



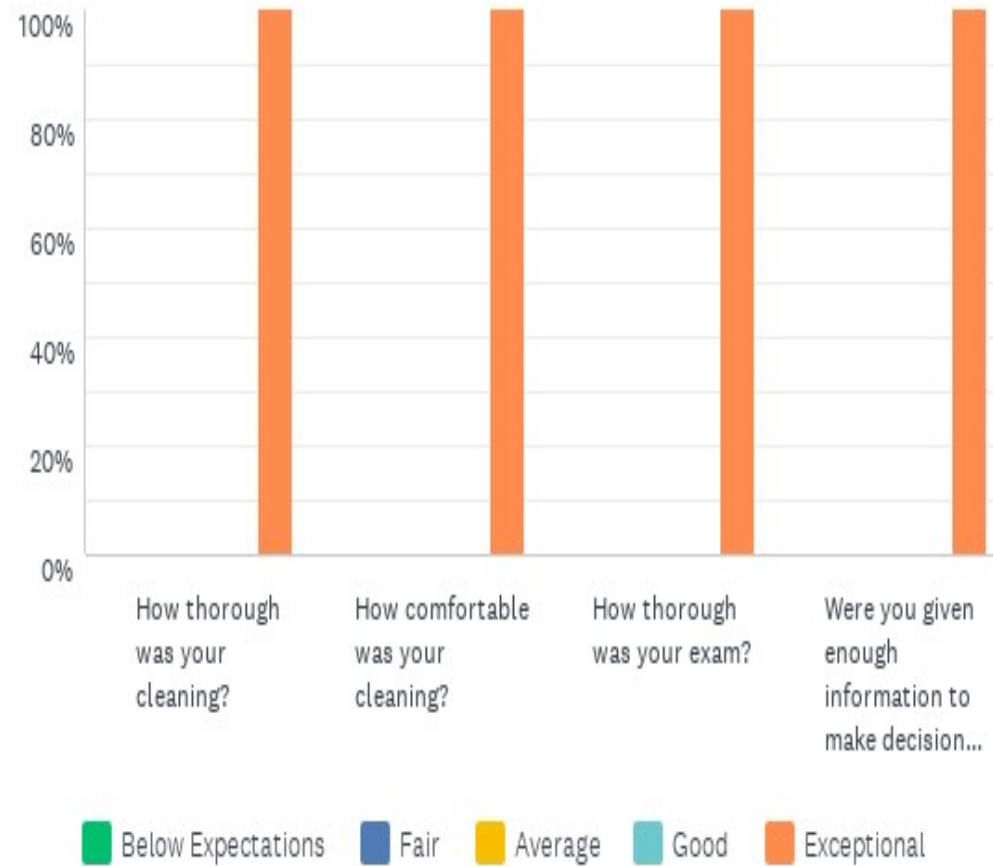
PATIENT SURVEYS

Payson — August 2020

What Do You Want Most From Us?

- Safe environment. Knowledgeable staff. Good bedside manner.
- a good check up and cleaning
- Dental care
- Friendliness
- Everything was great !
- Nothing, i love Cascade!
- Timely, attentive care.
- Dental care
- Pain-free, quality care

