




## PATIENT SURVEYS

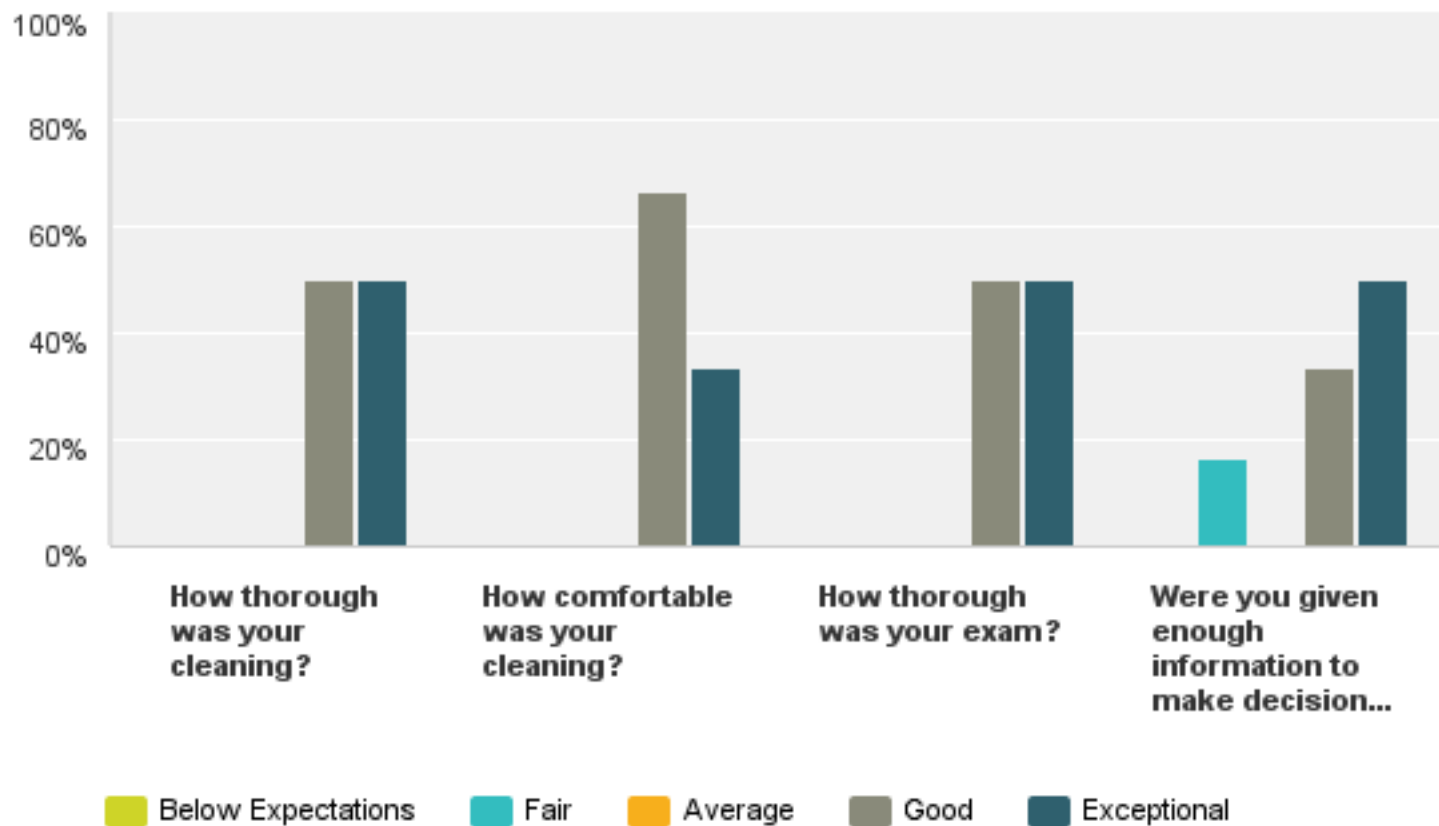
Payson – January 2014

# What Do You Want Most From Us?

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- ☐ Quality and affordable dental care. Night hours.
  - ☐ Honest, professional service
  - ☐ Dental care and comfort
  - ☐ Cleanliness and competent personal
  - ☐ Cleanliness, competency and kindness
  - ☐ quality honest care
  - ☐ Friendly service

