



PATIENT SURVEYS

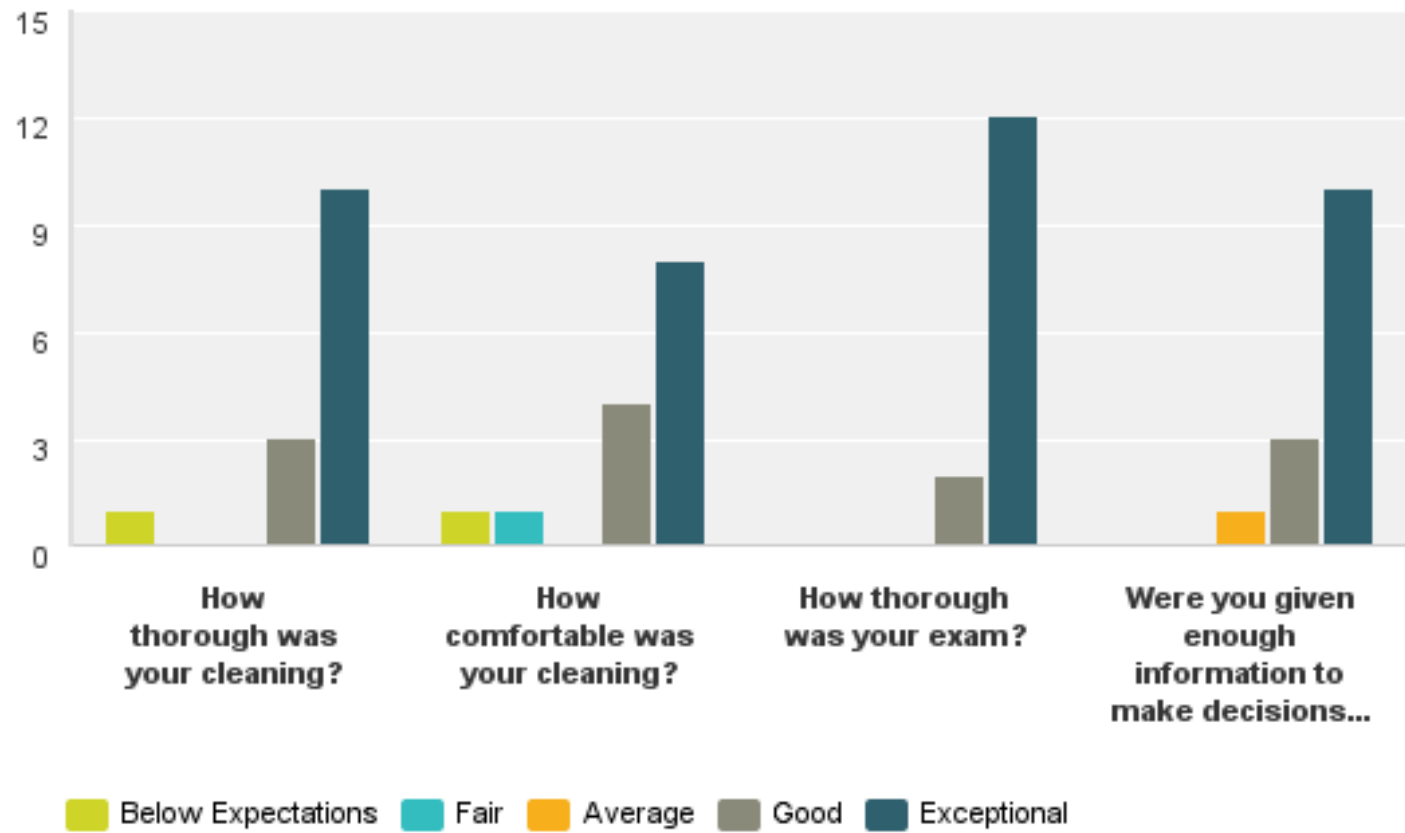
Springville – April 2013

What Do You Want Most From Us?

