



PATIENT SURVEYS

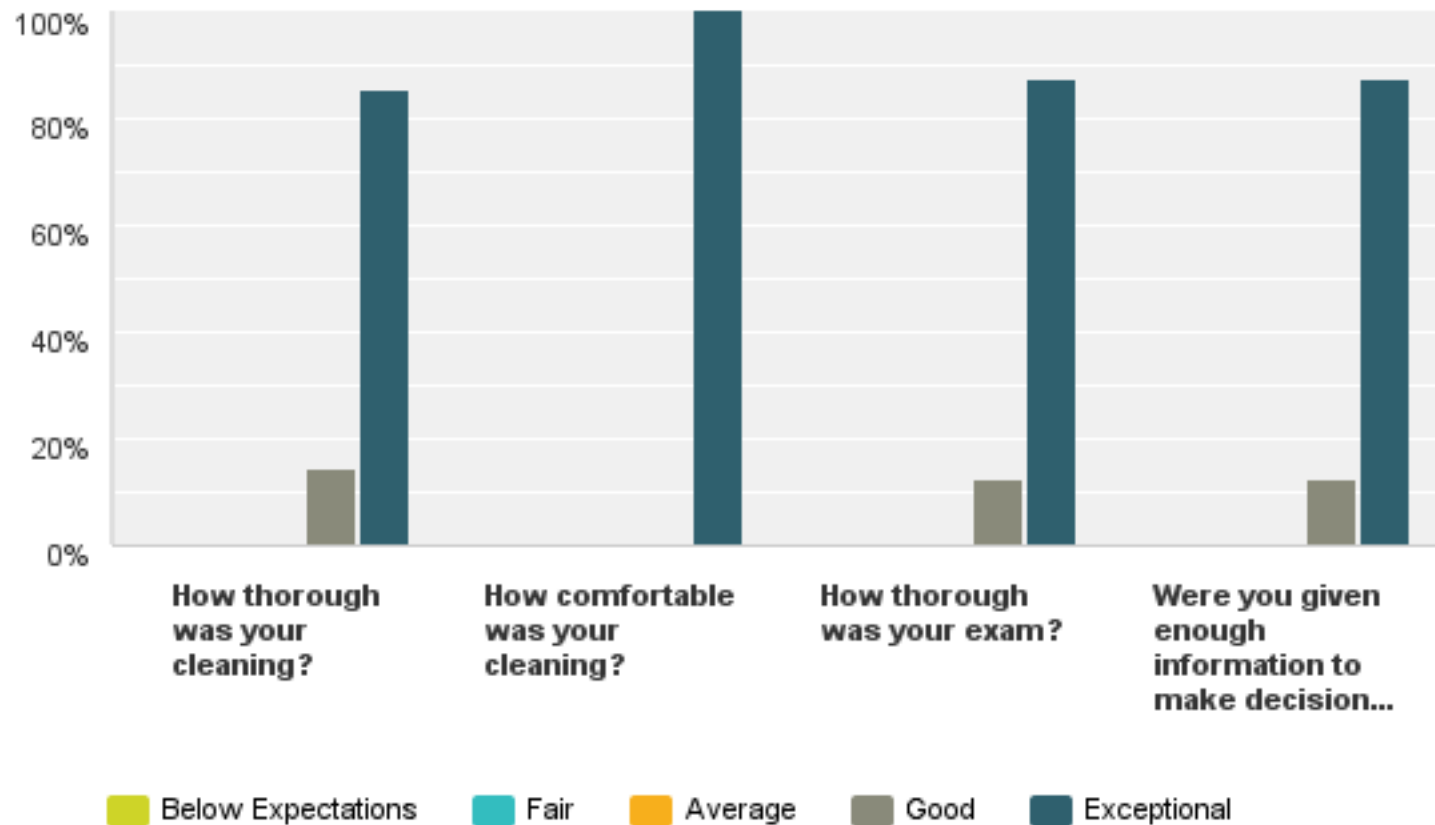
Payson — March 2014

What Do You Want Most From Us?