## Q2 Cleaning Visits

Answered: 6 Skipped: 2



Cleaning Visits

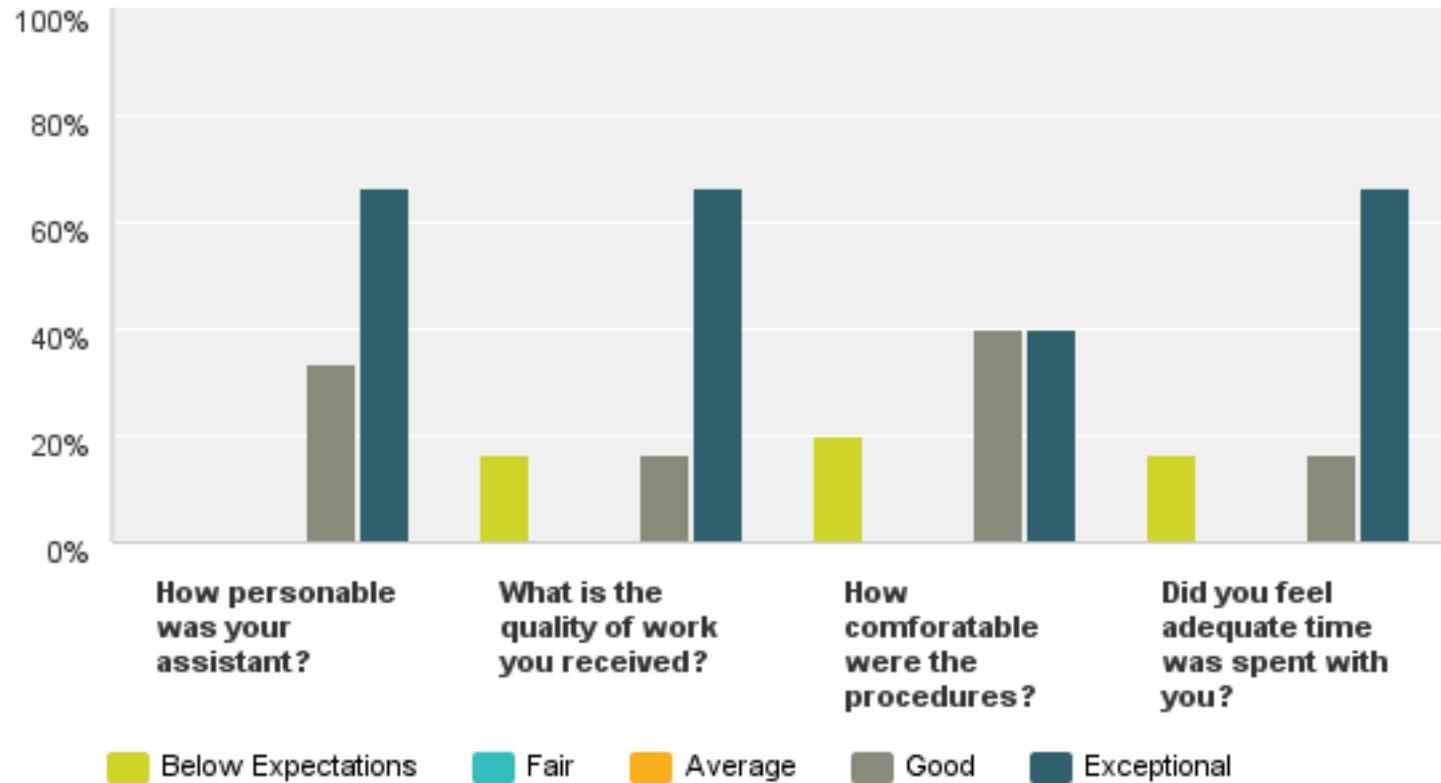
# Comments on Cleaning Visits:



- Lauren is amazing and extremely competent. I love her gentle way of putting you at ease yet she's really fast.
- Wonderful and I really do NOT like going to the dentist.

