



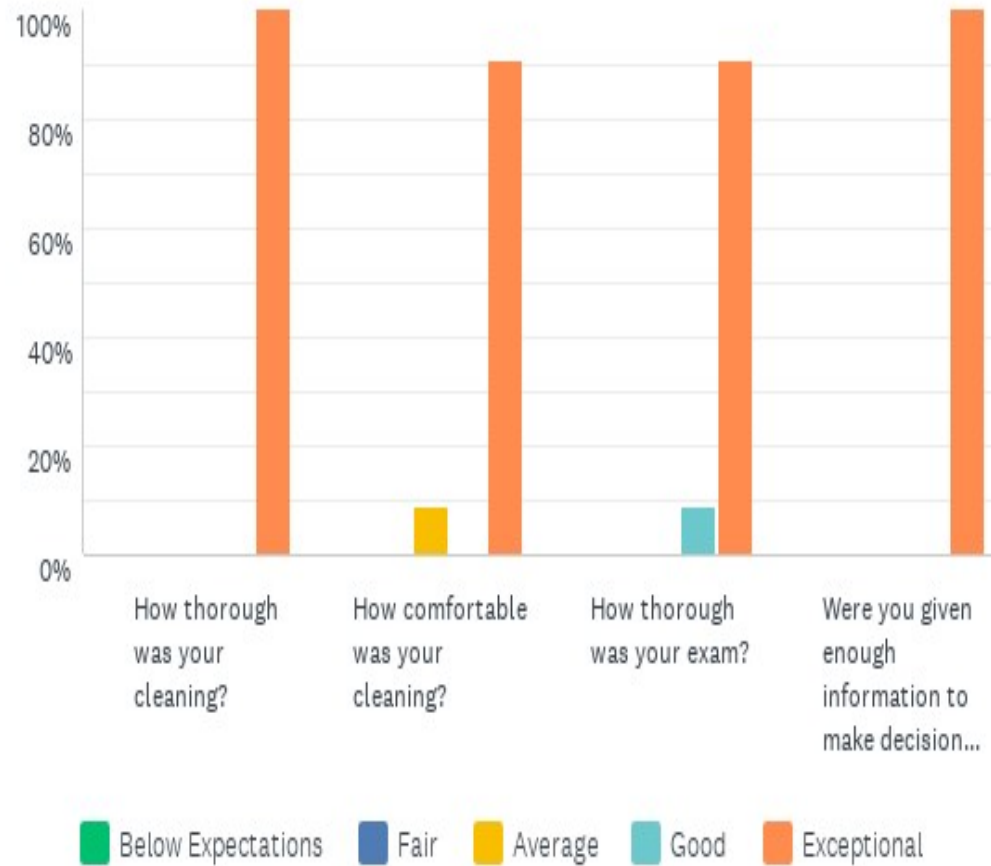
PATIENT SURVEYS

Payson — November 2020

What Do You Want Most From Us?

- Dental care, safe environment, and friendliness.
- To keep providing excellent dental care.
- Good quality work
- Good quality care
- The best in dental care
- Safe, friendly service that results in a healthy smile. ha ha
- Competent and thorough staff, dental assistants and dentists.
- A cleaning
- To understand my fear for dentists and showing compassion and understanding
- Quality service and great customer service
- No wait time! Suzy and Melanie are fantastic dental hygienist and makes my family feel so special.