- Great dental care in a friendly, safe environment
- An explanation of the most inexpensive method of providing dental care to me and my husband
- knowledge, skill, friendliness
- U guys r great. I like the order that is there and friendly
- Great preventative. Urgent, and emergent care
- The great preventative service you provide and all urgent and emergent care we should need
- Accurate billing
- Fair prices, and gentle, knowledgeable staff-which you have

Q2 Cleaning Visits

Answered: 8 Skipped: 0



Cleaning Visits

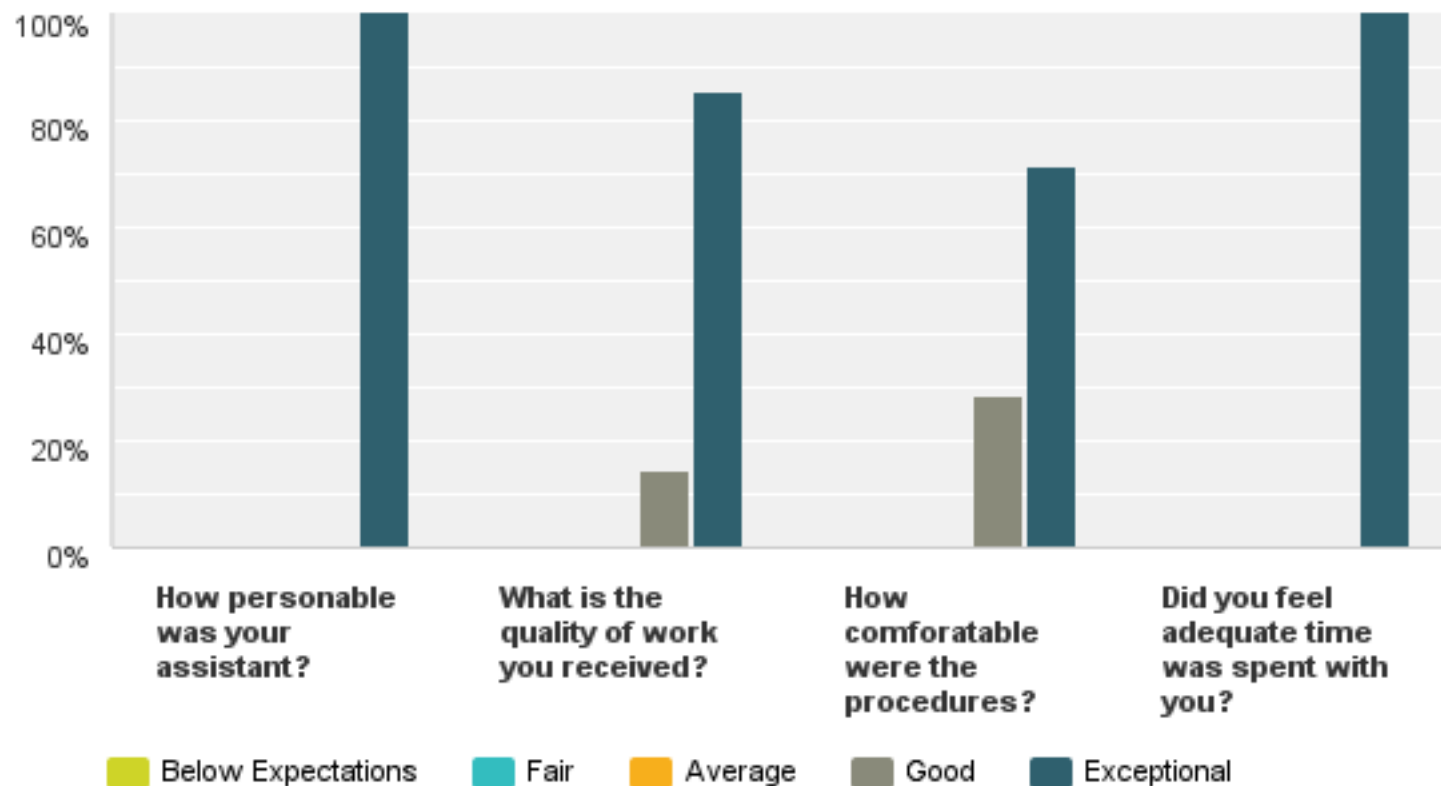
Comments on Cleaning Visits:



- ☐ No problems
- ☐ Your employees are friendly and thorough.
- ☐ I didn't get a cleaning
- ☐ Excellent
- ☐ Excellent
- ☐ Very thorough, gentle, didn't poke or grind my gums, quick but efficient

