



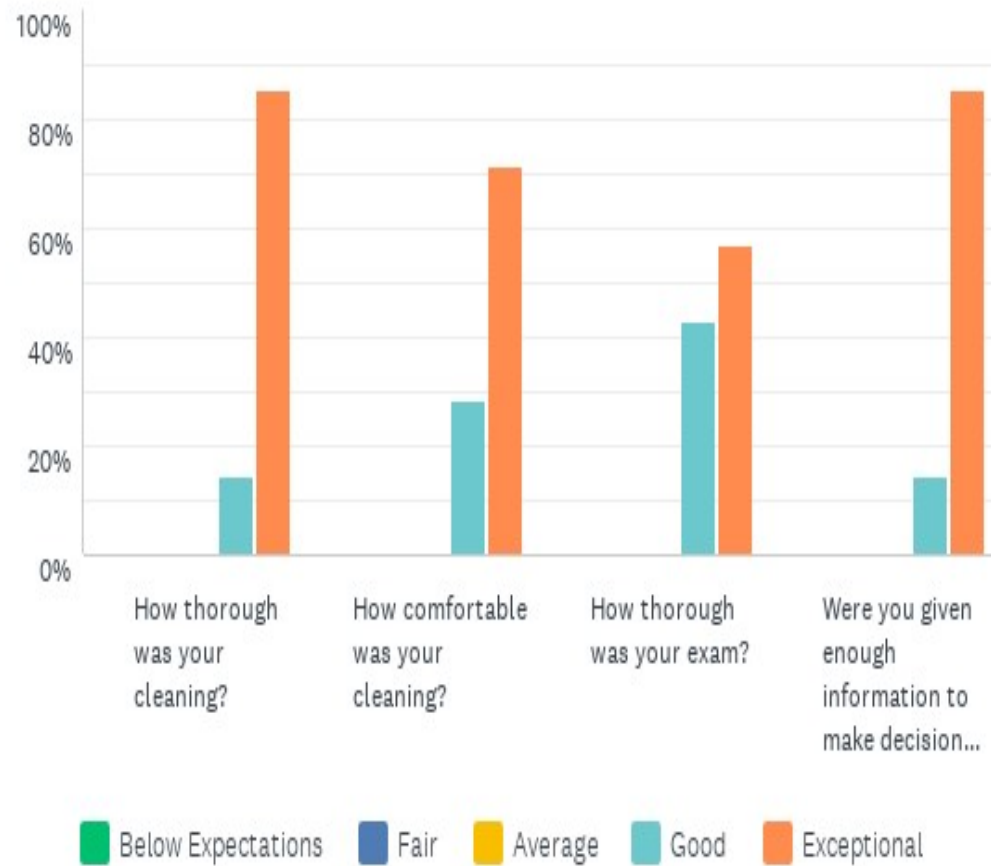
PATIENT SURVEYS

Payson — July 2020

What Do You Want Most From Us?

- Clear plan of work and costs. Communication when appointment isn't going to start on time
- They are awesome thanks for be so nice
- The comfortable atmosphere and honesty that I feel from most members of Cascade
- Friendly, professional service and affordable pricing.
- Good service.
- Good service
- Honesty and compassion

