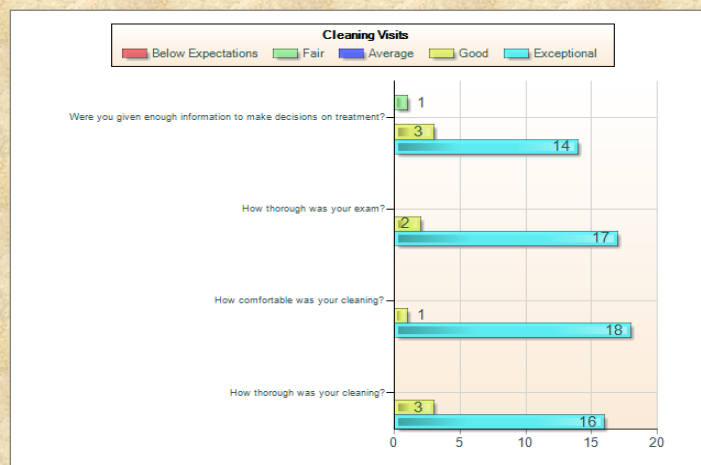




Payson Office
June 2012

Patient Satisfaction Survey: Cleaning Visits



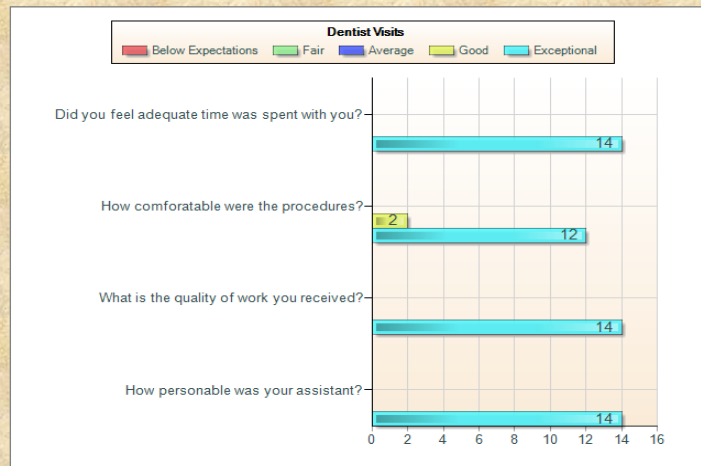
Comments on Cleaning Visits:

- The cleanings were excellent and it made the children feel really comfortable.
- It was better than any other dentist I have visited before. They have all the comforts you wouldn't expect and even extra diapers in the bathroom if your baby runs out. And pads in the diaper table. For the dentist he was kind and relaxed which helped me relax. He was informative and spent time to make sure and answer all of my questions. My cleaning was thorough but didn't hurt. And the young lady was kind and friendly. The front desk receptionist and billing lady were kind and helpful. Thanks
- She was the most gentle I have ever been too. My mouth didn't hurt like it does most of the time. I will be come back. Thank you
- All the girls were great! Including the desk gals.
- Each cleaning visit has been a good experience. Everyone at Cascade Dental has been very friendly and helpful.

Continued Comments on Cleanings:

- With all the technical advances, I asked my hygienist if she was able to change the music to the preference of each patient as well. She said, "No", but did turn down what was playing so I didn't have to listen to it. I appreciated that very much. I appreciate the positive, pleasant attitude and expressions of everyone who has worked with me today: Gwen (receptionist), Katie (hygienist) and Nate Johnson (dentist). I also enjoyed the chair massage. I had a nice rest while having my teeth cleaned. Thank you.
- Katie does a remarkable job.
- Suzy did a great job. She was very conscious on how I was doing during the cleaning. This is the second time she does my cleaning, and look forward for her to do the next.
- Thanks for getting me in to have a cleaning while I was in town. See you in a year.
- About the last question, it was super fast. But ok I guess.

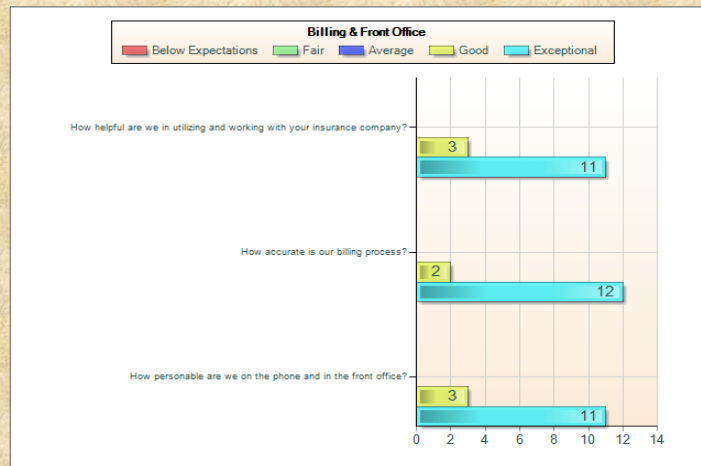
Patient Satisfaction Survey: Dentist Visits



Comments on Dental Visits:

- Great assistants and dentists...very thorough!
- Incredible staff and service. I've been to more than my share of dentists, and Cascade is definitely the best!!!!
- Very good information was given on each procedure and what was being done.

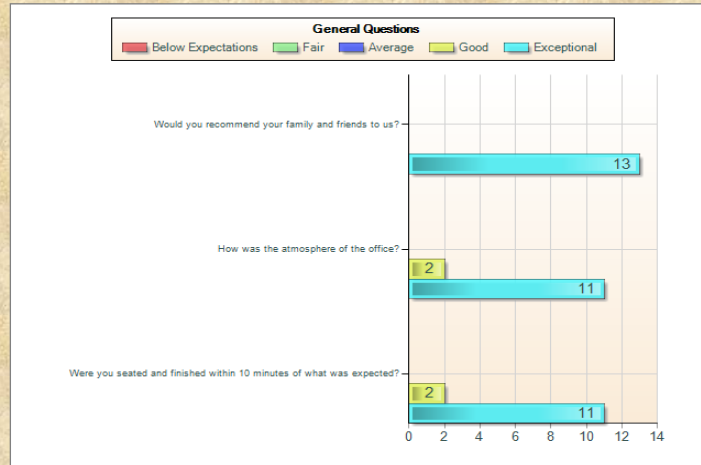
Patient Satisfaction Survey: Billing & Front Office



Billing & Front Desk Comments:

- Great and helpful! Always willing to answer questions.
- Seriously so good! No joke!
- Thank you for having a separate person to discuss my billing, set up future appointments, and check my information. I really feel like I need that time and one on one attention to this important part of the process.
- Never had any problems with the front office or billing.

Patient Satisfaction Survey: General Questions



How are we *exceeding* your expectations?

- Cascade Family Dental definitely met all my expectations. I would recommend your office to others I know.
- I really appreciate everyone in your office! Unfortunately, I don't remember names, but the service was exceptional on all levels!!!! Big thanks to Wendy Warr for her help!!!
- Like I said before, Katie is first class
- It was great.

How can we make your experience better?

- Just continue being friendly and thorough, and spend adequate time with each patient; listen to them perhaps more than you instruct.
- A little chilly for me.