



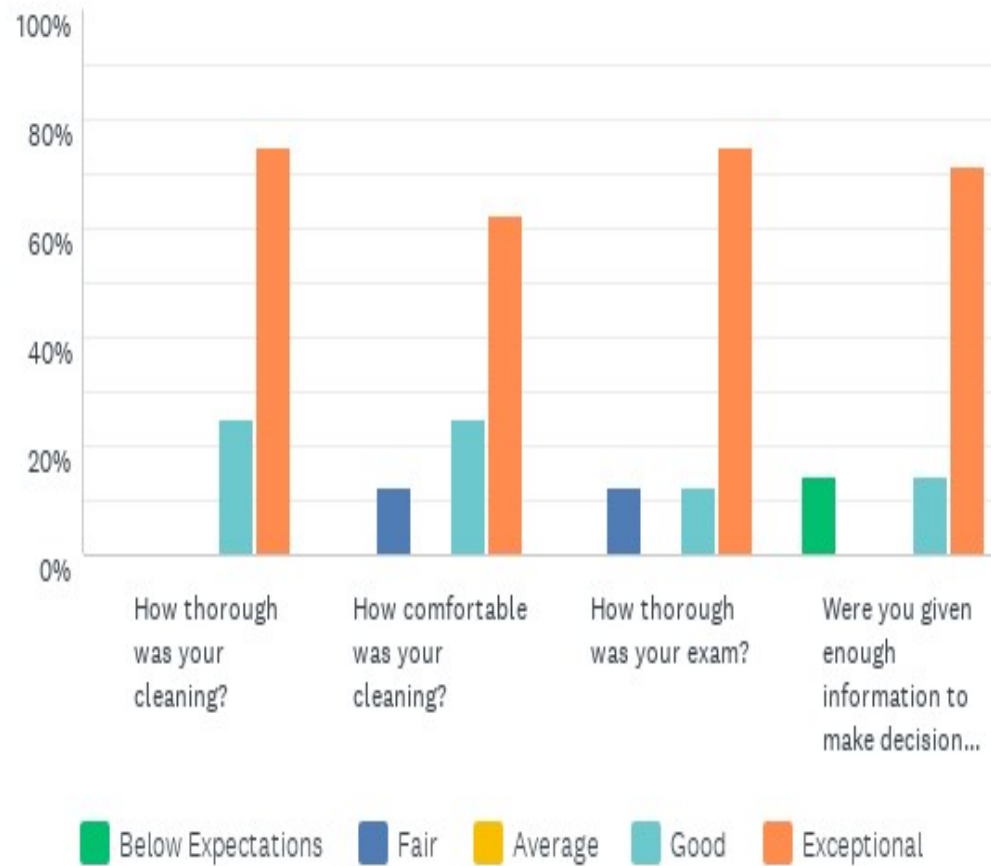
PATIENT SURVEYS

Payson — September 2020

What Do You Want Most From Us?

- ☐ Close monitoring of my teeth and gums. Also emergency care when I have a problem.
- ☐ High quality dental care.
- ☐ FRIENDLY FAST SERVICE
- ☐ Good quality efficient service.
- ☐ Quality pain free service and happy courteous employees
- ☐ I want you to keep up the good work. Cascade has the friendliest hygienists and dentists, and
- ☐ they always do such a good job.
- ☐ Friendly, non judgmental atmosphere
- ☐ Honest friendly care
- ☐ A dentist that makes my anxiety less bad. That was done very well yesterday

