



Payson Office  
July 2012

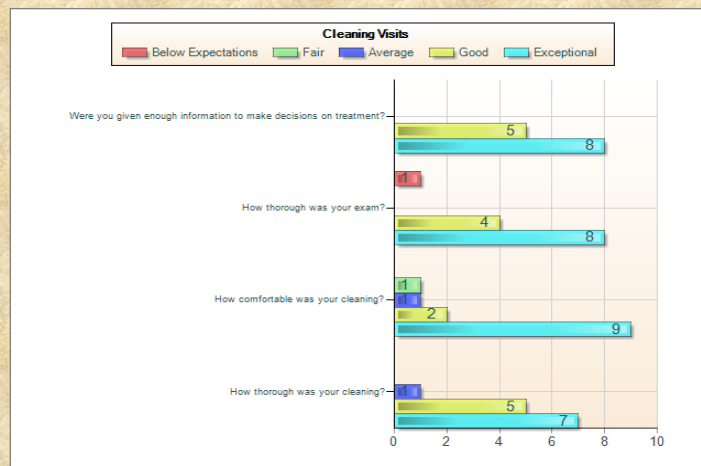
## What Do You Want Most From Us?

- Honesty and quality care.
- My name is John Duncan and my Dentist name Dr. Baird, I am so blessed to have such a great and giving Dr. Is staff is also blessed and I could'nt ask for a more professional staff than those you work so much to please they're patient's as those at Cascade Dental in Payson, Utah Sincerely, Mr. John Duncan
- Correct dental care and told exactly what needs to do done. Be informed and respected as a patient and person.
- Quality dental care.
- Friendly service and be able to get a appointment in a timely matter
- Excellent care
- Maintenance and care for my gums and crowns.
- quick friendly and good service
- To take care of my family's dental needs in a friendly manner that will teach them that its not so bad to come to the dentist :)

## What Do You Want Most From Us?

- Excellent Dental care, and customer service.
- Honest service
- Help me take care of my teeth
- Great, Friendly Service.
- Very nice
- Results. I'm getting braces and hope to get straight teeth.
- Quality work at an affordable price in a pleasant atmosphere (which you do).

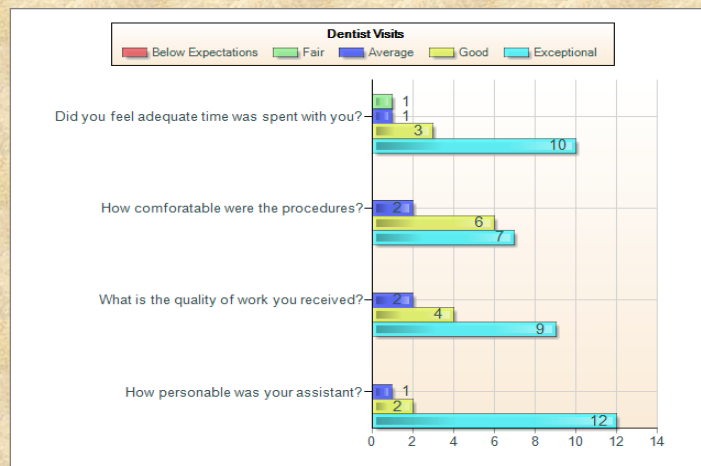
### ***Payson Patient Satisfaction Survey:*** Cleaning Visits



## Comments on Cleaning Visits:

- My cleaning hurt more than normal, but my gums were also more sensitive than normal.
- Water machine not working, old fashion way was used at first, then machine start working.
- Very fast and good
- My cleaning was very thorough and I appreciate new suggestions to make my gum disease better
- It was uneasy to check in my sons mouth (he would not let them) but the staff were still friendly and non forceful which I really appreciated.
- Everyone was so friendly and really great with my kids.
- Had a root canal. Can't comment on this one.
- I've only had positive experiences.
- Very quick and easy.

