

# Cascade Family Dental - Payson

## Online Review Presentation

### **Patient Satisfaction Survey:** Cleaning Visits

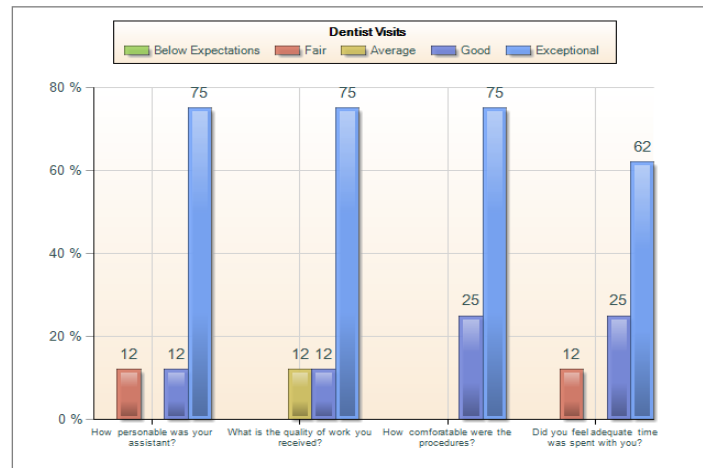


## Comments on Cleaning Visits

- My teeth felt great.
- The office manager tried to sell us the dental insurance over and over again even though we said we were moving. I wasn't told my kids would be given fluoride and it was something I didn't want them to have. My appointment was 30 minutes late. I don't think we will be back or refer others. I wasn't impressed with the dentists. The hygienists were nice but everything else was not impressive.
- As good as going to the dentist can be!
- the hydrosonic was spraying and dripping water--more than normal.
- I really like your appts. Thanks
- Katie did an awesome job and is super friendly!
- Time in the Lobby was 35 minutes. This wait time is a bit long
- No cleaning, but Dr. Baird is hot!
- Everything was great and they did the best they could for a thorough exam with out xrays due to my pregnancy.

- The hygienist was particularly thorough with the cleaning. Both she and the dentist were very friendly and patient with my little girl and myself.
- everything was very comfortable! i have no complaints! and this is coming from someone who is deathly afraid of the dentist :)
- A cleaning shouldn't take an hour and a half. It is a long time to be at the dentist's office.
- My children love the massage chair :)
- I gave a 4 for comfort just because I don't believe it will ever get to exceptional being that I make myself so uncomfortable before going and during by dental visits.
- Very helpful to check my bite after talking about some discomfort and quickly fixing the problem. Thanks!
- We love you guys! Thanks for all you do.
- Suzy is great, she is very thorough and friendly. Dr. Johnson is always in a good mood and treats our whole family well. I didn't have to wait long at all it was a good trip to the dentist, if there is such a thing?
- I love coming to your office. I feel like I am respected and informed of treatment options

### Patient Satisfaction Survey: Dentist Visits



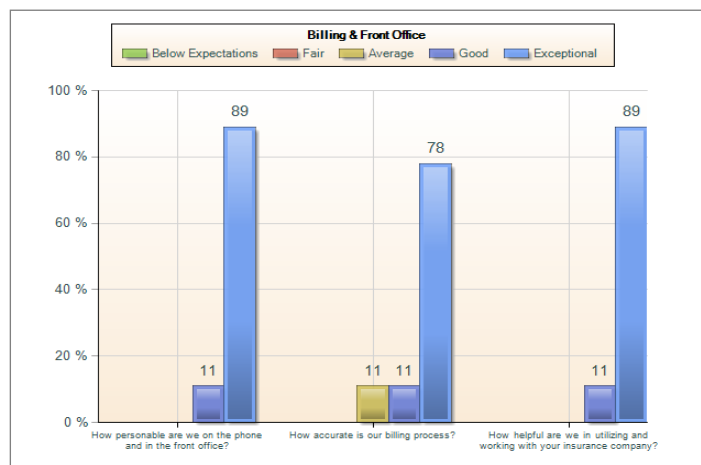
## Comments on dentist visits:

- I was not able to receive x rays but my hygienist only spent about 5 minutes cleaning my teeth :( Hoped for more in depth cleaning.
- They were very busy, but still took the time to address all of my concerns.
- Katie is amazing! She remembered everything from our previous cleaning over 6 months ago!
- Thank you!
- The dental assistant was very friendly. I would definitely recommend her to others.
- assistant was such a sweetheart and handled everything very well
- someone has an appointment, they should be seen at their appointment time.
- Everyone there is wonderful! Dr. Johnson even hurried and got me out by the time I needed to leave to pick up my daughter from school. I really appreciated that!

