



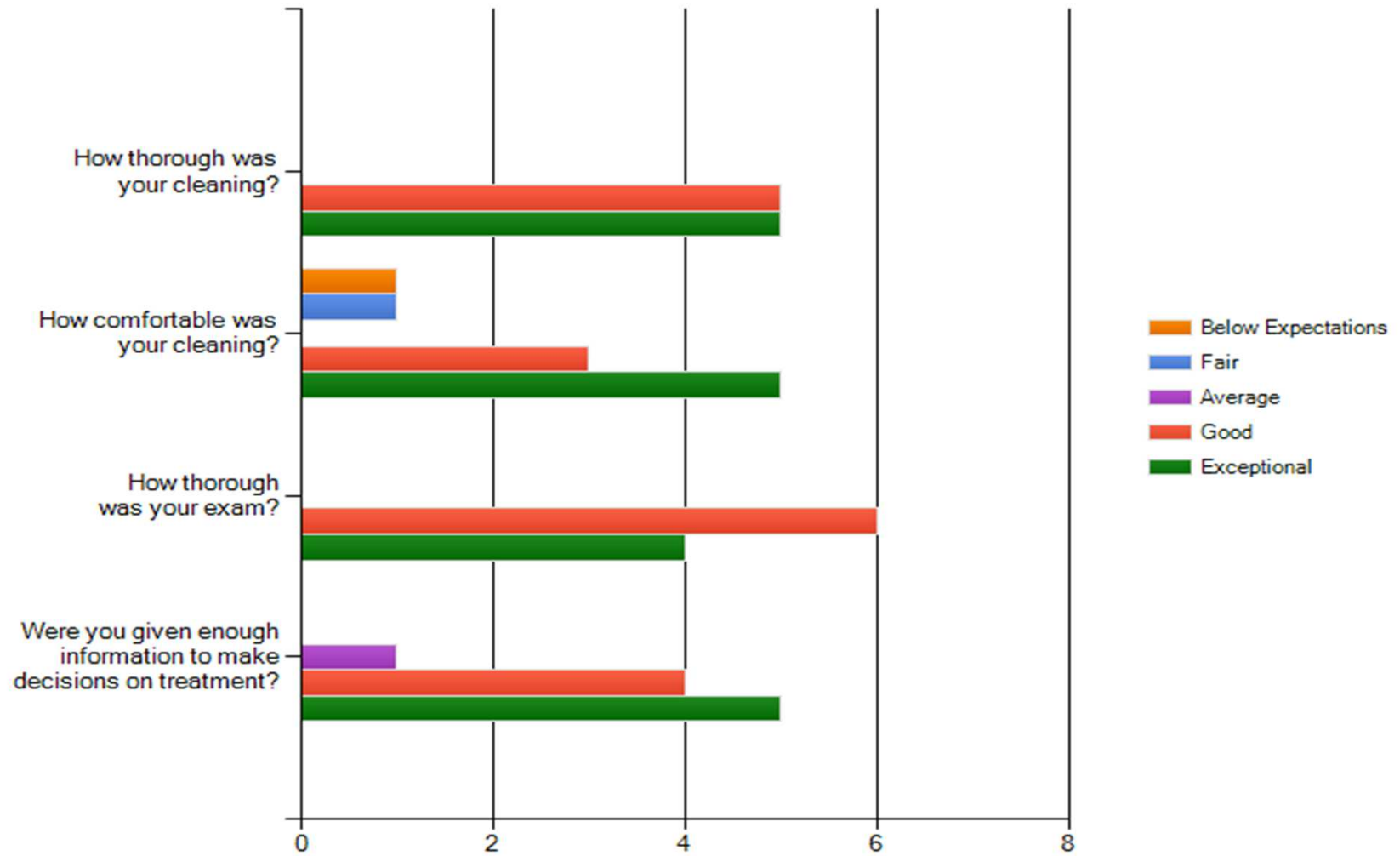
PATIENT SURVEYS

Springville – February 2013

What Do You Want Most From Us?

- Crown fixed
- Clean teeth!
- Good friendly service
- Detailed care and nice people
- Good service and work with me on money wise
- Friendly, efficient service.
- Passionate about their job and give the best effort. I have had bad dental experiences.
- Good dental care, On time, & Great patient service
- Continued excellent service as I have previously experienced on each and every visit.
- Consistent dental health
- On time, kindness and positive attitudes.