Q2 Cleaning Visits

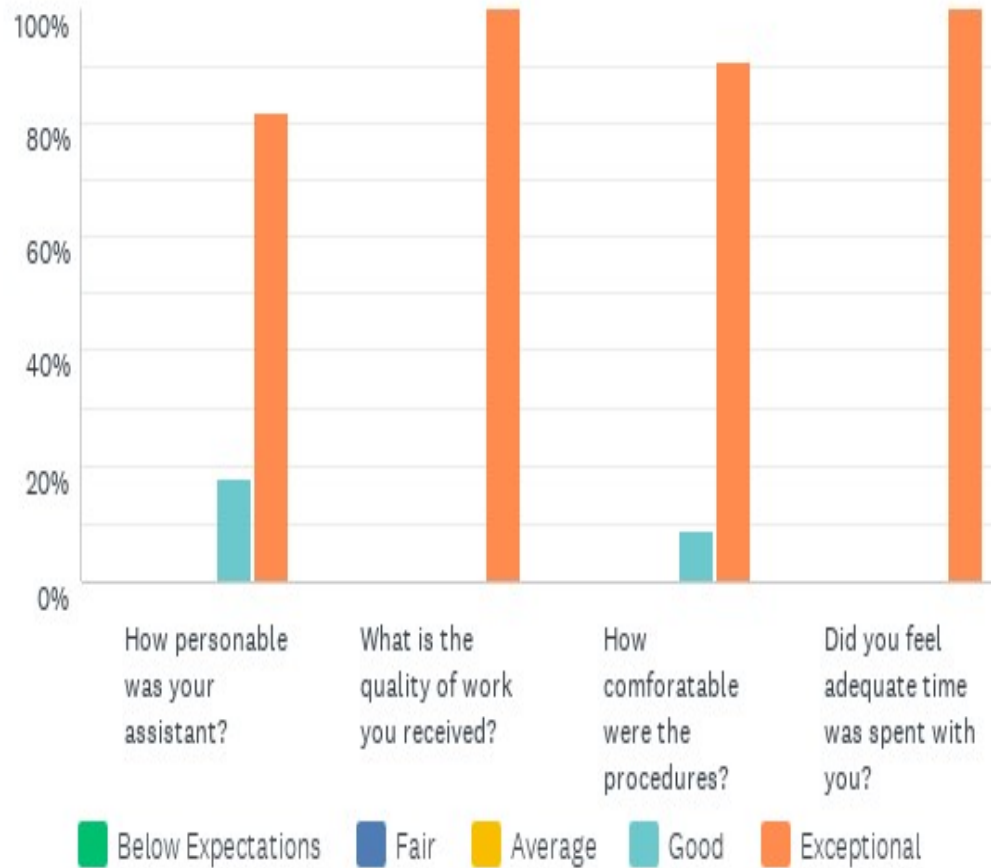


Cleaning Visits

Comments on Cleaning Visits:

- Lindsey is very gentle when cleaning my teeth and she does a thorough job, she is very personable and puts you at ease.
- Cleaning was a little rough but it was a very detailed cleaning and quite worth it.
- We love you guys. Thank you for working with us so we could get to our wedding
- I appreciate all the Covid precautions
- I am so impressed with the steps take to protect those working directly with us the patient and how the pandemic improved the process by finishing all steps with the same individual.
- I have had many cleanings in the past several years and the young lady who cleaned my teeth was exceptional
- Suzy is awesome!
- The staff at the Payson location is exceptional. I've continued to travel to Payson from Eagle Mountain for 6 years now. My hygienist Ally was truly engaged and caring. Very professional, showing how important patient care is. Great job!!!
- The hygienist do a fantastic job!

Q4 Dentist Visits

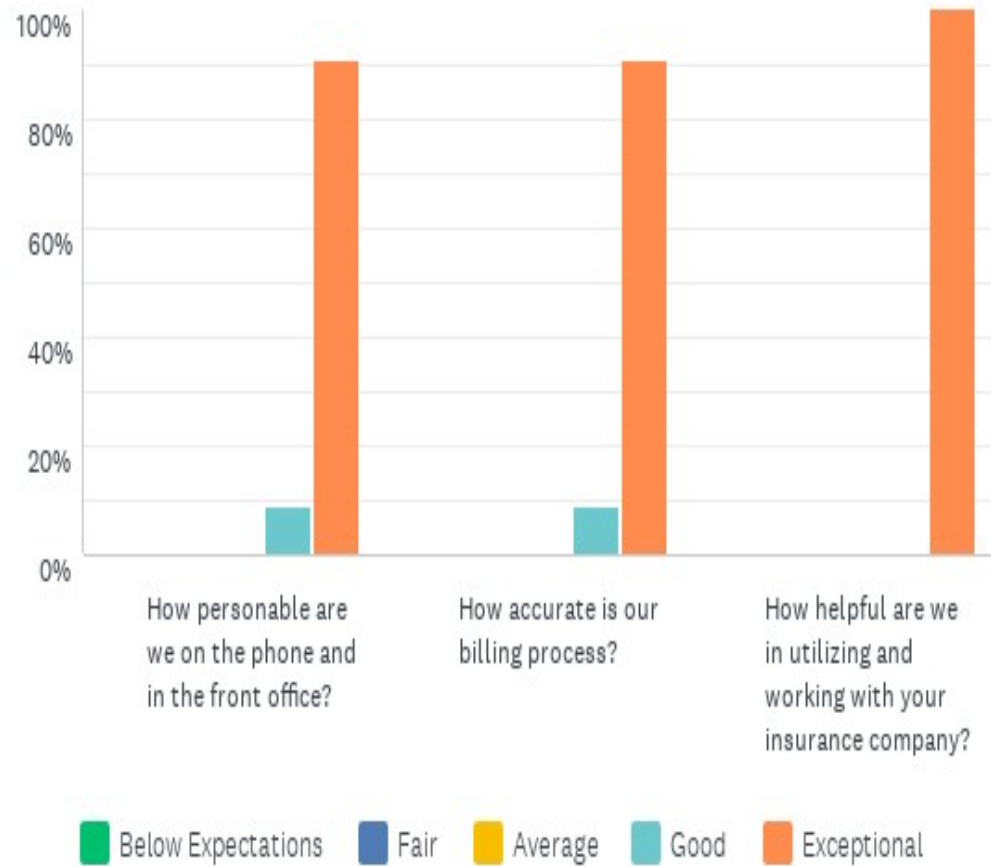


Dental Visits

Comments on Dental Visits:

- ☐ I have always had a good experience, and everyone that I have dealt with at Cascade dental has been professional, friendly, and helpful. Thank you!
- ☐ I always feel like family
- ☐ Lauren is exceptional. in my experience of teeth cleaning, she has exceeded all past experiences. Teeth cleaning is often the first impression a patient will get of an dental office. She represents Cascade Dental well and creates loyalty
- ☐ I'm very glad my sister referred me to your practice. My impression is you have state-of-the-art equipment and the knowledge base of the assistant that did my upper teeth far exceeded that of any one who has ever worked on my teeth. Your practice must have a continuing education beyond what the state requires. THANK YOU.
- ☐ Had a great visit and awesome service.

