



PATIENT SURVEYS

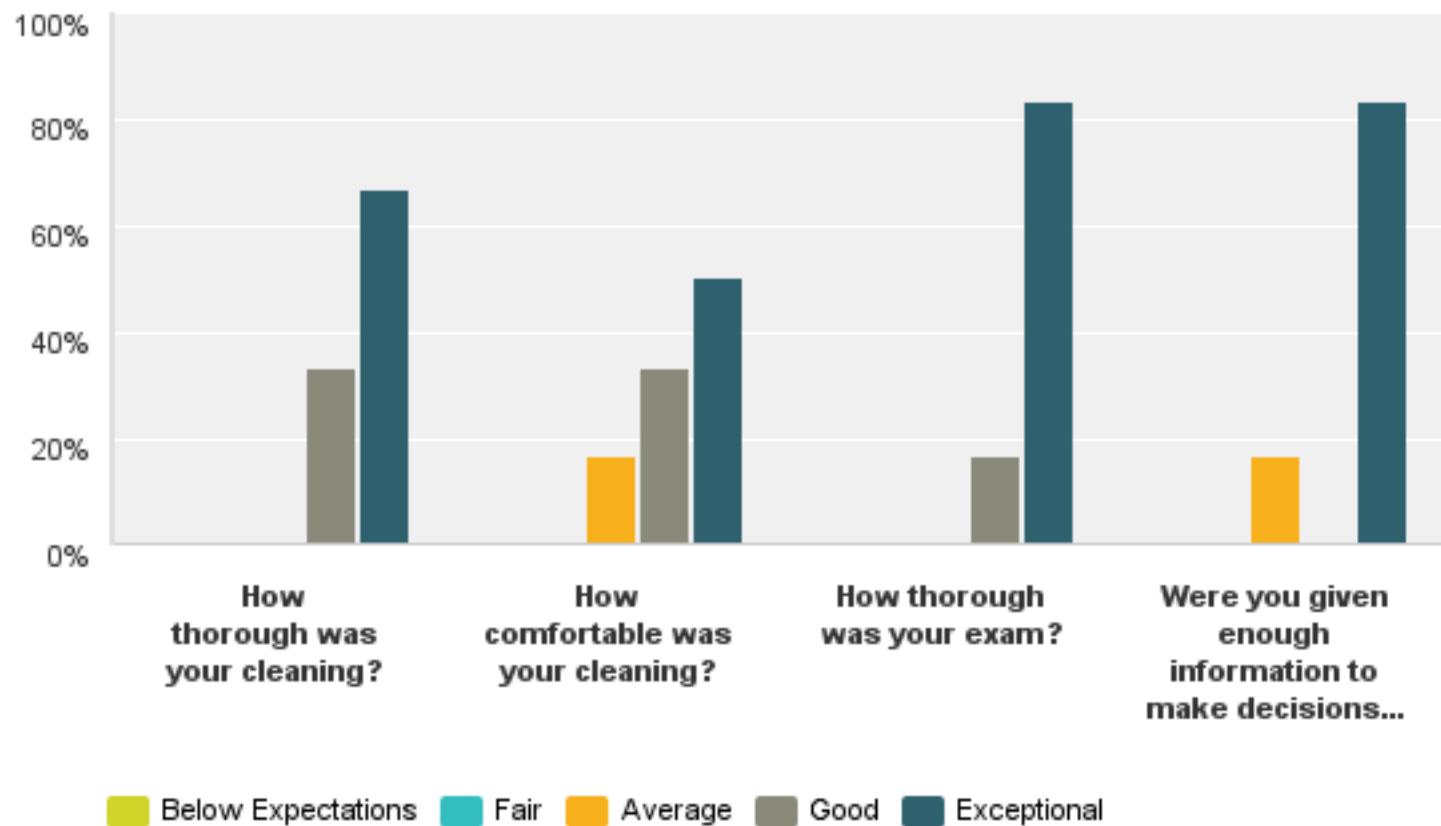
Payson — August 2013

What Do You Want Most From Us?

