



PATIENT SURVEYS

Payson – February 2013

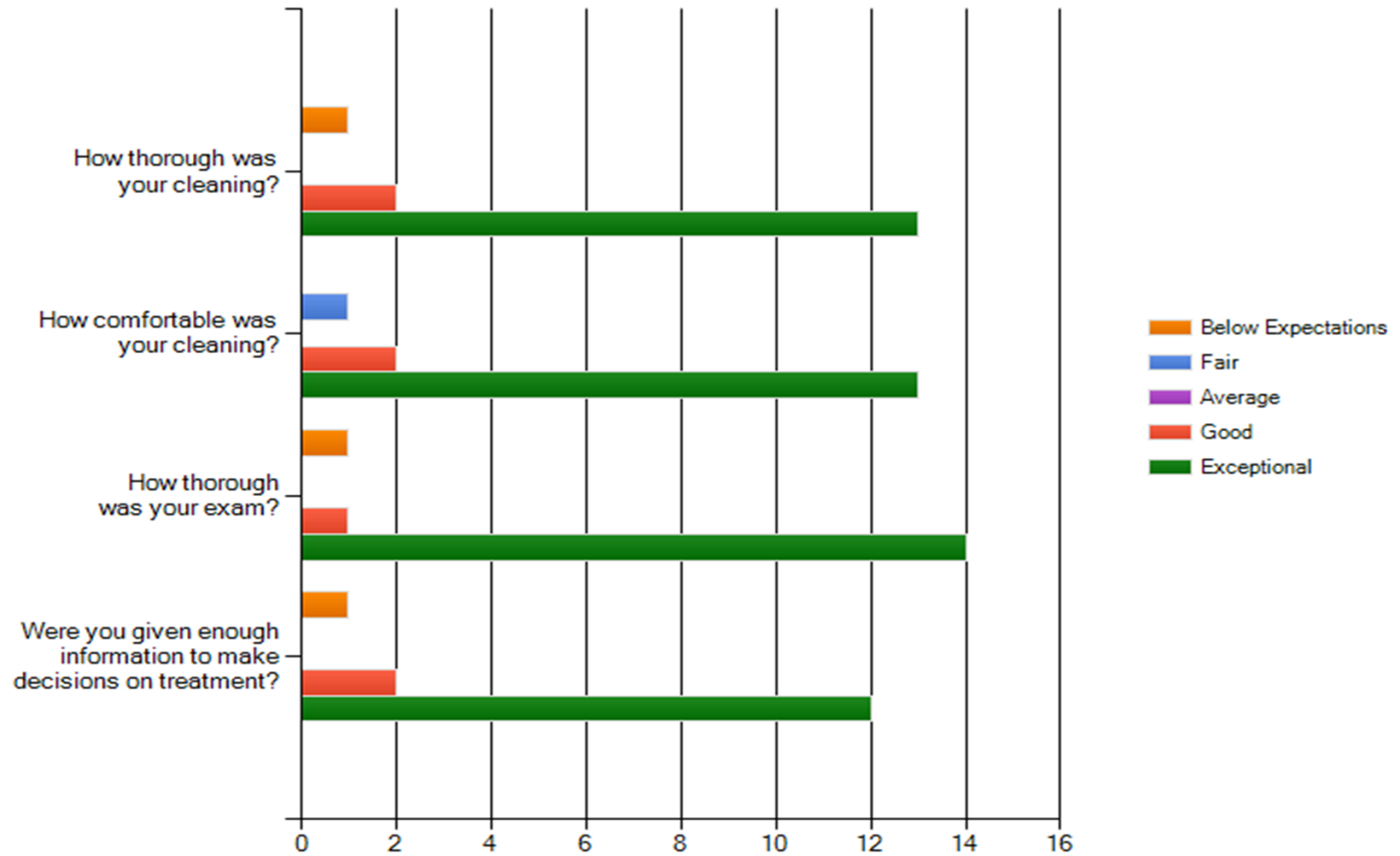
What Do You Want Most From Us?