Cleaning Visits



Cleaning Visits

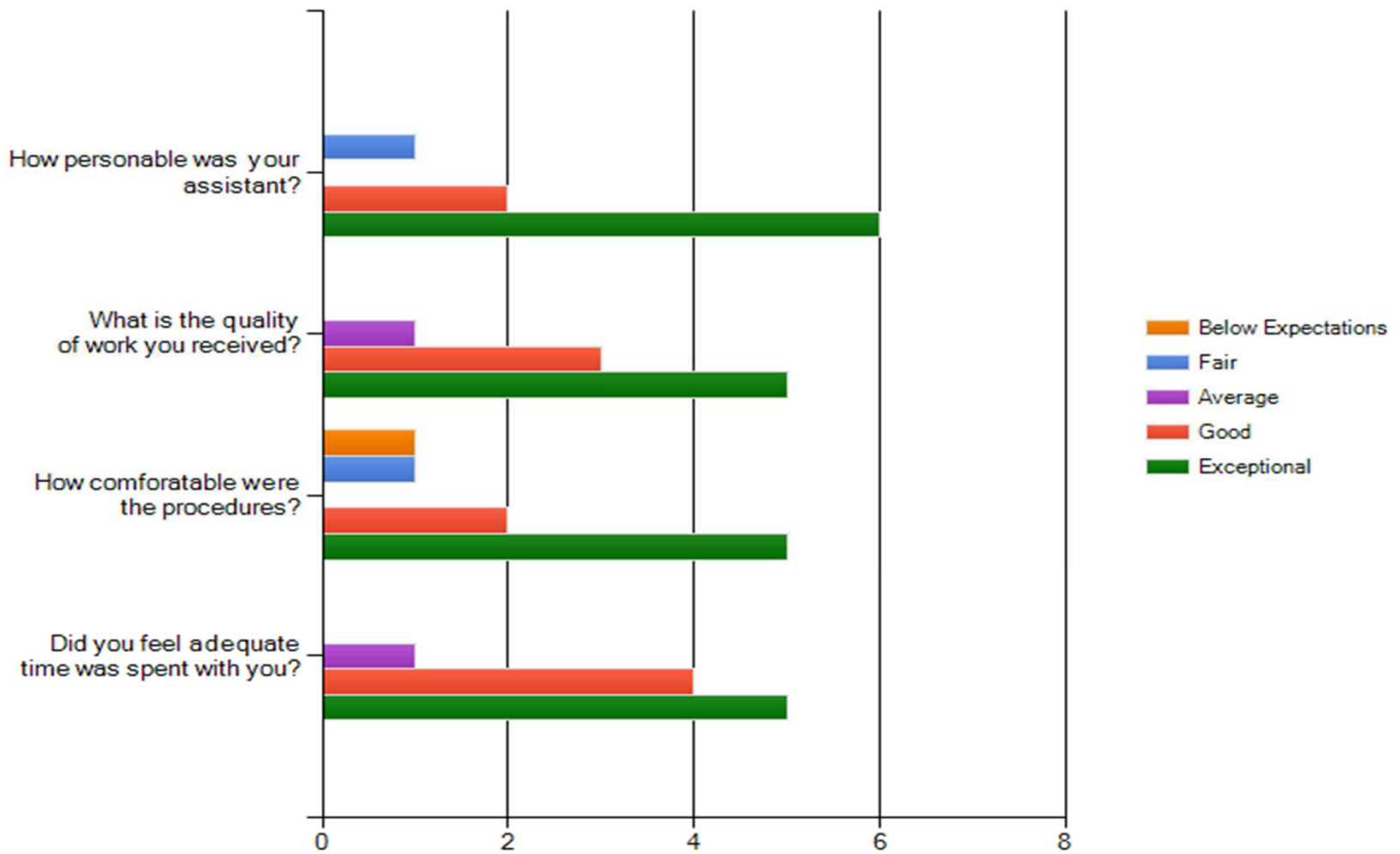
Comments on Cleaning Visits:

- Wow!!!! Take it easy with the floss. It doesn't have to feel like that. This was the blood chick, married.
- The flossing was extremely painful. Even when I let her know that it hurt, she didn't try to slow down or be gentle.
- Staff is wonderful made me feel very comfortable, social, everyone has a smile and provide a warm welcoming, love this place and I am not a fan of dentist offices due to pain they might cause but I really enjoy the staff and all they do, they are great and take care of me
- Keep up the good work

Cleaning Visits Continued:

- The hygienist was so great with my four year old son. He's excited to go back in 6 months.
- I am a new patient because insurance reasons, I loved my old office. I was happy to find out my hygienist Melanie was now working for you! She makes the appointment and does an exceptional job!
- Great experience.
- I have had painful cleanings at other dental offices but I was amazed at how my cleanings went at Cascade.
- I was impressed with your facilities.
- Melanie was fantastic! Loved her. She made this nervous patient feel calm and relaxed. I felt like she really cared about me.