Q2 Cleaning Visits

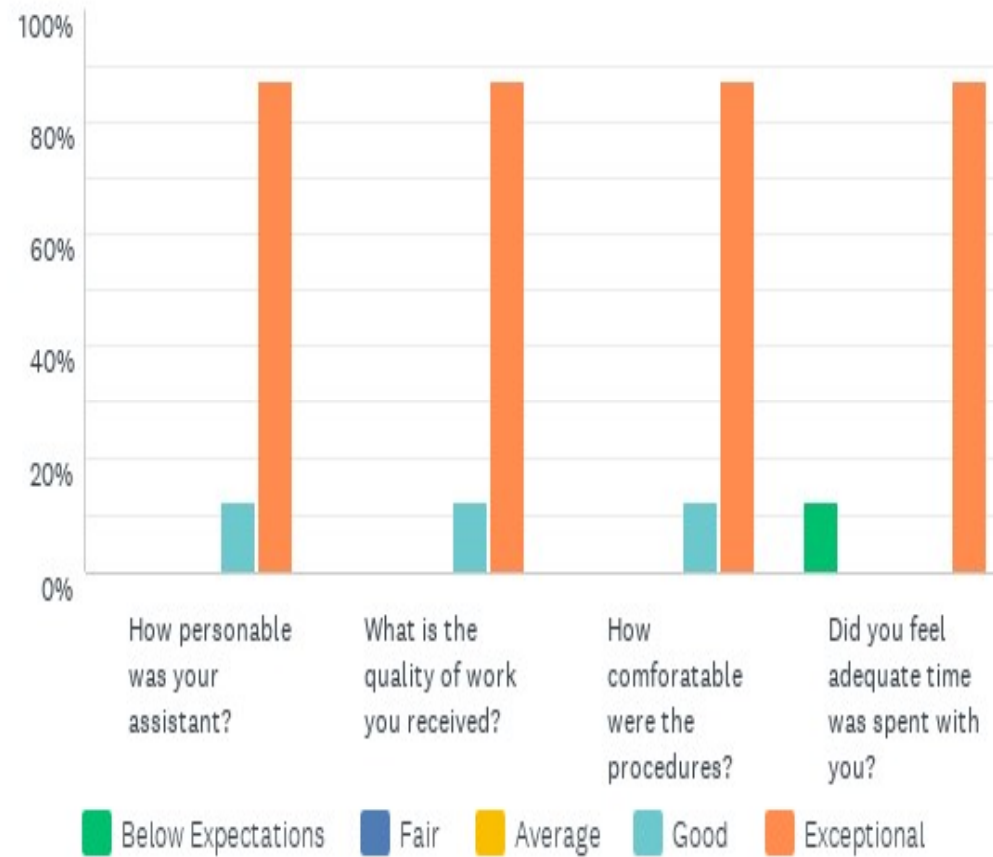


Cleaning Visits

Comments on Cleaning Visits:

- I get my teeth and gums cleaned 4 times a year and feel it keeps my gum disease under control. Susie takes care of every spot in my mouth.
- AMBER, WAS AWESOME, I REALLY WAS SUPRISED HOW QUICKLY I GOT RIGHT IN AND WASN'T IN THE CHAIR FOR VERY LONG, IT WAS NICE.
- The staff is always very nice and helpful.
- I want you to keep up the good work. Cascade has the friendliest hygienists, they always do such a good job.

Q4 Dentist Visits



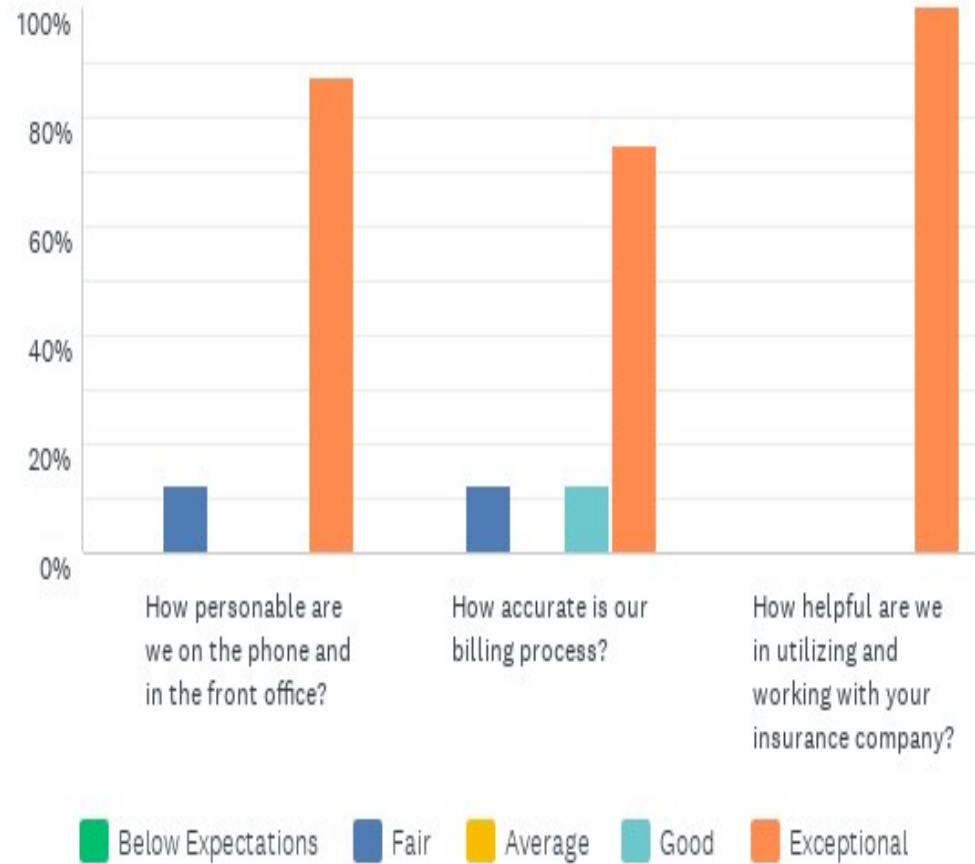
Dental Visits

Comments on Dental Visits:



- Always excellent. Everyone in the office is caring to me.
- AMBER WAS GREAT...
- I want you to keep up the good work. Cascade has the friendliest dentists, and they always do such a good job.
- Thank you for allowing me to giggle uncontrollable and still make me feel comfortable when I realized what was going on. Thanks nitrous