## Q4 Dentist Visits

Answered: 6 Skipped: 2



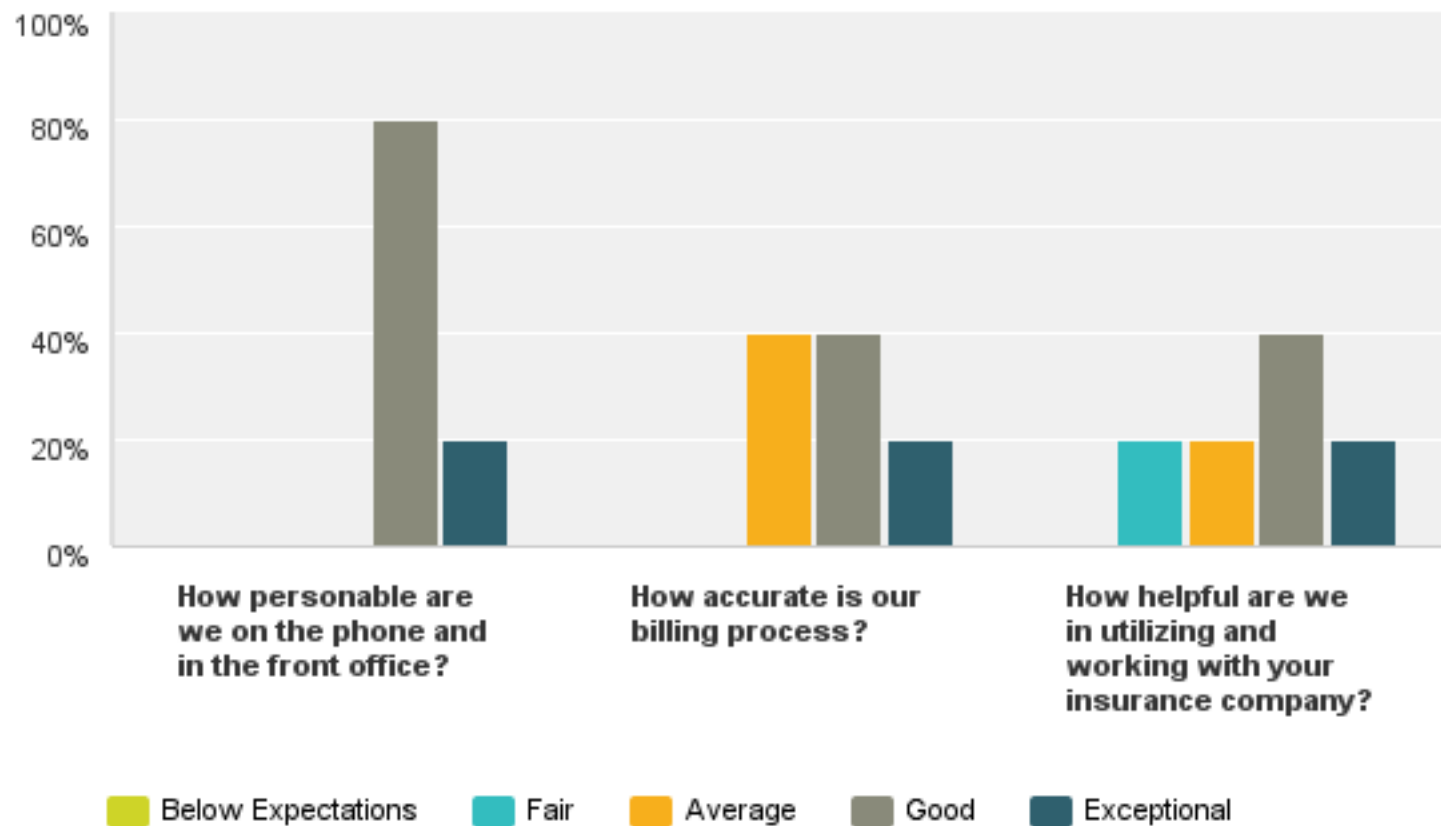
Dental Visits

# Comments on Dental Visits:

- Lauren administered the injection to numb my mouth and did such a great job. It was painless and worked extremely well. Dr Allred was the dentist and I absolutely loved the work he did on my teeth. He is so very talented and you are so very fortunate to have him working there. I will always go to him for my dental needs!
- My recent visit, without being dramatic, was the worst dental visit I've ever had. I have never had such a strong impression that the primary concern of the dentist was to move as fast as possible, it was horrible, and uncomfortable. He never even asked how I was doing as he jammed instruments in and out of my mouth. I'm done with Cascade Dental. Really, really horrible.
- I came in with tooth pain and had a limited exam. Dr. Baird fit me right in for a root canal to help me get out of pain. I cannot thank him enough for taking the time to help me.