Dentist Visits

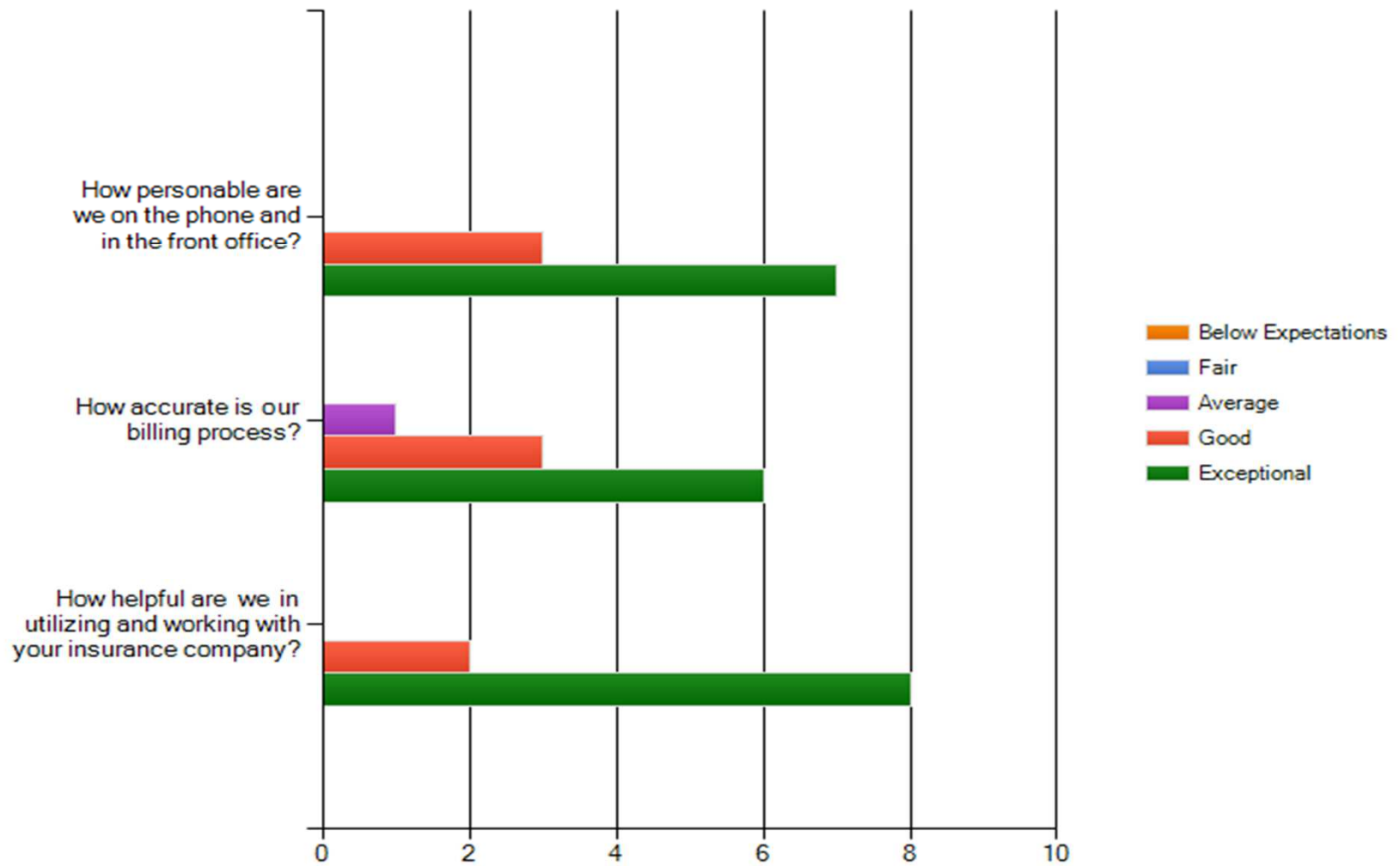


Dental Visits

Comments on Dental Visits:

- I felt the dentist, although very personable and good, was very rushed.
- Wonderful staff, love this place
- Good
- Dr. Flinders is great and very personable.
- Fabulous!
- The whole staff is exceptionally welcoming and the assistants charming and knowledgeable. The doctors are professional and kind. It is almost like I love coming in. Amazing.
- The visit was fine. Very friendly and personable. I did feel a little confused about the treatment plan once the dentist left. But overall, great experience.