Q6 Billing & Front Office



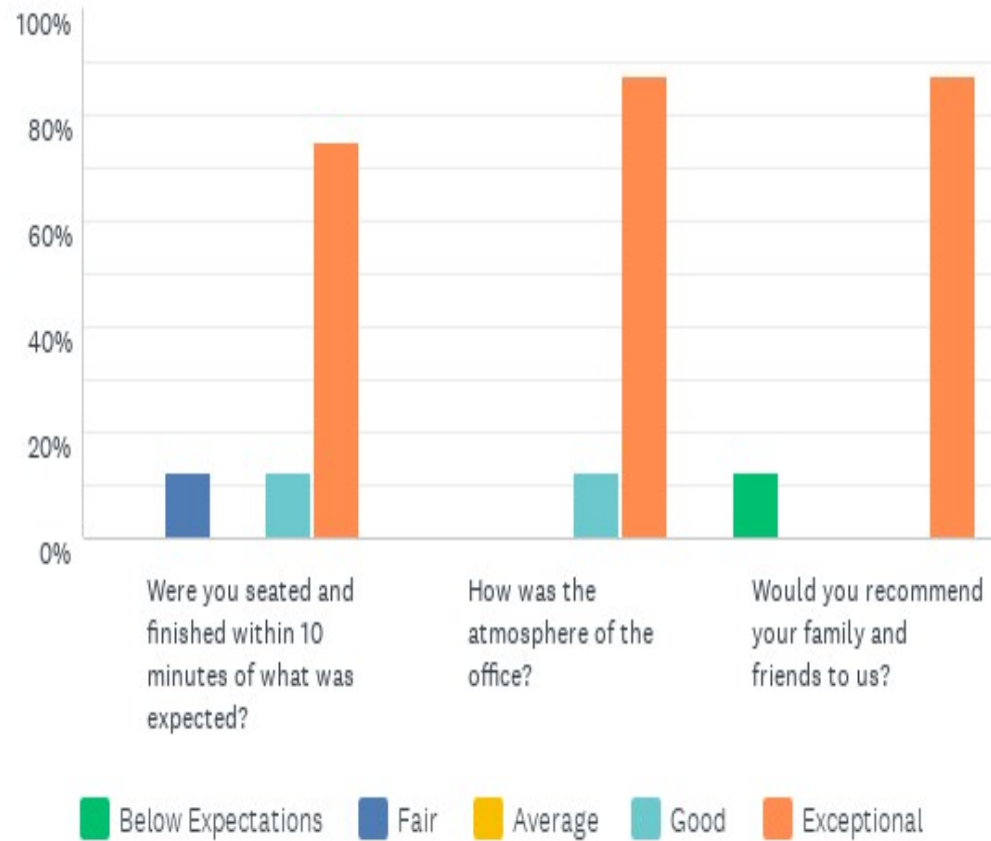
Billing & Front Office

Billing & Front Desk Comments:



- Always willing to explain billing to me.
- BILLING DIDN'T COME INTO PLAY SINCE IT WAS A FREE CLEANING, BUT YOUR FRONT END STAFF ARE ALWAYS SO SWEET... I CAME IN UPSET WITH WORK AND YOUR LADIES MADE ME LAUGH AND FORGET WORK.. IT WAS NICE.
- Best receptionists!!!
- You guys are always incredible and kind to our little circus of a family

Q8 General Questions



General Questions

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

- I have been a patient for over 10 years and feel care from everyone in the office.
- I HAVE HAD HORRIBLE DENTIST EXPERIENCES IN MY LIFE, AND I TRULY LOVE YOU GUYS.. I HAVE TWO FAMILY MEMBERS THAT WORK THERE AMBER AND BAILY SMITH .. THEY GOT ME TO COME IN, AND I'M SO THANKFUL.
- My appointment today was at 2, but I didn't actually see the dentist until 2:40 for a filling. Normally this is fine, but when I scheduled the appointment I was given a much smaller time frame for the appointment and scheduled it during my lunch break from work. It ended up working out alright because Dr. Baird is very efficient, but in general it would be helpful to give more information when a patient comes in if you are backed up or if the appointment may take longer than expected.
- The hygienist was really nice. Doctor Black really struggled to look at me and communicate to me. I don't know if he was talking to the hygienist or my teeth. He said as he was walking out without looking at me ,do you have any questions? I said well I guess I have a cavity and I will have to make an appt. to fill it. Then he said yes or it would get worse. This cavity didn't show up on the X-ray from what I could gather. I didn't feel confident in decision.

How can we make your experience better?



- ❑ NA
- ❑ THIS IS SILLY I KNOW, BUT THERE IS NOTHING BETTER THEN A WARM BLANKET WHEN YOUR SITTING THERE... SO JUST A THOUGHT..
- ❑ Communicate up front what is going on. The hygienist was good at it though, it just fell apart once the dentist walked in.