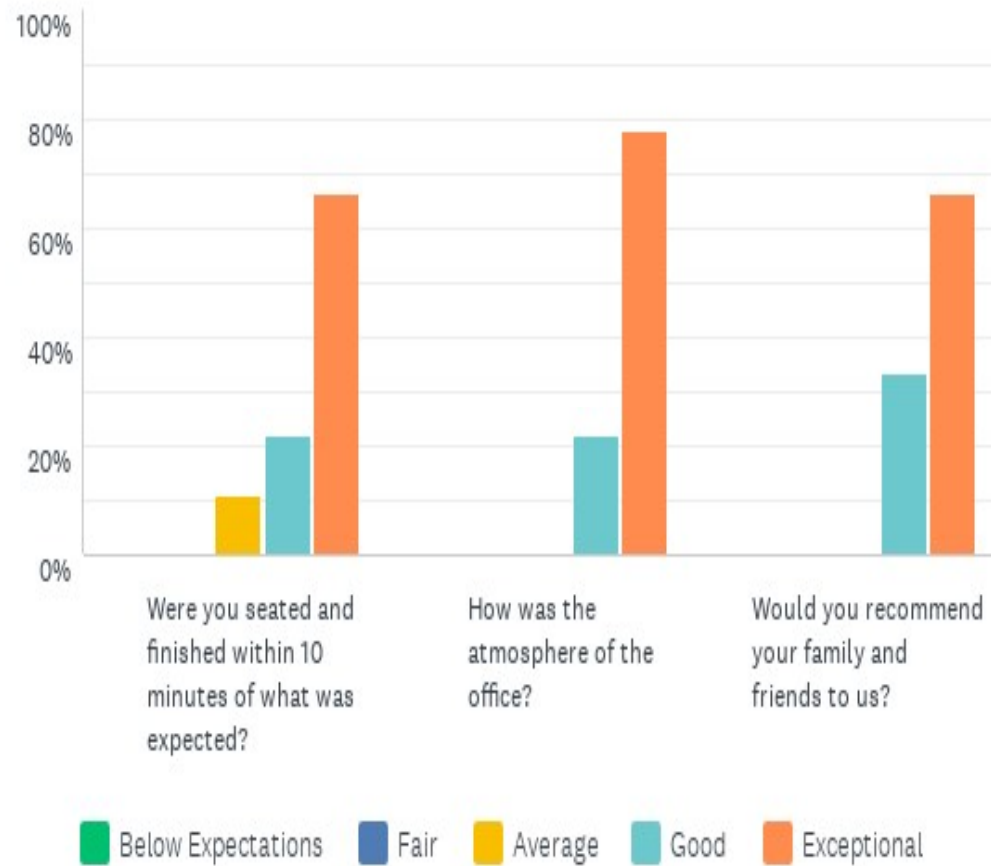


Billing & Front Office

Billing & Front Desk Comments:

- ❑ Billing and front office were very friendly and helpful!
- ❑ I was pleased to know what was going on between my insurance company and the dental office.
- ❑ Great knowledge
- ❑ Everything seems to run smoothly
- ❑ They have done a fine job. Have had some issues in the past but they have been kind.

Q8 General Questions



General Questions

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

- Cascade Family Dental has met all of my expectations. I receive superior dental care and everyone is efficient and friendly.
- Great team work!
- They made me feel comfortable in being there
- Got in and out on time
- I've been to several dentist offices in my life and this is by far the best one. Their staff are friendly and pleasant. The massage chair is great and I love the waterfall. I never thought I would say this about a dental office but I had a very pleasant time there.

How can we make your experience better?



- ☐ Just keep up on the friendly and professional work that is being done!
- ☐ I would change anything except the need to be there
- ☐ Everyone is amazing
- ☐ I was pleased in every way