- Quality care
- Call me before my appointment not after to tell me that is pasted the time of. It. You maid me loose my day off work and my appointment too.
- On time professional service.
- The truth and the best procedure to correct the problems
- I would like to continue to receive the best, most respected, professional care.
- To be treated like a person, not a check or a payment
- Great Dentist, Great Service with quality dental work at a affordable price.

Want Most From Us Continued:

- Competent dental care
- To feel comfortable and receive excellent dental work.
- Gentle cleanings, fillings. Accurately filled cavities. Friendly staff. Friendly with children so the dentist is a positive place for them
- Quality work at affordable prices
- Healthy Teeth
- Good dental care at a reasonable price
- Great and honest service.

Cleaning Visits



Cleaning Visits

Comments on Cleaning Visits:

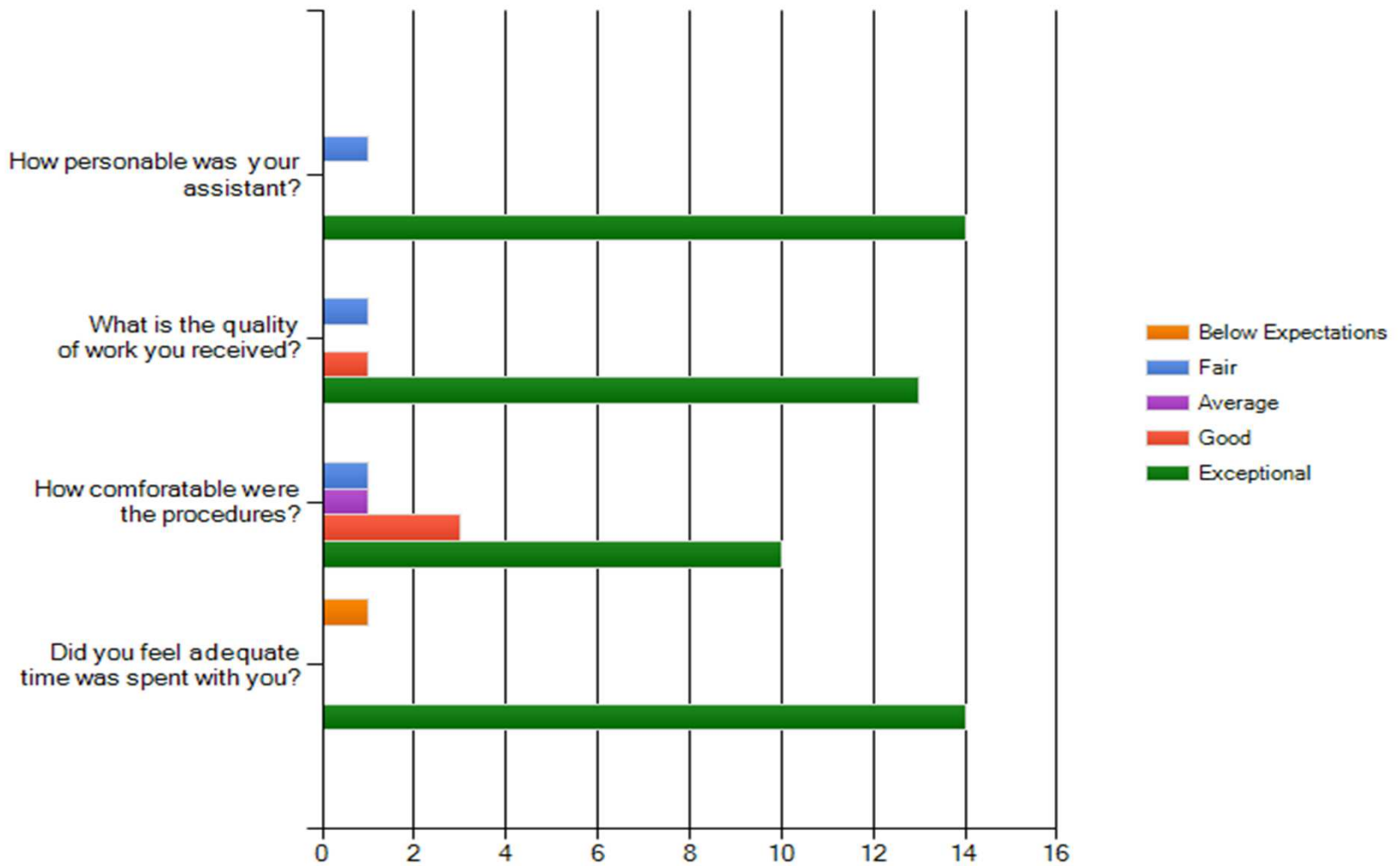
- Please sound like you know what you are doing not guessing what will be best Solution.
- Had to wait about 15 minutes to see the dentist after the cleaning was finished, but other than that it was exceptional.
- I really liked that I was able to see for myself with the camera what my issues where and the results after they were done cleaning.
- Everyone who has cleaned my teeth have been so gentle and treated me with kindness.
- Suzi is amazing! She is a huge reason I go to this dentist office.
- My experiences at Cascade have all been excellent. All of the personnel from reception to the doctors have been friendly and professional.

