

# Cascade Family Dental Springville

## Online Review Presentation

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

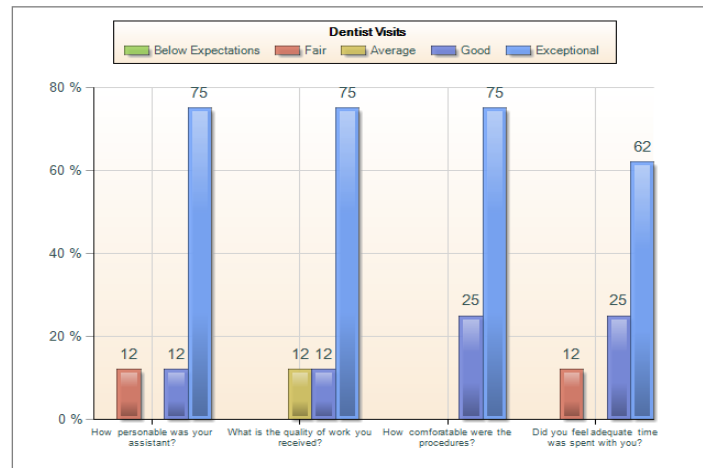


## Comments on cleaning visits:

- Great job. Fast. Thorough. Thanks!
- I was very impressed by the friendliness and professionalism of the staff, the amenities and the quality of treatment. You guys have set the bar by which I measure other dentists
- We really like that we never have to wait when we come in at our appointed time. We also like that the estimated time you allow for each procedure/cleaning etc is accurate. It greatly helps us plan for babysitters and time away from work. Thank you.
- Love you guys. You are the best!!!
- Super friendly staff. They are great to visit. I feel very comfortable in their office. Up to date, state of the art equipment. They don't do work that doesn't need doing, but they do take care of what needs doing. I came the first time and they found a cavity my previous dentist had missed. They also were able to tell me one tooth didn't need filling the other dentist thought did. I'm still new to this office, but so far so good.

- Very good place to go, it is painless and very easy as the patient. I think it could be a little more precise as I have been to other dentists where my teeth feel a lot cleaner at the end, but I think the job is still well done.
- This was the most painful cleaning I have had. I don't remember my teeth throbbing after a cleaning. I don't remember my gums being prodded so much either.
- My kids loved it. The hygienist and Dentist were great with them.
- Fantastic! My daughter loves Cascade Family Dental!
- I brought my son in for a filling not a cleaning.
- My cleaning went wonderful I have never seen my teeth so clean. Colette was gentle and thorough. Keep her!
- The Massage chair didn't work. I also would prefer to be able to have nitrous during my cleaning as I have anxiety over my dental work.
- I appreciated that she didn't make me feel bad about the condition of my teeth. She gave me the facts and was considerate and kind.
- Wonderful staff and assistants!

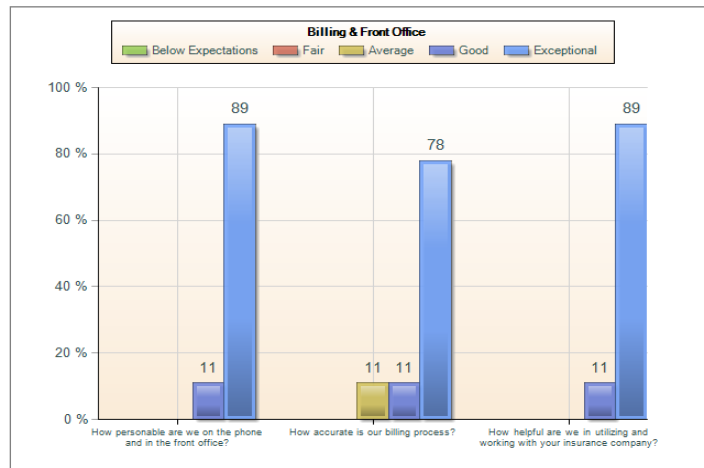
### Patient Satisfaction Survey: Dentist Visits



## Comments on dental visits:

- Had a great conversation with both dentist and hygienist. They were thorough in checking my teeth. My only complaint? I didn't feel like my teeth were as clean as they have ever been. Maybe more scaling was needed to achieve that? It did make the experience more comfortable though. They used hand tools, not water scaling. I think water scaling might be more effective.
- Everyone is exceptionally friendly and accommodating. love you all.
- Love the people that work here! Doctor and hygienist's are very personable and make me feel comfortable in every way they can.
- I rated my son's visit to get a cavity filled. Fantastic service.
- I hate the numbing needle. Have ALWAYS hated it since I was a kid. Many bad experiences with bad dentists. But I am always amazed when Dr. Flinders (?) does the numbing. I feel a slight pinch and that's it. Whatever he does he is very good at it.

