



## PATIENT SURVEYS

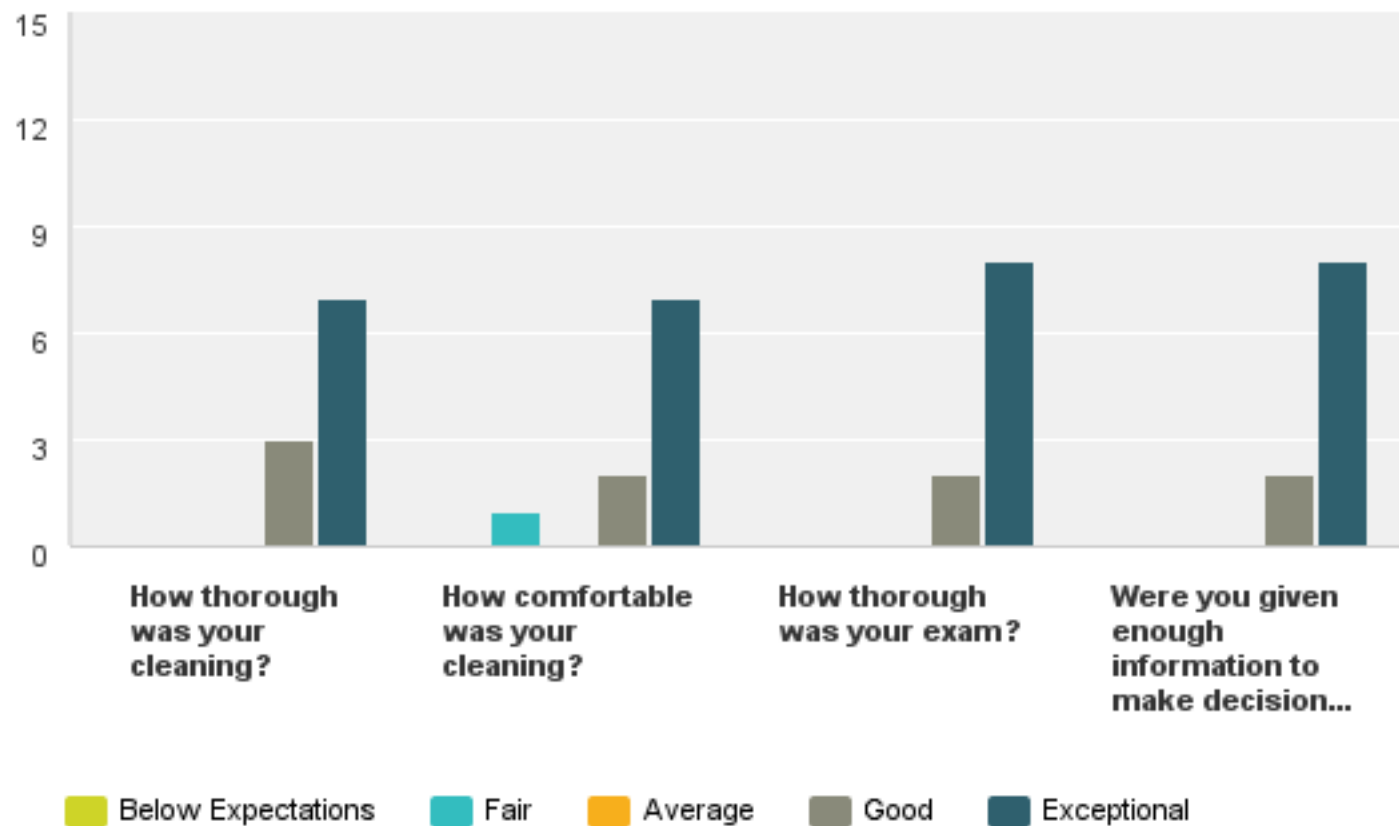
Springville – February 2014

# What Do You Want Most From Us?

- I want to have you know what my insurance companies will pay, because I hate looking all that up. I appreciate coming and knowing what the bottom line is when I leave. I also want reminder calls/emails on my appointments so I don't forget. I want to get in and get out of my appointments, which has been amazing with your office so far, having an on time dentist is amazing...who even knew they existed!
- Quality, and kindness!
- Good dental care at an affordable price.
- What you already provide. Caring, professional dentistry and pleasant helpful employees.
- Nothing
- Kind employees. You have them!
- Good beside manner
- Friendly, up to date care.
- Quality work, expert recommendations, and friendly service, all of which I experienced on my visit!
- A cleaning and exam
- Professional work; early appointments
- honest service