Q2 Cleaning Visits

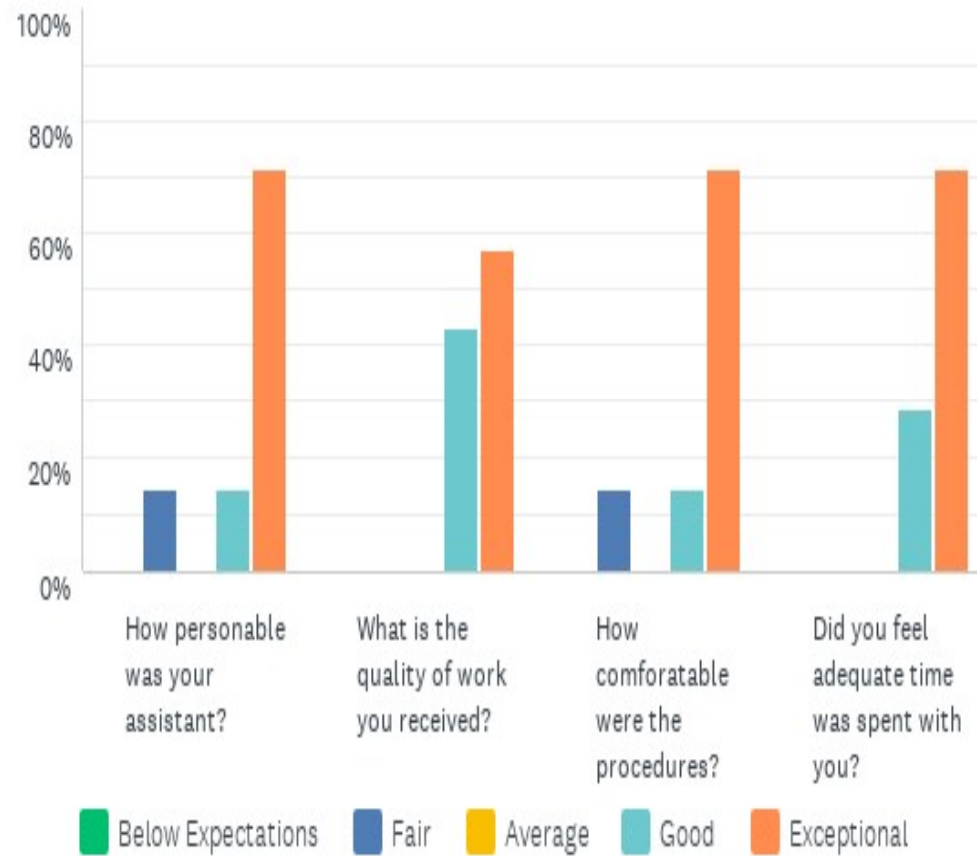


Cleaning Visits

Comments on Cleaning Visits:

- ☐ None
- ☐ Mel is AMAZING!!! We love her and if she wouldn't get sick of us I'd have her do all 6 of us at one time!
- ☐ always as good as it can be...I don't think anyone likes the process.
- ☐ Always a great time

Q4 Dentist Visits



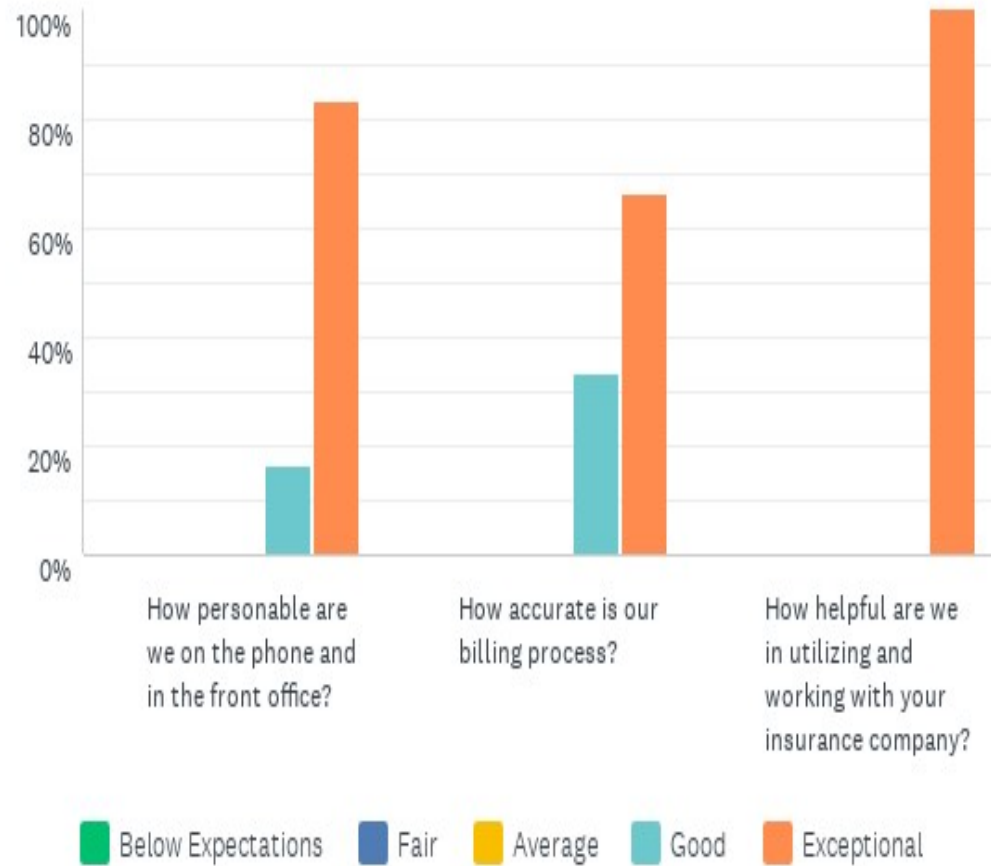
Dental Visits

Comments on Dental Visits:



- ☐ Last visit I told the assistant that I had a tooth that was killing me And keeping me up at night and was completely ignored. I had to bring it up with the Dr. after the work on another tooth was done.
- ☐ None everything is so good
- ☐ We LOVE Dr. Allred. He takes all the time he needs with out kids and makes us feel comfortable being in the office and not in a rush to get us out. The new Dr. I am not as familiar with and can not say I feel as at ease with but still a good visit.
- ☐ All went well
- ☐ Great

Q6 Billing & Front Office



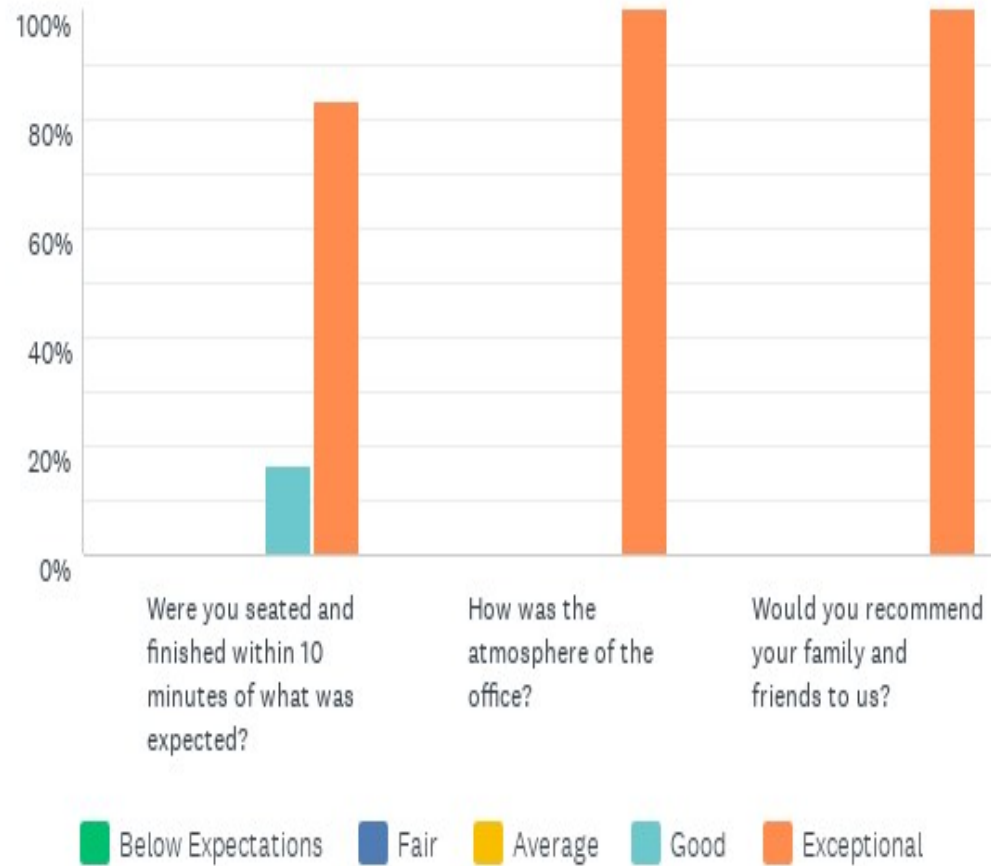
Billing & Front Office

Billing & Front Desk Comments:



- Nice people
- They are always so kind and welcoming to me and my family. Having a heard of younger kids can be overwhelming to some but they were great to let us come in and feel welcome and made sure we were comfortable even with the Covid restrictions.
- very helpful and accommodating.
- Ok

Q8 General Questions



General Questions

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



- ☐ Excellent
- ☐ Mel is Amazing! You should give her a raise!!!
- ☐ Everyone was very nice!
- ☐ They are all great

How can we make your experience better?



- ❑ All they do is great
- ❑ Can't think of anything ...Thanks for your awesome work!
- ❑: " * ; .