### Patient Satisfaction Survey: Billing & Front Office



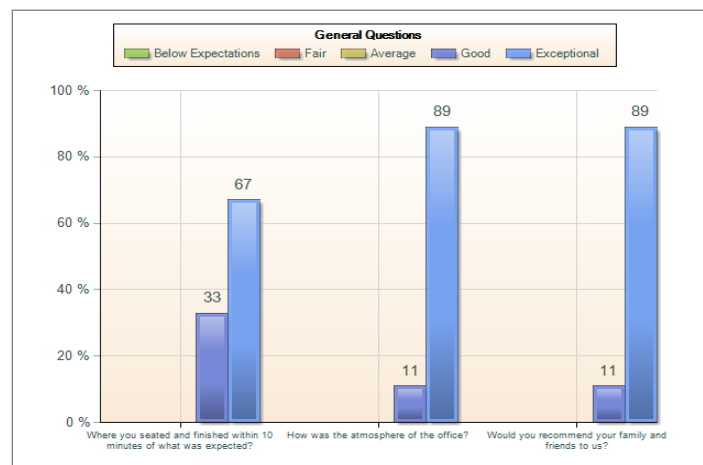
### Billing & front desk comments:

- I would prefer to receive my appointment reminder more than forty-eight hours before my appointed time so that if the need ever arrived, I could make a change before the the forty-eight hour notice charge. I understand how difficult it would be to have numerous patients changing appointments all the time, but it would still be nice to have the reminder in order to do so.
- Not only do they give me an accurate up front price on my procedures, they have also helped me out with watching my little boy and been friendly.
- I didn't know that I did not pay a bill until I got a notice that it was over 120 days late. I paid it right when I received the notice but I would of like to learn about it earlier.
- I am assuming that my insurance covered the office visit, but I have not received any information as to date.
- Super awesome and helpful staff! Thanks!

## Billing & front office continued:

- My insurance wasn't put into the system so gauging treatments and payments was hard to do.
- I always know exactly what it will cost the next time I come in and there are never any surprises
- I haven't seen my bills yet
- I could not be more pleased with the Springville office staff. I am so glad we switched over from Payson.
- Fabulous!

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



## How are we *exceeding* your expectations?

- Very helpful and friendly staff. Everyone has been quick to respond to questions and to help with my mother-in-law as well. Kudos!
- They really wanted to get to know me and told me about their personal lives as well. Felt no pain the day after my extraction.
- This was our second time in for my 4 year old and everyone (the hygienist and dentist) did a GREAT job at making her comfortable. Every one was really friendly and explained things in ways she could understand so she would not be scared. These two experiences have been way better than her VERY first visit and she likes going to the dentist now.
- I hope all my friends and family member come to your clinic.
- Thanks for making going to the dentist a reasonably painless, pleasant experience. I have felt comfortable thus far in your office. I hope to continue to have a positive experience with your staff.

## Expectations cont.

- I don't worry so much about my comfort at the dentist but it is VERY important to me that my kids feel comfortable and cared about. I really feel you make it that way for them so that the dentist isn't a "scary" place to go. Thanks for your great work!!!!
- Doctor was very considerate and gives me information I inquire about. Goes above and beyond to make sure I understand what is happening and that I am having a good experience.
- Loved the little extras like, massaging chairs, TV's that moved with you, and the soothing waterfall on the wall.
- Personnel are very professional and very caring. I enjoy coming to get checkups
- They are all very friendly and genuine. I never felt rushed
- Everyone there is so great. I have been to a lot of dentist and have always had bad experiences somewhere along the process except at Cascade. Love it and am always comfortable.

## Expectations cont.

- We walked right in the door about 5 minutes early, we didn't even sit down as we were taken right back. Our appointment was for 9:10 am and we were done and out the door by 9:36 am...amazing!
- Colette and Dr. Flinders make it enjoyable to come to the dentist. Both are friendly, fun and really thorough. The office is always clean and calming. I didn't even have to be seated in the lobby before my cleaning. My hygienist was ready and waiting for me.
- I absolutely love dr. Flinders and his assistants! You are great! Thanks for making a painful experience so fun.
- Bethany has been wonderful with everything!

## How can we make Your experience better?

- I think it is a great office and I enjoyed my time there.
- Nothing. We are very happy.
- Keep up the good work
- Water scaling tools might be a worth while investment for your office. They can be painful though, if not done correctly, so adequate training would be necessary as well.
- It was great.
- Don't think you could possibly be better.
- Just keep being exactly the way you are!!! thats the one thing I hate is when a great service starts to get bigger and it goes down hill..you guys are awesome just as is!
- Cant think of a thing.
- Have Nitrus in the cleaning rooms :) fix the massager on the chairs!
- Use less novocain, more gas! Ha ha