## Q2 Cleaning Visits

Answered: 10 Skipped: 2



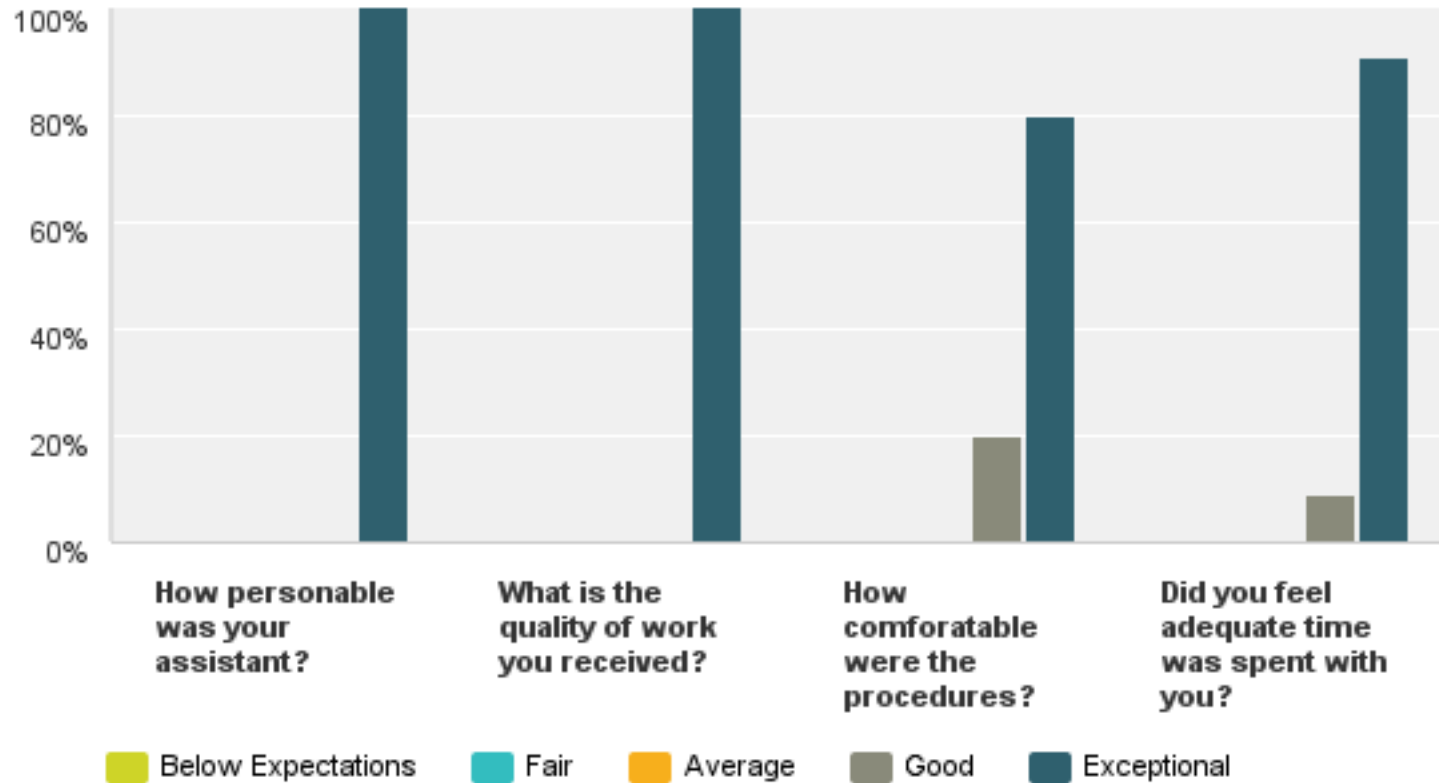
Cleaning Visits

# Comments on Cleaning Visits:

- My gums are so tender and I don't know if it's something I am just going to have to expect that cleanings are going to be on the verge of painful? I am beginning to dread them. At best they are very uncomfortable.
- Every visit is great, because of the wonderful people!!
- None
- Loved the assistant. Extremely friendly and conscientious.
- Fast; thorough; comfortable; friendly staff
- The visit was very comfortable and the hygienist was very caring and gentle. I really liked the way she was with my 4 year old. Very patient with her. 4 stars