- To feel safe and comfortable
- You already provide quick, convenient, affordable dental care. Your office staff is so courteous, professional, and friendly. I feel like I've walked into the door of my home when I come to the dentist!
- Needs are being met. Getting our teeth fixed but most importantly we are comforted while in the processes.
- Dental cleaning
- If you are running late, text or call patients so they don't have to wait so long in the lobby. Especially when there are multiple appointments with children back to back.
- We were made to feel very comfortable with you during our get acquainted appointment. You were patient and took time to explain things to us. We feel your honesty and kindness and willingness to work with your patients. This is all anyone could ask. thank you
- Routine check ups and cleanings
- Cheap prices

Q2 Cleaning Visits

Answered: 6 Skipped: 2



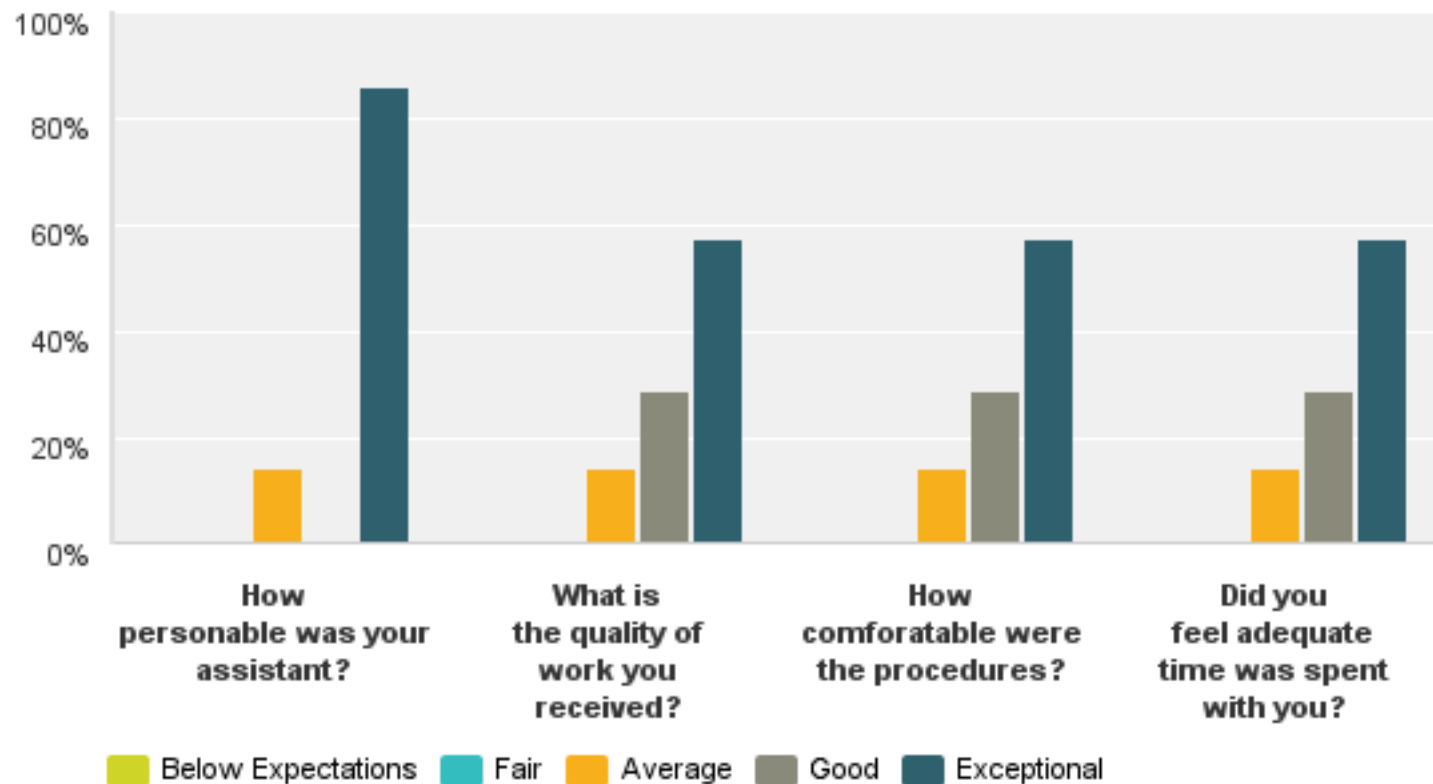
Cleaning Visits

Comments on Cleaning Visits:

- Awesome!
- I had my almost 3 year old in for cleaning while my 6 year old had some dental work done they both love the dentist and it will be really easy for me to bring them back.
- I haven't had a cleaning from you yet so I can't say
- My kids love that they can watch tv while their teeth are being cleaned.
- I hate the \$10 extra fee. It can cost us up to an extra \$240 a year.