Cleaning Visits Continued:



- I sure like the way you have work with my daughter. She was very apprehensive about our last visit, we had taken her to a pediatric dentist and he was pushy and quick to do his job which scared her. Your hygienist took her time and showed her the instruments and literally let Tayla guide the visit it made all the difference in the world. This time she was excited to go and even though she was still a bit apprehensive she allowed everything to be done and was very proud of herself. Thank you for your time and patience we've told many people how much we love Cascade family dental.

Dentist Visits

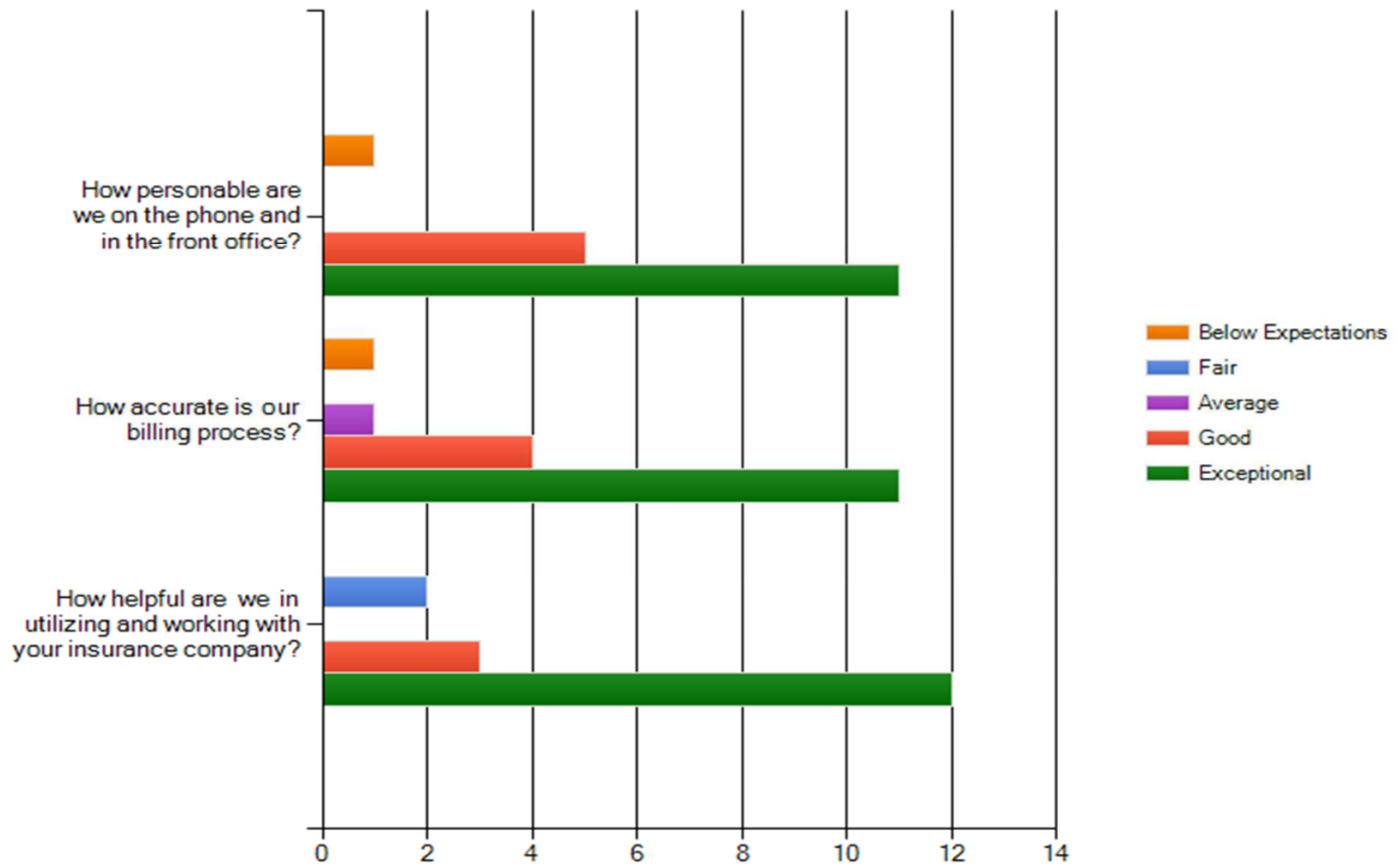


Dental Visits

Comments on Dental Visits:

- Appreciated them reviewing my concerns.
- Very informative and gave me a couple options as how to correct the problems
- As long as I am continually treated like a queen, I will be so appreciative as a patient. That says lots coming from a person whom always dreaded the dentist until I came to Cascade Dentistry. Thank you all for everything!
- He was great.
- I haven't had actual dental work performed in several years.
- Everyone was very nice and friendly
- How "comfortable" can dental procedures be??? I do believe they do their level best!

Billing & Front Office



Billing & Front Office

Billing & Front Desk Comments:



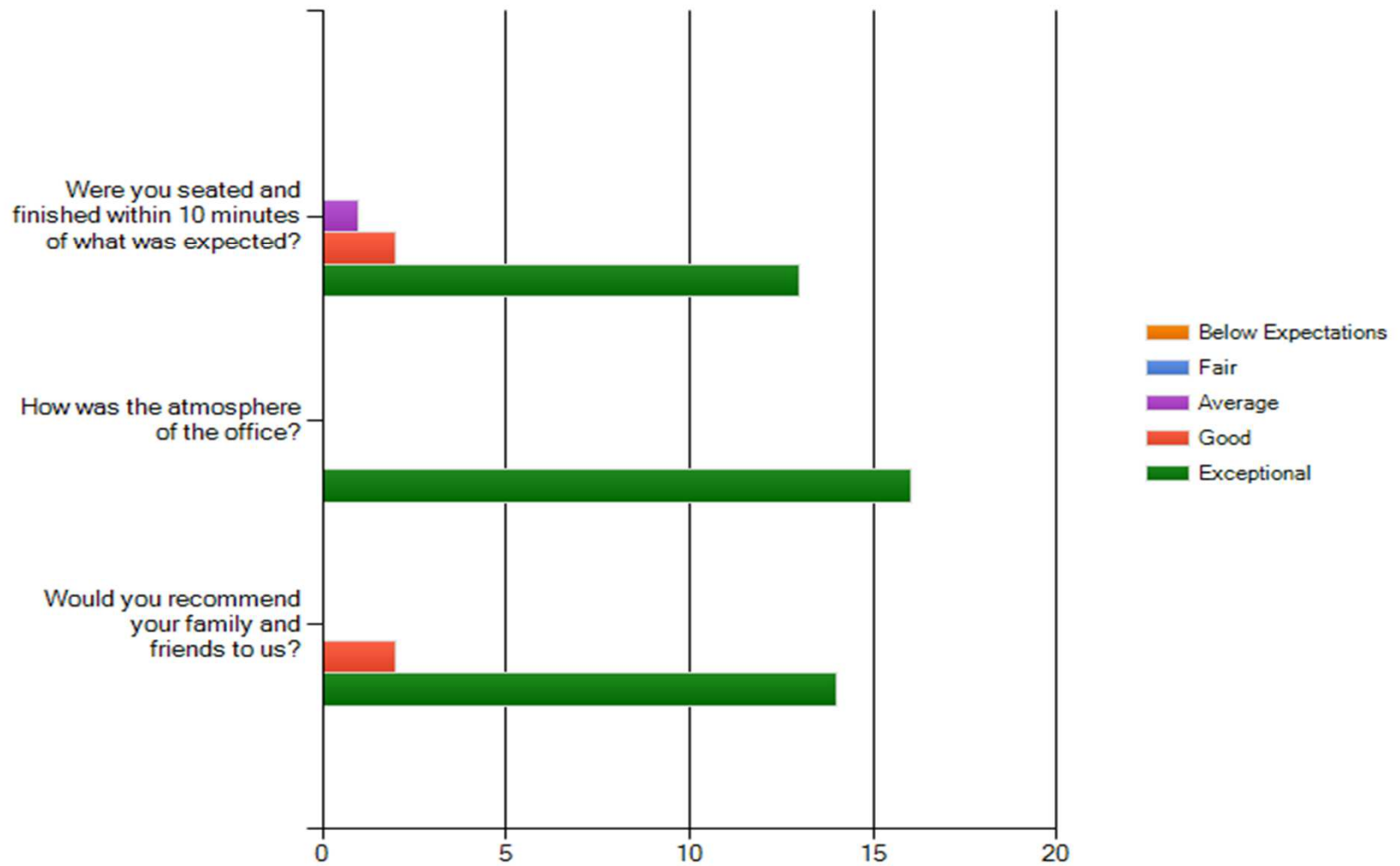
- Typically get over billed and end up having a credit on my account.
- a very good detailed breakdown of the procedures offered and the costs of each one.
- The office people have always quickly and accurately taken care of any insurance questions we had . We appreciate all you all do.
- Rachel is the best
- Thanks for the insurance info.

Billing & Front Desk Continued:



- I've had a few problems with billing. They've told me what my part of the bill is, made me pay it up front only to come back and say I owed more. I waited until my insurance did pay only to end up with a credit. I've been frustrated several times with billing
- I requested help on some billing questions and they went thru the account and helped me more than I expected! Really nice and professional.

General Questions



General Questions

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

- Front office = come on this is the face off your office
- Hygienist did a great job. Appreciated her candor and education.
- The hygienist was very informative and gentle in working with me. and made sure she addressed all of my concerns with the dentist.
- I called for an appointment and they were happy to get my two daughters in right away. It was great the amount of time and explanation of the dental cleaning that the technician spent with my daughter. She made sure that my daughter understood the importance of brushing and even shared with her what would result if she didn't have good oral hygiene.
- Tayla say's to say she loves the dentist, Dr. Johnson

How can we make your experience better?



- ☐ I don't think you can. I like it just as it is.
- ☐ Offer choices
- ☐ It was perfect! Thanks!
- ☐ Other than never needing dental work again in my life? No. They all did a super job!