- Quality care. Honesty.
- Great Dental care and service. Cascade did a fantastic job of providing that.
- Quality care, honest staff, and reasonable prices
- A good experience
- My children to have a great experience. Which they have!!
- Healthy Teeth
- Professional, caring dental care for my family.
- A place that my kids are comfortable going too.
- Patience.
- Great dental care
- A positive experience with friendly, professional people. Someone who will take the time to listen and really care. Quality work with respect to time.
- To make sure you know how much the insurance covers
- Caring, genuine and friendly faces - oh, and marvelous skills...
- Honest service that is at a reasonable cost.

Q2 Cleaning Visits

Answered: 14 Skipped: 0



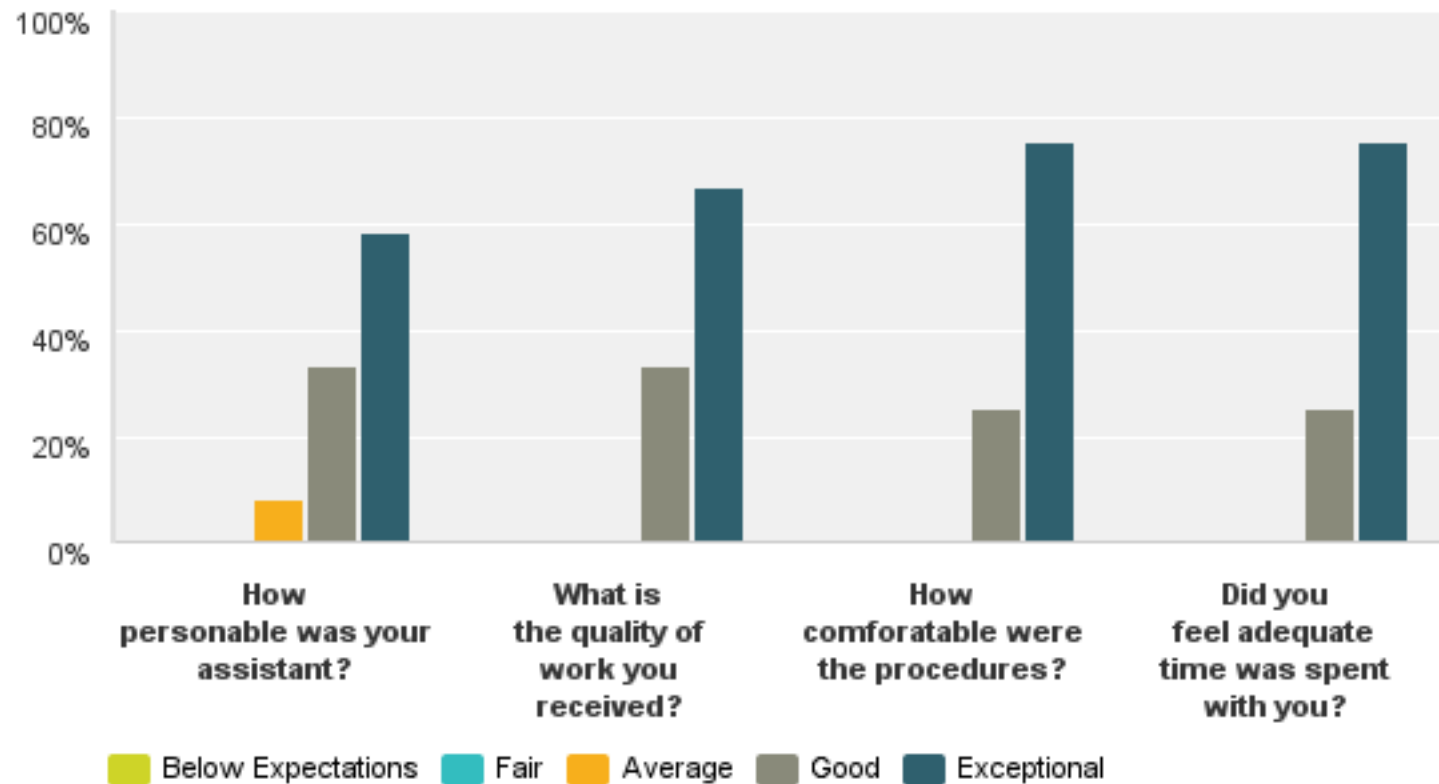
Cleaning Visits

Comments on Cleaning Visits:

- Wonderful job, the Dental Hygienist, Melanie, was very thorough and careful as she provided my cleaning treatment.
- The lady that cleaned my teeth was painful. She has brown hair. She also left the room for a long time and I wasn't sure if I should just get up and leave it seemed so long.