## Q6 Billing & Front Office

Answered: 5 Skipped: 3



Billing & Front Office

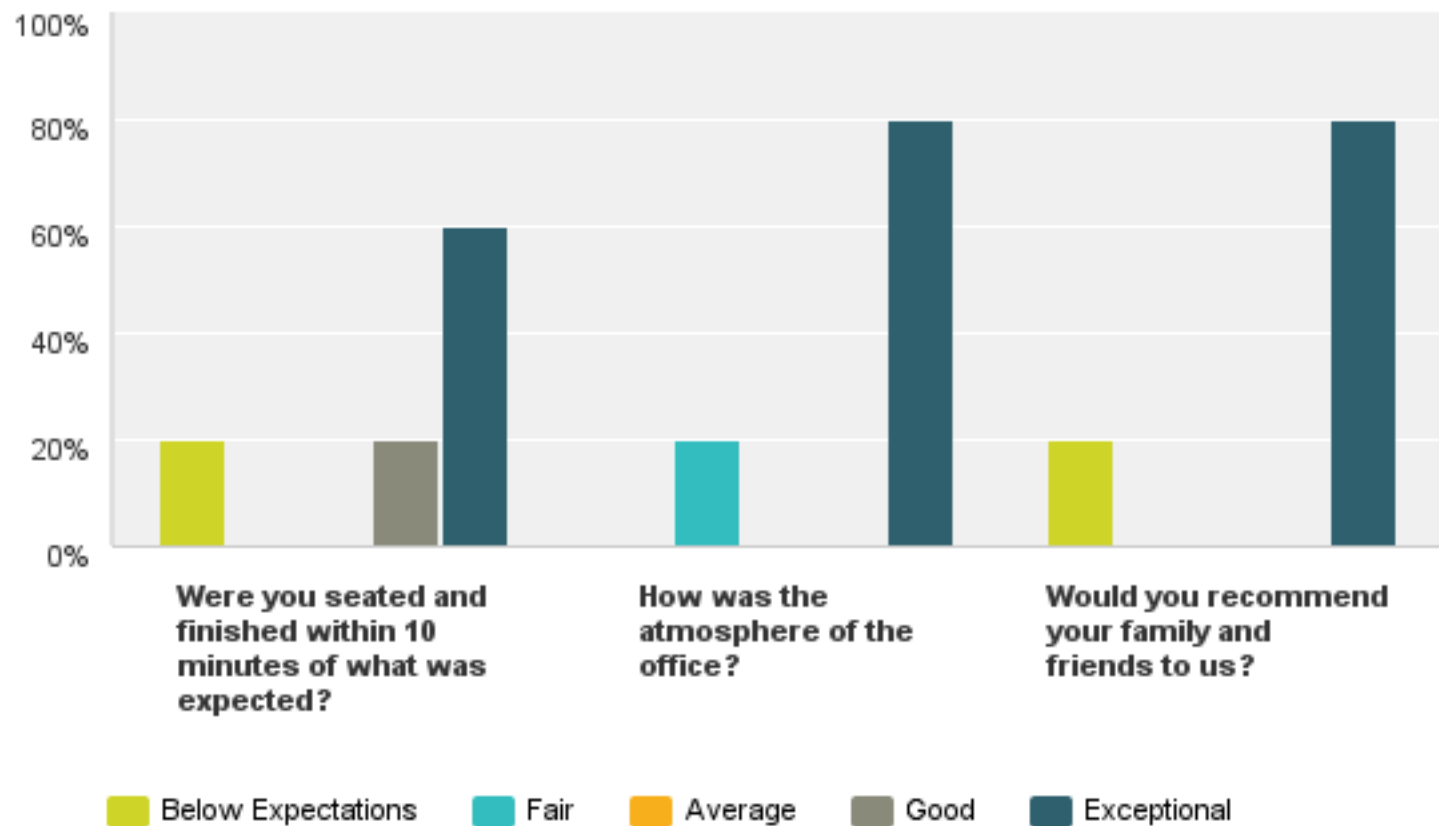
# Billing & Front Desk Comments:

- ❑ We were told we could get a root canal and build up and do the crown later. We got started (root canal done) and found out we could NOT put off the crown or the insurance wouldn't pay. That was critical information affecting our decisions. We were not prepared to pay another \$500 at that time. Frustrating. Other than, service was great as always, but finances are tight for most people. We are no exception.
- ❑ Today my appt was at 4 pm for a filling. I was there at 3:55 and waited till 4:25 to be seen.
- ❑ The front desk is the icing on the cake!



## Q8 General Questions

Answered: 5 Skipped: 3




General Questions

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

- Everyone there always exceed my expectations
- As previously stated that dentist gave me the worst appointment I've ever had. I'm still upset and it's been a few days.

# How can we make your experience better?

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- This was the second time I had to wait more than expected to be seen.
  - Seriously you're the BEST
  - You won't get to. I'll never be back and everyone I know will hear about how awful that dentist is.