Billing & Front Office

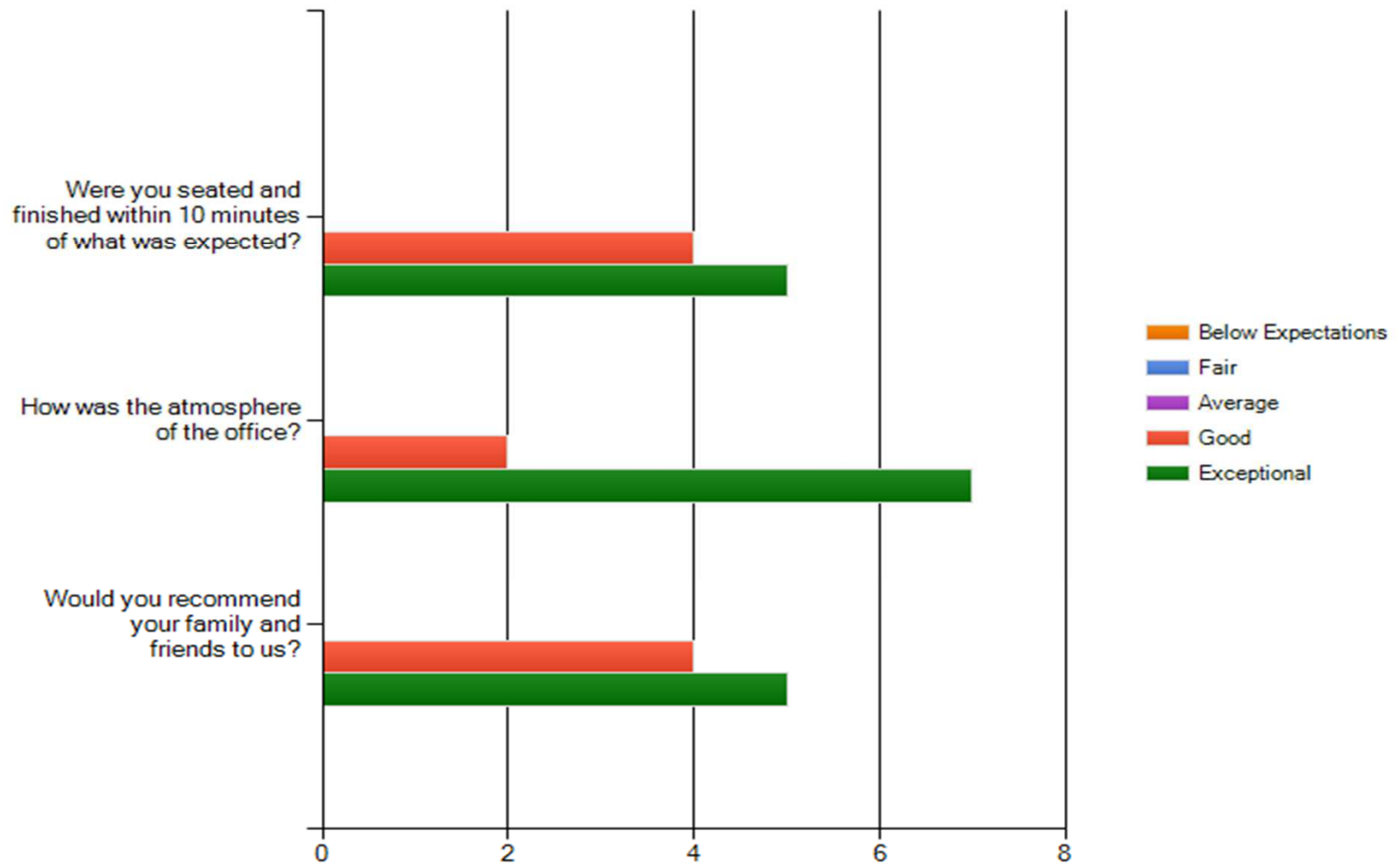


Billing & Front Office

Billing & Front Desk Comments:

- Very flexible and they really try to go out of their way to help
- Never got a bill yet
- They were awesome!
- Coming into the office is a great experience from the greeting to the payment process. Thanks.
- Bethany was also fantastic. I had to bring my son and felt badly that I had to leave him with her, but she was understanding and even cleaned up the awful mess he made. She explained the billing process really well and was helpful.

General Questions



General Questions

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

- I do love your office. I feel that you all try very hard to do well.
- Doctor is wonderful and staff just the same wouldn't go anywhere else
- Front desk girls were sweet! Melanie is the best!
- Well, I have always found that each of the assistants has a calming influence and are conscientious. The doctors have a way of communicating to me that inspires confidence.
- Melanie and Bethany completely exceeded my expectations. I would refer my family and friends to this office anytime. Very impressed.

How can we make your experience better?



- Don't be so physically painful with the cleaning. You might as well have used an Uzi.
- I felt a bit patronized when the assistant/hygenist was explaining dental care to me. Just treat us less like little children who don't understand and more like competent equals. Other than that, our experiences in your office have been great.
- Just keep doing what they are doing :) hey do a wonderful job
- Nothing, love this office.
- I honestly thought everything was perfect. Office was clean, new and smelled great!
- Have a parking lot BBQ. Just kidding. Honestly can't think of how you could improve. By the way the whole atmosphere generated by the way the office is designed a great asset too.