## Q4 Dentist Visits

Answered: 11 Skipped: 1



Dental Visits

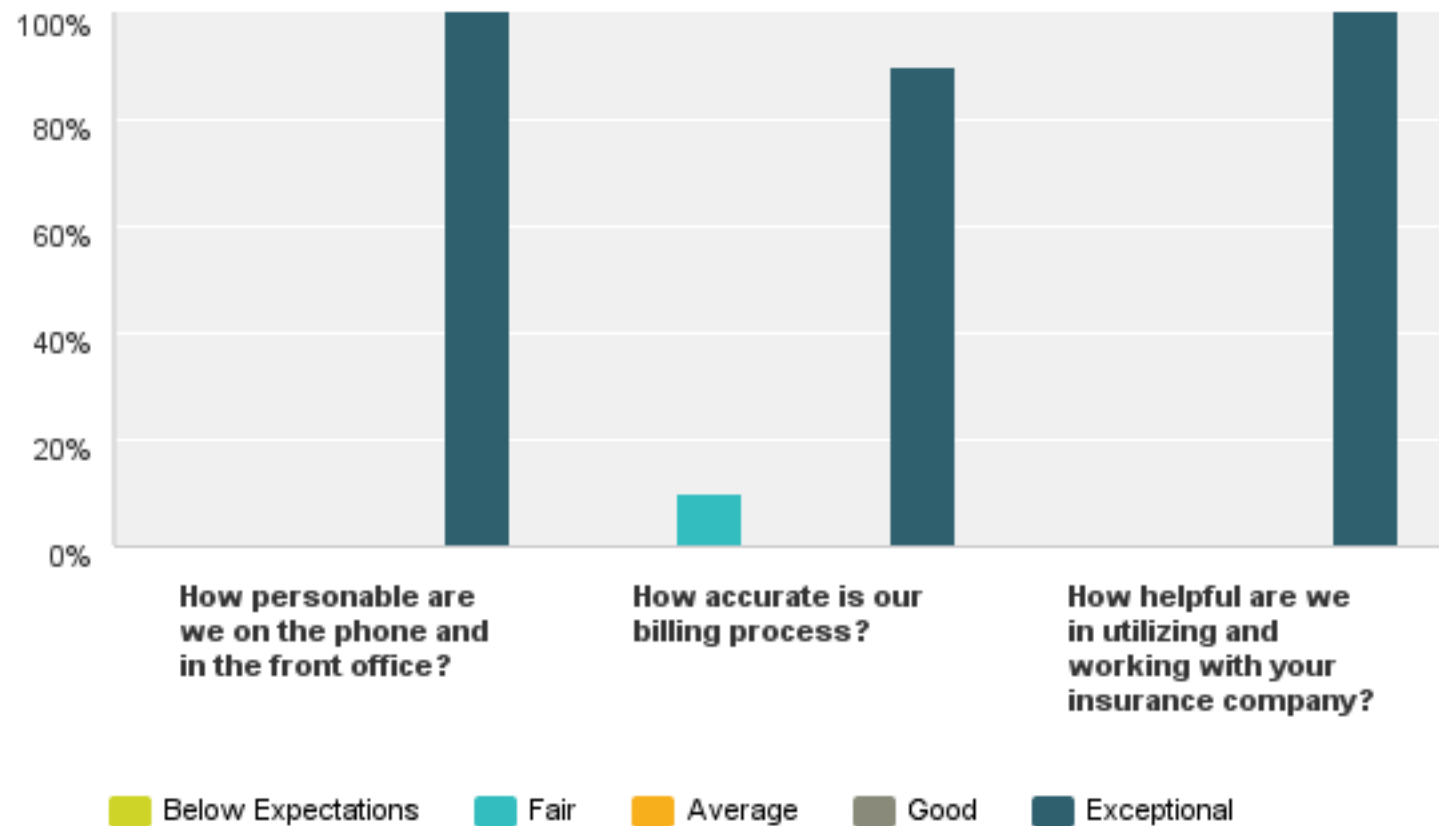
# Comments on Dental Visits:



- Today I just had the exam, but felt Dr. Flinders spent quality time with me as did the assistant they were both very friendly and kind.
- They were fast and efficient
- Dentist helped alleviate my anxiety and concerns.
- Always appreciate the great work; early appts. and being able to have my appt. start on time.
- see the previous comment.