- I was so impressed! It was actually relaxing to go to the dentist! While I was there my baby started crying and one of the hygienists took her and kept her the whole time! They also are amazing with children. My son actually likes going to the dentist!
- Colette is amazing!
- I really appreciated the way both the hygienist and the dentist went out of their way to make my three year old comfortable and at ease. They were both great with her every step of the way.
- This appointment was for my kids. My kids were very comfortable and happy the entire time.
- The cleaning was quite painful. The hygienist was more aggressive than I felt necessary. My gums kept getting poked and bled, and they were very sore afterwards, for about a day or two. I've never had a cleaning that did that before. She also flossed very hard, causing my gums to bleed. The hygienist was very thorough, just too rough.
- Excellent
- I was made very comfortable and spoken to as if the technician and I had known each other for years! It was fun!

Q4 Dentist Visits

Answered: 12 Skipped: 2



Dental Visits

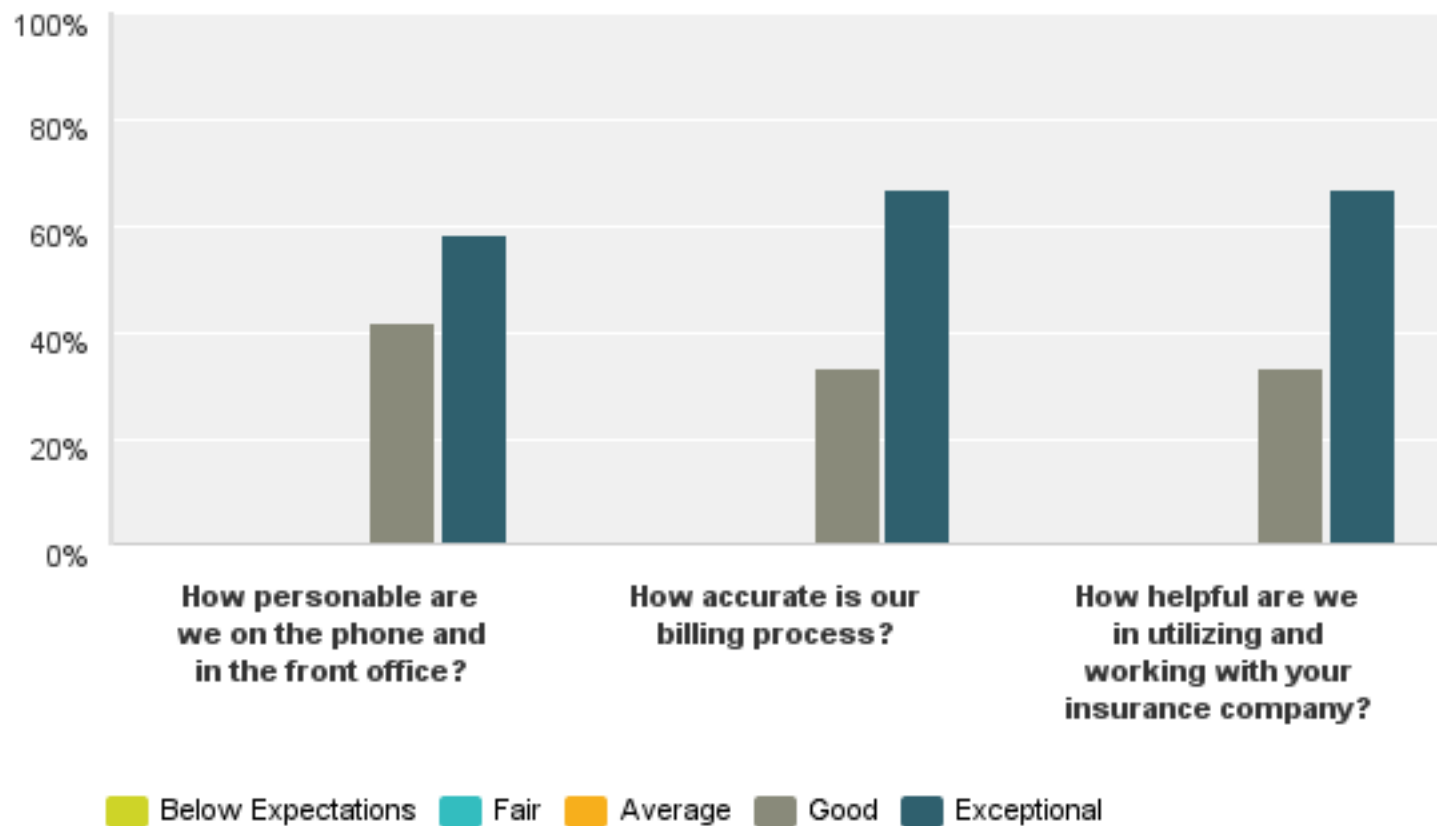
Comments on Dental Visits:



- I really like the doctor you have now at the office. He was so good with the shot I could hardly feel it. I am glad to have found Dr. Flinders
- I really appreciate the consideration of me and my fear of the dentist
- I like that Dr. Flinders takes the time to talk to me and explain things to me. He's patient and answers all of my questions.
- Dr. Flinders is our new family dentist! :) He is gentle and kind and very personable - oh yes, and quite skilled!

Q6 Billing & Front Office

Answered: 12 Skipped: 2



Billing & Front Office

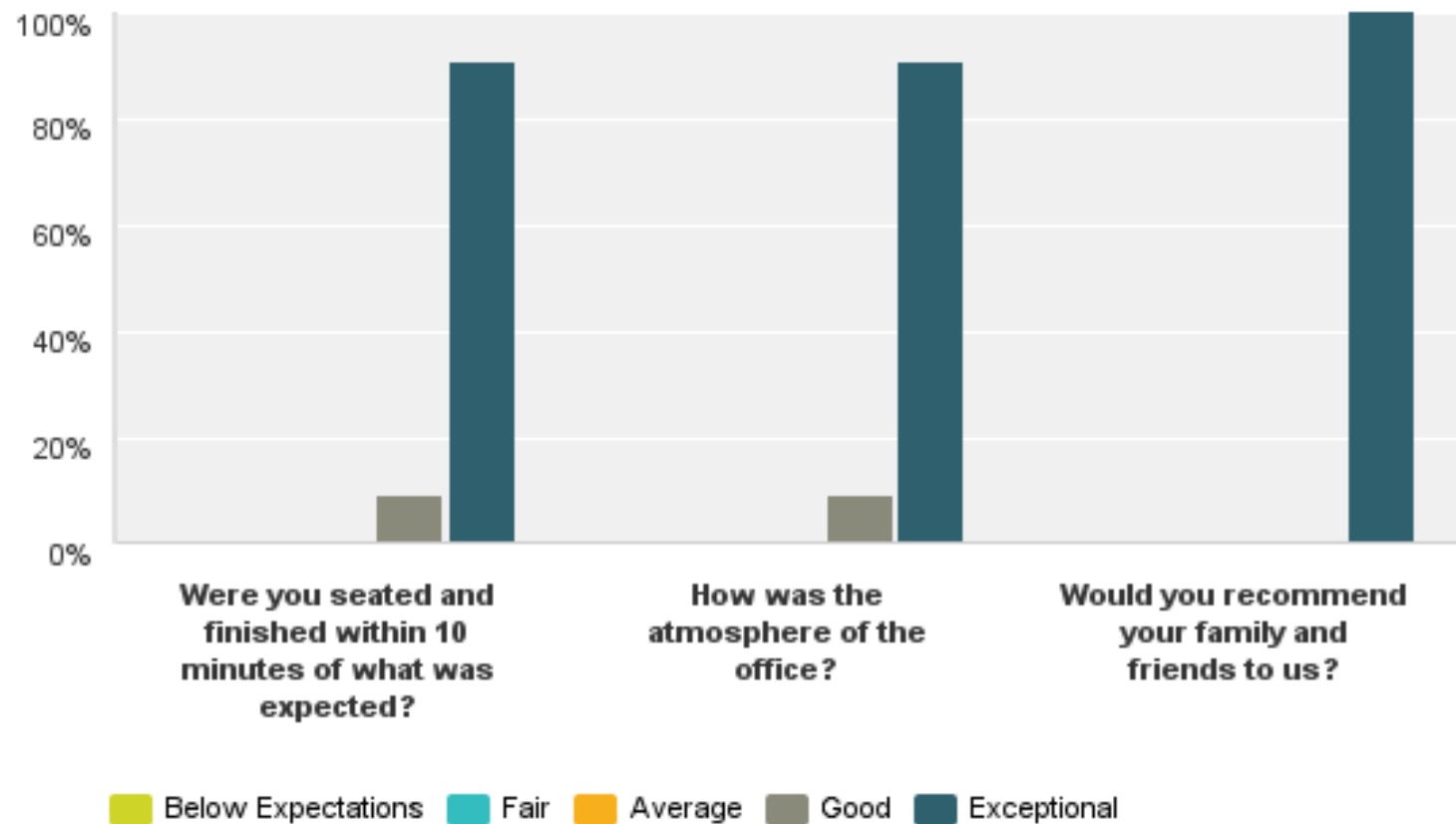
Billing & Front Desk Comments:



- There were some difficult things with my insurance. Casey helped explain them to me and offered to work with me. I like how helpful she was and she emailed me the answers and called me personally to make sure I was comfortable with it the next day.
- I really appreciate the text message reminders
- Your receptionists are very professional and friendly. Thank you for that! All of my culminated childhood fears of dentists are laid to rest with the kindness and thoughtfulness of your entire staff!

Q8 General Questions

Answered: 11 Skipped: 3



General Questions

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

- Great with kids :)
- Dental Hygienist, Melanie.
- Very nice office and friendly people
- The whole staff was great and Dr Flinders is great with kids as are all the hygienists!
- Colette really does an amazing job. So great! Plus everything is very well done and organized as an office as a whole.
- You really worked with me on price and made it more possible for me to get the work done that I needed done and Bethany was so helpful.
- As I said in the last question area - your staff seems to exceed in friendliness and concern of making your patients at ease. I would definitely recommend your office and Dr. Flinders - in fact I already have done! Thank you for your kind care of me and my family! :)

How can we make your experience better?

- Can't think of anything, it was a very positive experience.
- I don't like that lady that cleaned my teeth. She hurt!!!
- Nothing truly. I am very impressed and will tell everyone to come!
- Find less cavities :-)
- Maybe try to offer payment plans.
- Here, I can't help you. I can't think of a single thing that you should or need to improve. My experience was thoroughly enjoyable - and THAT's something I NEVER thought I'd say about a dentist visit! :) lol