Q2 Cleaning Visits

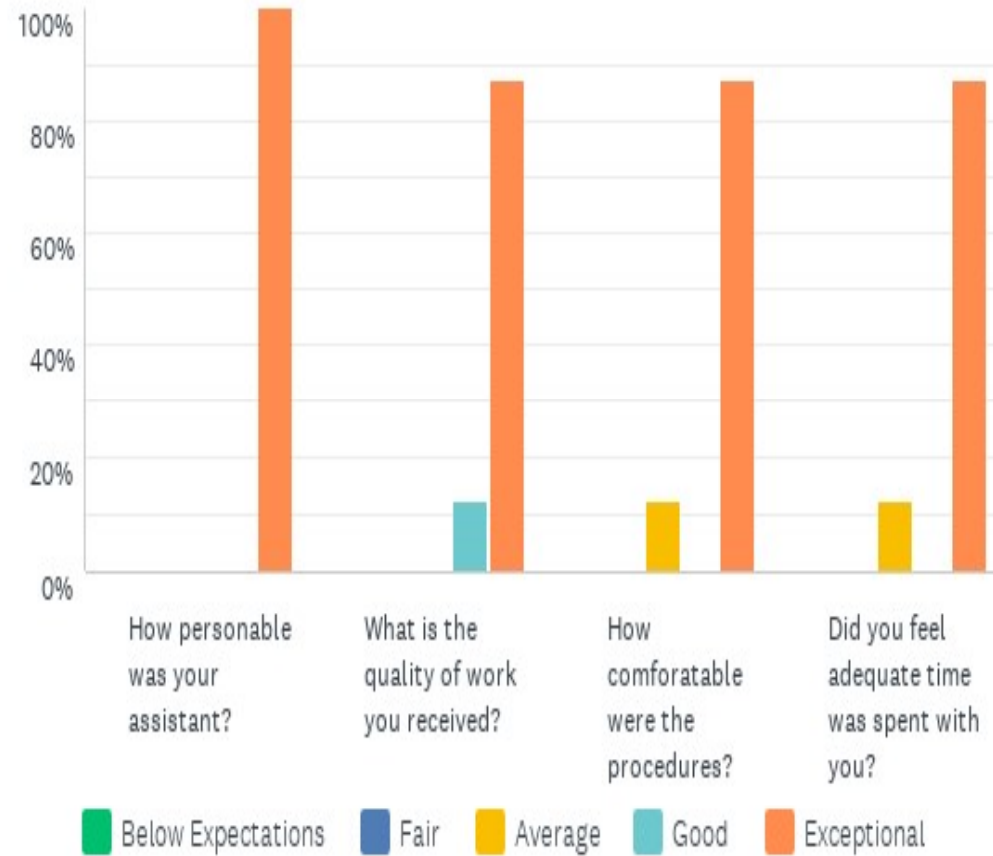


Cleaning Visits

Comments on Cleaning Visits:

- ☐ I thought both the dental hygienist and doctor were very professional. It didn't hurt that I didn't have any cavities either!
- ☐ I can't remember her name but the gal who cleaned my sons teeth was awesome! She works Fridays and has 3 boys
- ☐ The hygienist was thorough and helpful.
- ☐ Had a great experience and staff was super friendly. My husband usually hates going to the dentist but this time he actually enjoyed it.

Q4 Dentist Visits

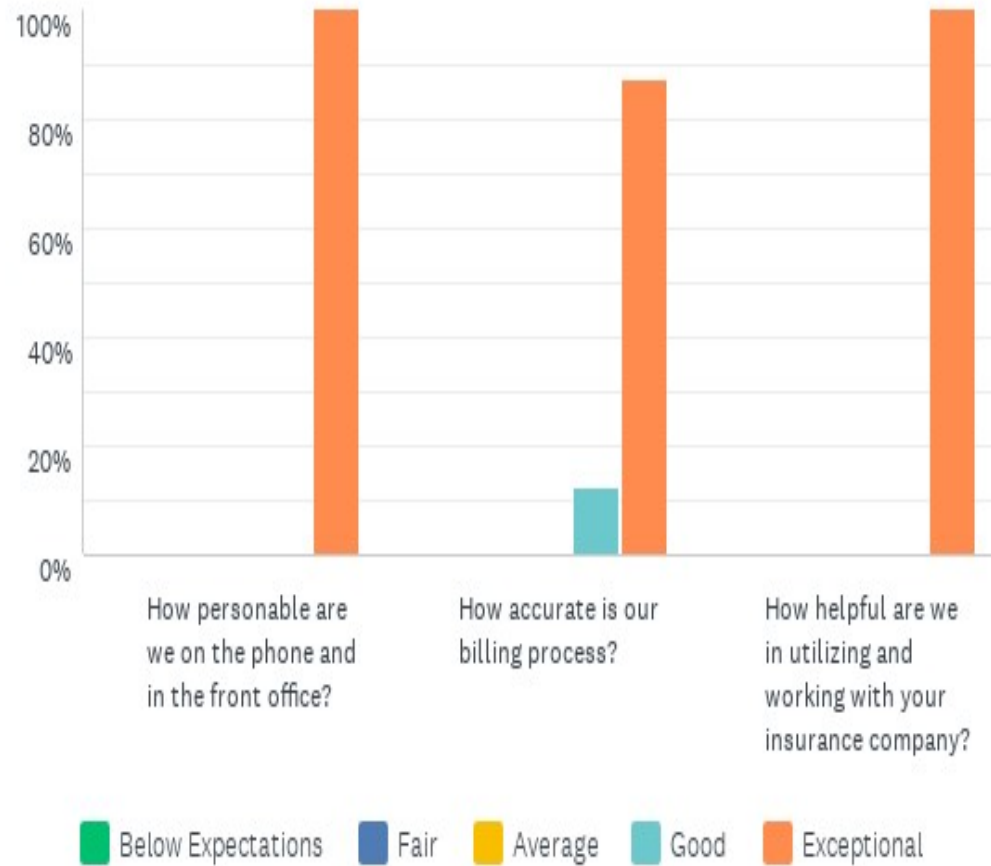


Dental Visits

Comments on Dental Visits:

- I liked him. He did well.
- I came in today for my son to get a cavity filled. Dr Black was the dentist and I'm not impressed with his manner towards kids. When I had a filling fixed he was fine, no complaints, but today it was almost like he was too busy or something and I didn't like the way he was towards my son. He didn't talk to him like other dentists there. He didn't say ok I'm going to do this so I need you to do that. I just feel that working with kids you should be a little more understanding. Tell them what to do since they don't know what to expect. Not tell them " well if you weren't moving around so much we'd be done" The assistant was great though. She was very personable and talked to him and told him what they were doing. Helped to calm him down.
- Thank you for great service.

Q6 Billing & Front Office

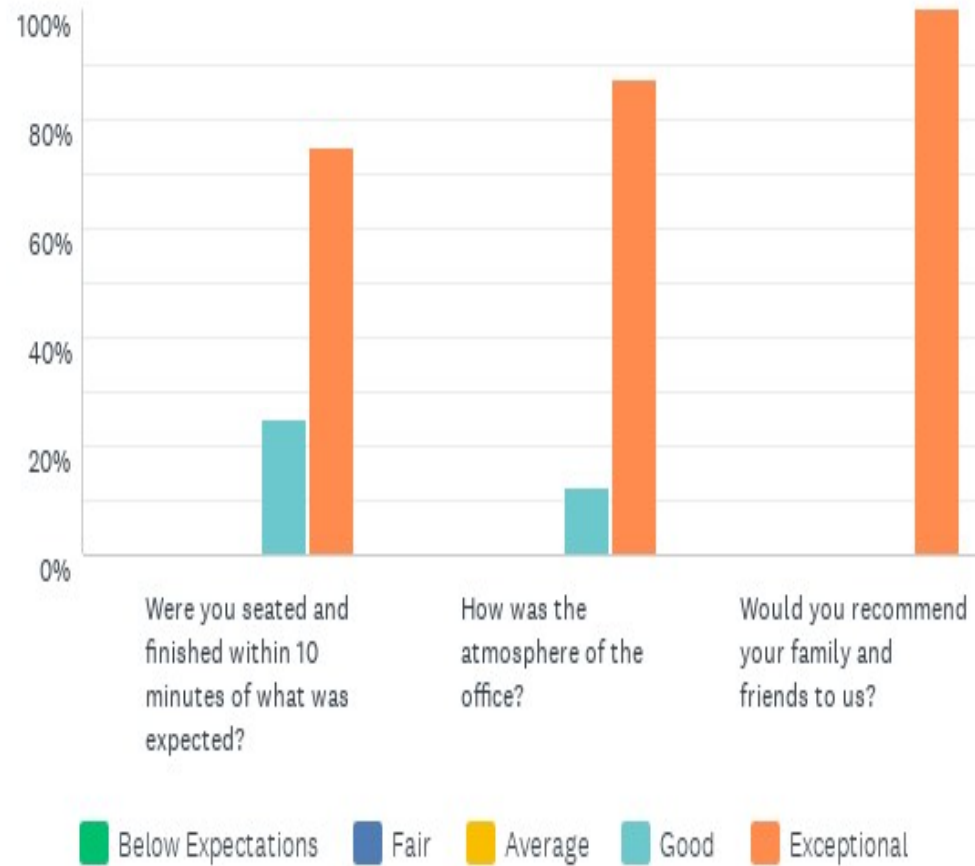


Billing & Front Office

Billing & Front Desk Comments:

- They said they did a pre-authorization and that it was denied by my insurance company. When I called to find out why, the insurance company had no record of a request to do a pre-auth. The office is sending the request to the insurance company again.
- The staff and office ladies are great!

Q8 General Questions



General Questions

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



- I thought the dental hygienist exceeded my expectations, making sure I was safe and comfortable and doing my cleaning.
- Making the waiting time after the cleaning to see the dentist sooner
- Usually my experience with your office is great

How can we make your experience better?



☐ Nothing.