## Q6 Billing & Front Office

Answered: 11 Skipped: 1



Billing & Front Office

# Billing & Front Desk Comments:

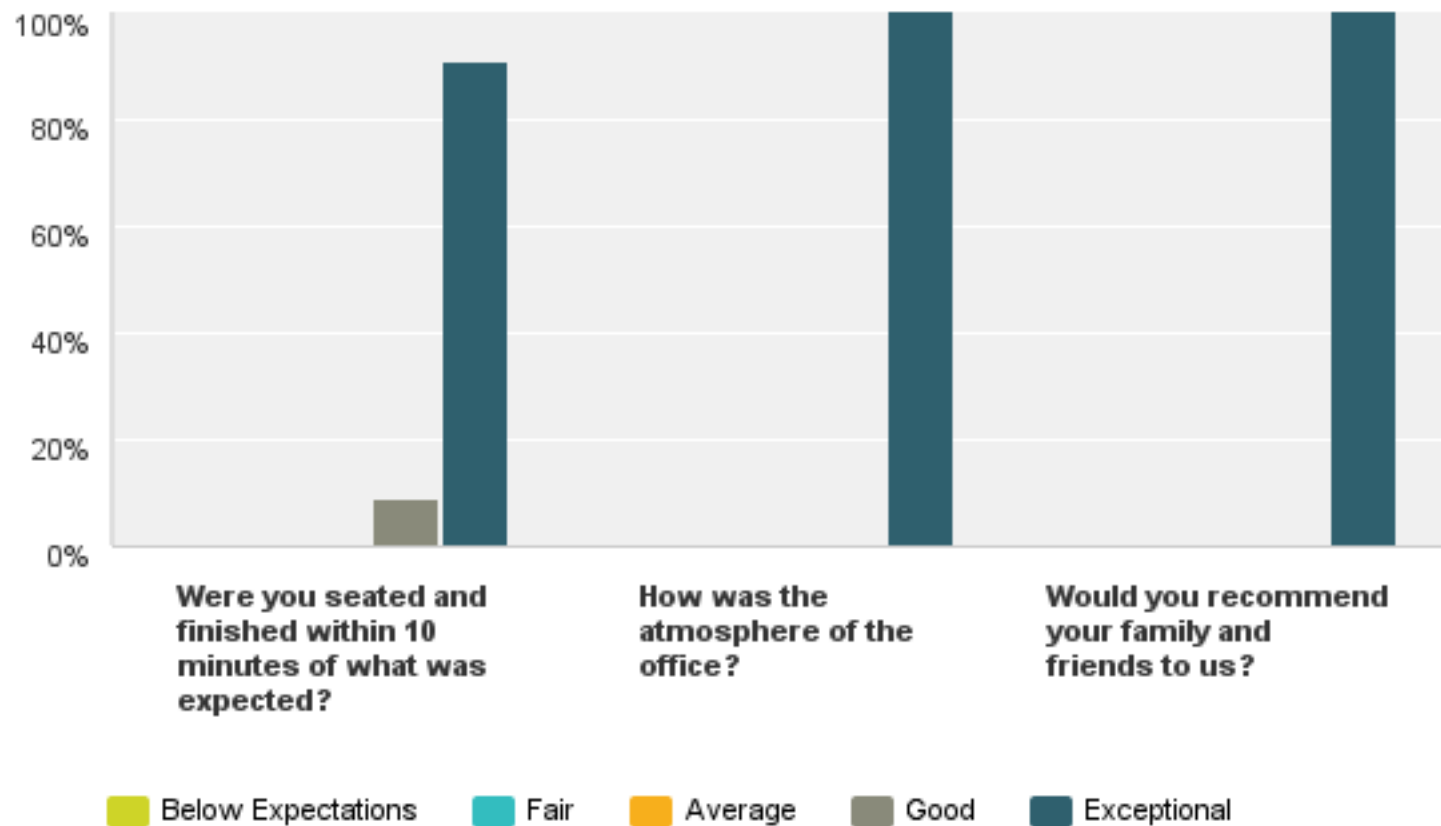


- ❑ So NICE! So personable and friendly.
- ❑ They are so kind, and patient!
- ❑ Other than being charged twice accidentally on my monthly membership and not informed that it had expired it was great.
- ❑ Always so cheerful, whether in the office or on the phone. Extremely friendly and very welcoming.
- ❑ Never pushy; help with questions; great with insurance
- ❑ Very good but as for billing I really can't say because our insurance pays for all visits so far.



## Q8 General Questions

Answered: 11 Skipped: 1



General Questions

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

- Wonderful friendly employees and Dr's. Beautiful good smelling office.
- I'm glad we go here!
- They were friendly and fast
- Everyone is really nice! Both of my children actually like going to the dentists at Cascade :)
- Amazing people all around.
- This office ALWAYS has the best, most personable staff in every position. Takes the childhood memories of going to the dentist away :)
- The whole staff in general are outstanding and very personable. I don't know how I survived without your staff at your Springville clinic.

# How can we make your experience better?

- Your doing a terrific job.
- None
- This is very trite and doesn't effect the dental care at all, but I did notice toys strewn all around and out into the waiting room on the floor and tables. Needed to step over them. Perhaps a sign to ask parents to be sure their kids pick up after themselves and keep the toys in the toy area?....I know some of the kids are in there while their parents get treatments, so that is kinda tricky...
- That is a good question. Right now I can't think of anything. Keep up the good work and don't change anything.