Q4 Dentist Visits

Answered: 7 Skipped: 1



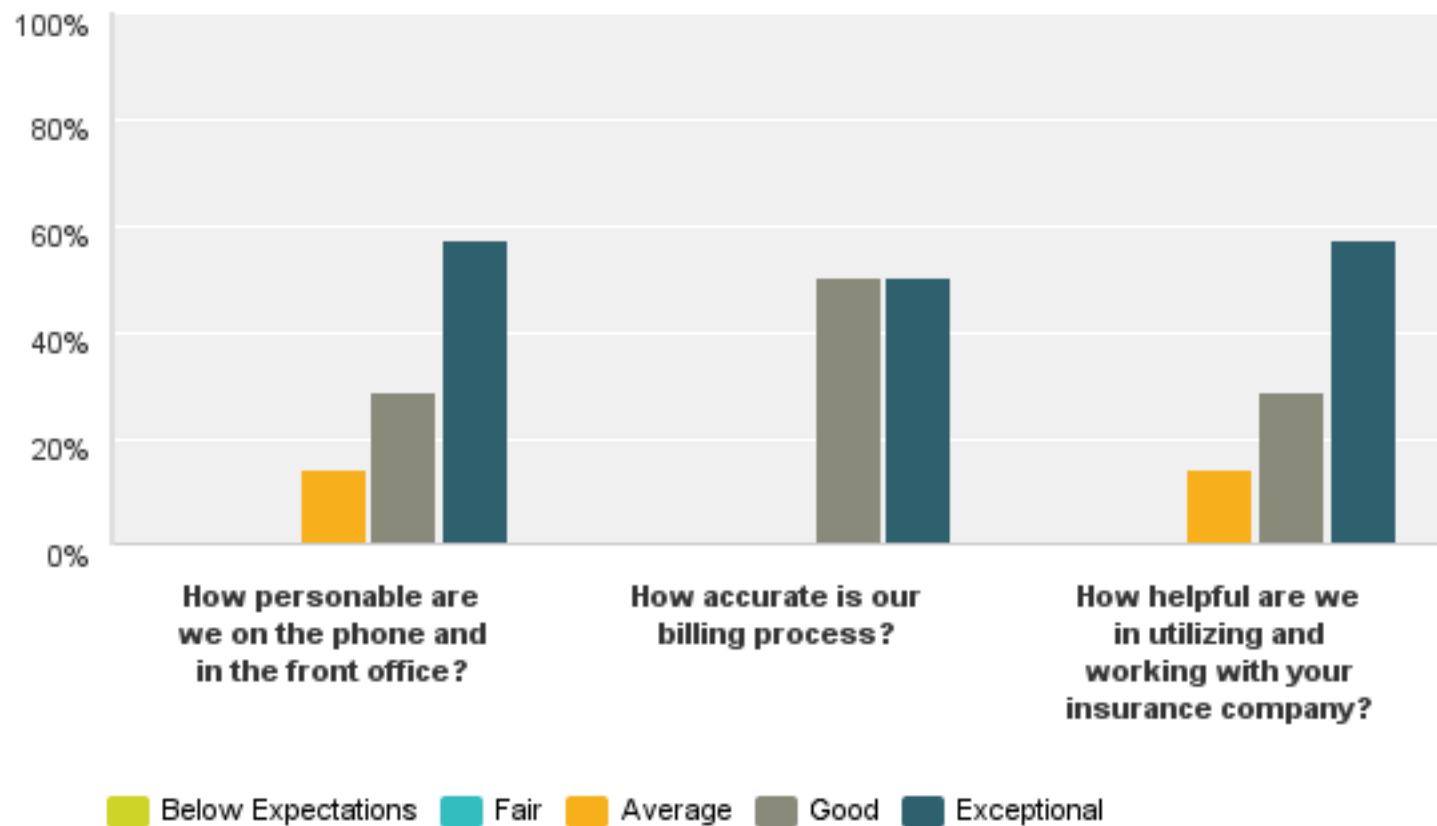
Dental Visits

Comments on Dental Visits:

- Painless procedures :)
- My family and I have had dental work done by I think 3 different dentists from cascade family dental enjoyed them all. Their assistant's were amazing.
- "X-rays of the teeth were taken but not the surround.