## Dentist visits cont.

- There was confusion on what was to be done, I felt that procedures were changed without letting me know. But the procedure went well and I felt comfortable most of the time, which is great for me.
- The dentists always take the time to answer questions that I have. My grandkids are comfortable with them, and not scared.

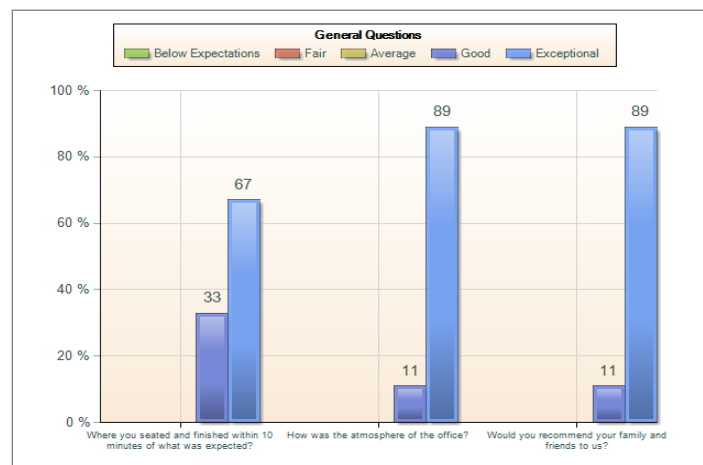
### ***Patient Satisfaction Survey:*** Billing & Front Office



## Billing & Front Office Comments:

- The ladies up front are always friendly and professional. There have been times in the past when they did not have answers to my questions and had to call me back, but they have probably learned the answers since then.
- no insurance.
- Will find out Monday
- The front desk was very professional and kind.
- You guys are awesome! You always help with enthusiasm!
- Again, there was confusion with billing but she was very helpful and personable.
- Everyone is so friendly. I have never regretted switching dentists for my grandkids. Our old dentist told us our grandkids could no longer be seen because of Medicaid. Your staff welcomed us, helped us work with Medicaid and have been so great. Thank you.

### ***Patient Satisfaction Survey:*** General Questions



## How are we *exceeding* your expectations?

- I have been impressed with all of them.
- Where??? See spelling. The standard atmosphere (symbol: atm) is a unit of pressure and is defined as being equal to 101.325 kPa.[1]  
The following units are equivalent, but only to the number of decimal places displayed: 760 mmHg (torr), 29.92 inHg, 14.696 psi, 1013.25 millibars/hectopascal, therefore The atmosphere seemed quite nice.
- I love Dr. Baird
- Good explanation given about pulling wisdom teeth.
- I thought they were knowledgeable and answered all my questions. Dr. Johnson is awesome.

## Expectations cont.

- Thanks again for having some evening hours and for taking time for me even when I'm sure everyone wanted to be gone.
- This is the best dentist office I have every been to. Everyone was very friendly.
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- Every person we have seen has been great.

## How can we make your experience better?

- Less reminder calls. I can make an appointment and receive a reminder call message to call and confirm hours after making the appointment. Then I can still receive another reminder call later.
- We didn't receive a break down of our bill.
- We'll see Monday.
- It was great.
- My experience gets better each time I go. I've been happy with everything. I used to have to wait 20 minutes before I was seated, but now that is much quicker. Thanks!!
- Having such poor experiences as a child, it is just something I will have to work on myself, and I have to say the staff is helping me with this just by being so respectful and courteous. Thank you all for being so sincere.
- insurance more precise.
- Just keep up the good work!