Q6 Billing & Front Office

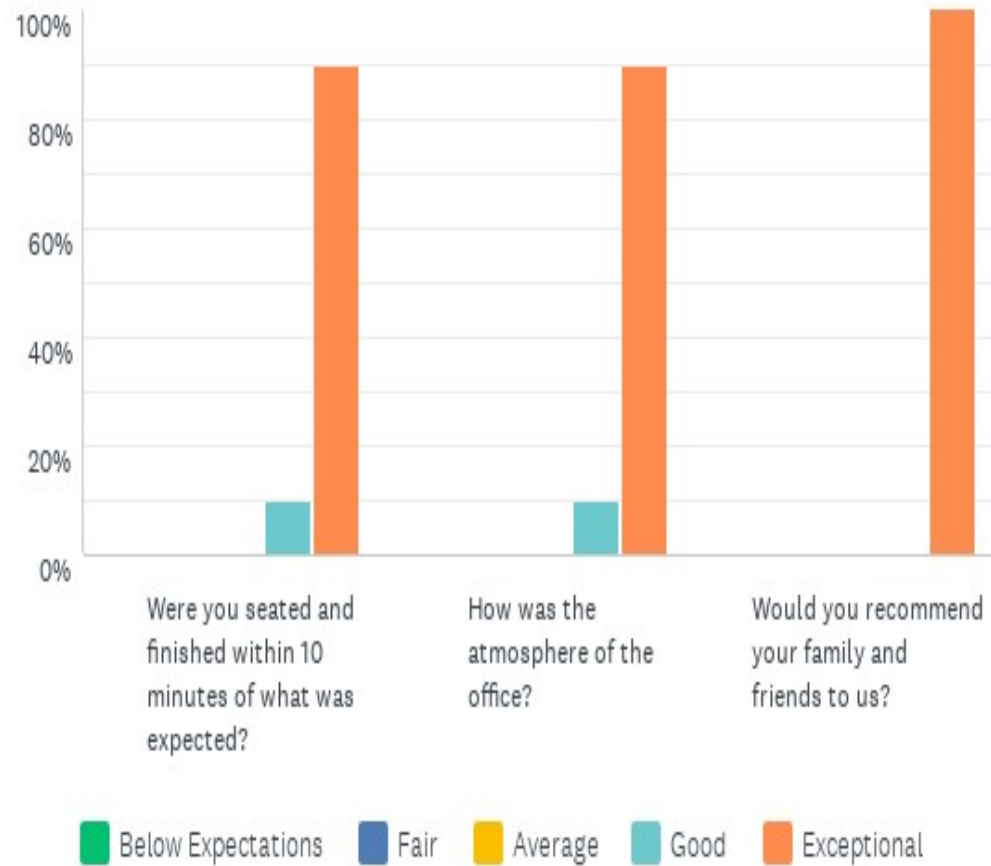


Billing & Front Office

Billing & Front Desk Comments:

- The secretary at the front desk was helpful and she texted me right away when I was able to go into my appointment.
- We had new insurance so we left before I could get a treatment plan. (Insurance office wasn't open). Within an hour I received an email with the plan. Wonderful!
- I don't have an insurance company. As a senior citizen, I am grateful for your Medicare patient in-house insurance program. The ladies at the front office are the greatest. I know this sounds a little over the top but it is true.
- I did not interact much with them
- So professional and kind.

Q8 General Questions



General Questions

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

- We love Melanie and appreciate her going out of her way to make us feel loved. They all did very well...as expected.. that's why we've been coming for many years.
- Lauren would be hard to replace. it is difficult to teach what she does so well to others. It is something you bring with you.
- See my previous remarks. One of my sisters already comes to your practice and I am recommending that my other sister comes also. I will be recommending your practice to all I see and if possible, will post a comment on the residential bulletin board.
- Great staff all around.
- Ally continues to provide awesome care!!! She is a great asset to the Cascade team. She deserves a bonus!!!
- You have the BEST hygienists working there. I've been to others and they aren't any close to what Suzy and Melanie. The doctors are awesome as well! Thanks to all of you our teeth are as healthy as can be. I do refer you to everyone who is looking for a great place for dentistry.

How can we make your experience better?



- ❑ Not sure
- ❑ Thank you to all the staff who makes the experience of dental work enjoyable. Many things are done in the background that helps the experience be successful.
- ❑ You are already there.
- ❑ Keep it up!!!
- ❑ Nothing, I love how the place seems more like a spa