Q6 Billing & Front Office

Answered: 7 Skipped: 1



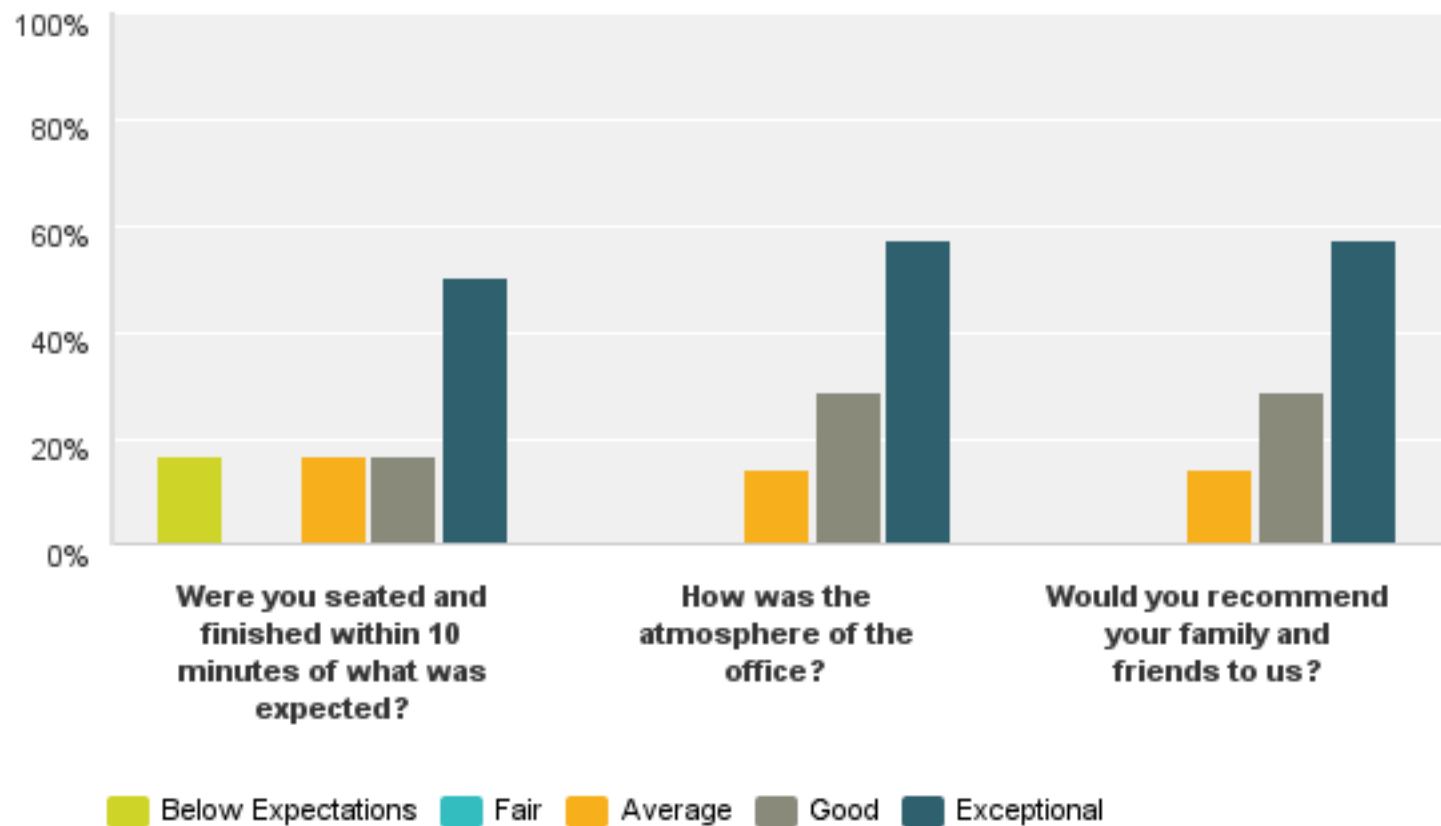
Billing & Front Office

Billing & Front Desk Comments:

- ❑ When I knew I had to search for a new dentist, I panicked. I called another dentist office in town which was closer to my house. The way the secretary answered the phone made me feel I was bothering her by trying to schedule an appointment. I knew the moment Jodeen answered the phone with her pleasant voice and kind attitude, I found a new dental home for my family and myself.
- ❑ I have struggle with not having Insurance. I also missed appointments some that were unavoidable. On the phone or dealing with billing matters its an easy process and fair.
- ❑ It is frustrating when I make an appointment and someone calls to confirm it 10 minutes later. Why not just say, can we count this as your confirmation phone call? This has happened many times.

Q8 General Questions

Answered: 7 Skipped: 1



General Questions

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

- Everyone was very friendly
- Lacey, Jodeen, and the other office staff have made my family and me feel like we were apart of your family. Above and beyond the expectations we have received in any other dental office. I have met with all of the dentists, but have had the most experience with Dr. Baird. A fabulous dentist, hands down!
- I lived in Payson for a while then move to Pleasant Grove and still drove to Payson for our dental work.

How can we make your experience better?

- Doing fine
- Just keep doing what you are doing! We love you guys!
- Hum let's see if I can think of anything. I will let you know.
- If the office is running behind, let clients know. My time is as valuable as yours and sitting in a lobby for 30 minutes before my children are seated back in a chair then waiting 30 minutes to see the dentist is hard for a 3yr old, and then having to wait for other siblings as well.