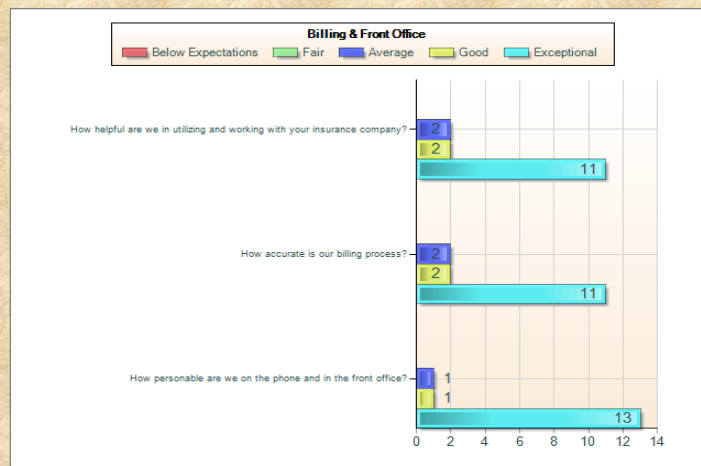
### ***Payson Patient Satisfaction Survey: Dentist Visits***



## Comments on Dental Visits:

- Dr. Baird is an exceptional Dentist and very good with is patient's. He has met every need that is needed for me. God bless him.
- Second appointment with work done was the best experience ever at a dentist. Very professional and cared about as a person. Understood the procedure and made comfortable by the staff. Overall exceeded expectations.
- Very efficient and friendly. I had no longer than a 5 min. Wait. It was great!
- My needs are being met and I feel that my questions are answered.
- Very friendly and great with kids.
- Great knowledge and advice for my situation.
- Any dental work will have some discomfort, but you keep it minimal.

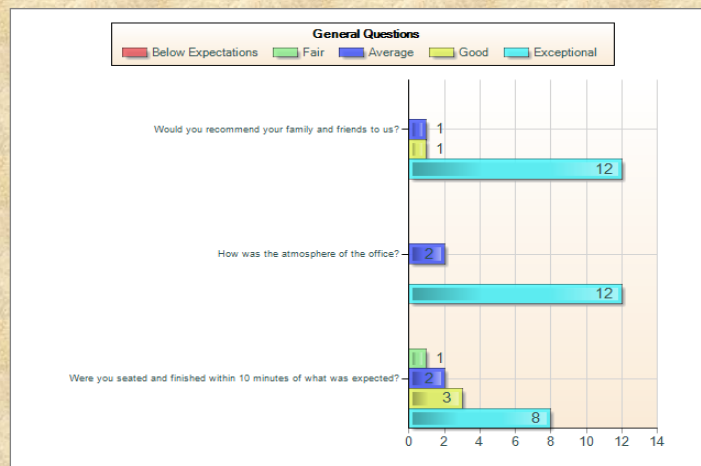
### ***Payson Patient Satisfaction Survey: Billing & Front Office***



## Billing & Front Desk Comments:

- I love the front desk staff. They are so nice and know me by name.
- All the staff at Cascade Dental in Payson, Utah are very caring people.
- They went above and beyond to work out situation. Amazed how friendly and concern they were for me as a patient.
- Very friendly and accommodating
- It's assuring to be able to go to an office where the staff knows who I am.
- Rachel was very friendly and professional. She really took the time to explain my insurance coverage's, and costs.
- The staff was fabulous at making appointments to get all our dental work in before moving to California. There was only a three day window and they bent over backwards making sure all our work was finished satisfactorily before leaving. Thank you so much!
- You guys are awesome!

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



## How are we *exceeding* your expectations?

- Everyone that I dealt with exceeded my expectations.
- I'm so happy with the experience I and my kids had at your office. Everyone was so friendly and really went out of their way to make my kids feel comfortable. Also, your office smells so good!
- I thought everyone was awesome! They treated us so good, even though they knew we were moving and wouldn't be long term patients.
- Everyone is so professional and friendly.

## How can we make your experience better?

- Nothing. Highly recommend your office and personnel to anyone. The anxiety of the dentist office for many years is now gone due to the way your office operates. Thank you. Just continue being friendly and thorough, and spend adequate time.
- There was nothing more you could do. My procedure I had done was painful but the dentist did everything he could to try to get the area numb. Just a bad area to have work done in my mouth, I believe.