Q4 Dentist Visits

Answered: 7 Skipped: 1



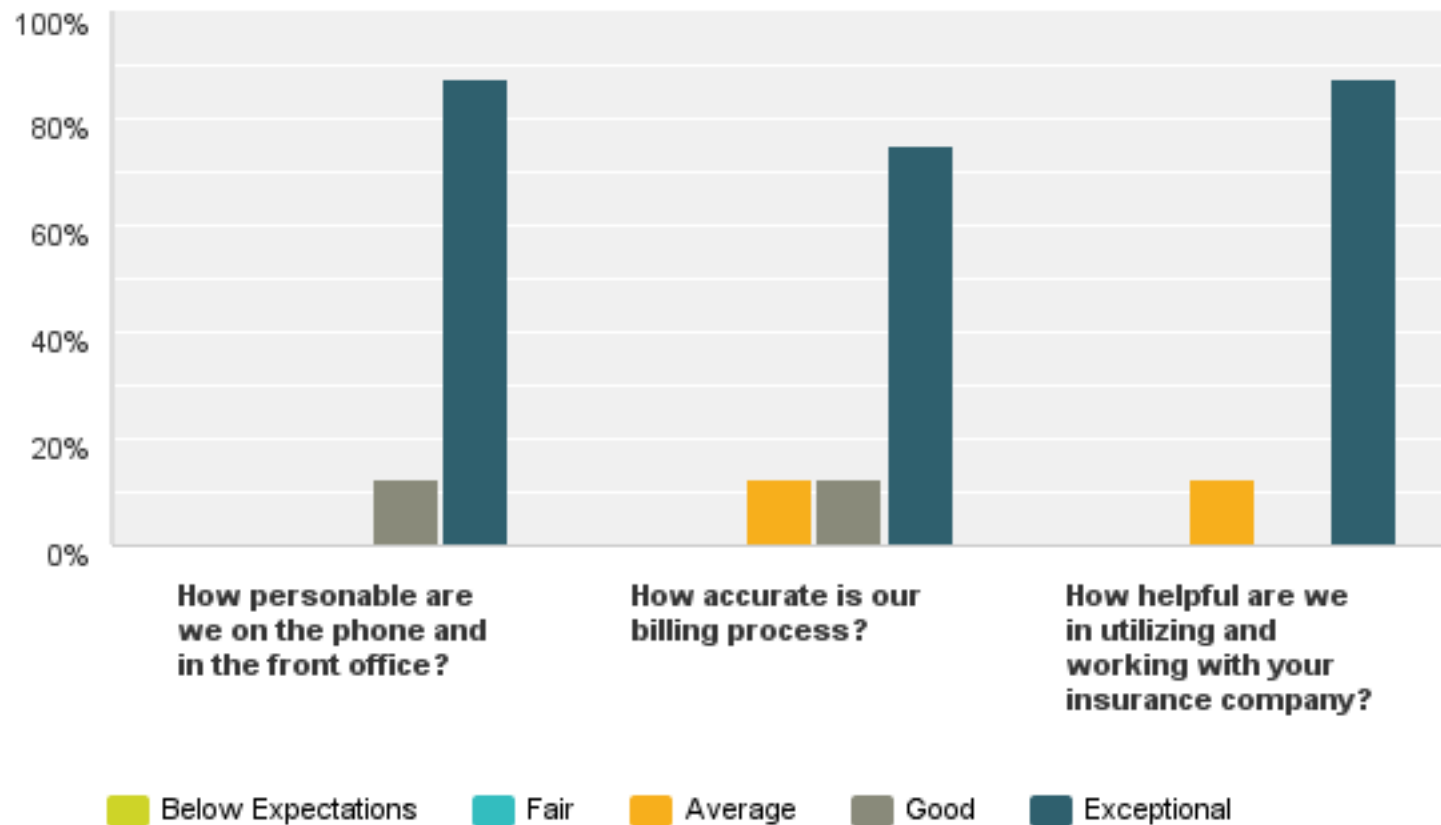
Dental Visits

Comments on Dental Visits:

- The dentist made sure I was completely numb before drilling even though it took three shots. I appreciated that.
- I appreciate the extra time that was taken to make sure that I was comfortable and not in pain during the procedure. It has always been a challenge to numb my mouth.
- Like how it's dental hygienist not just assistants
- Excellent
- Excellent
- I love coming to Cascade. The location is great, but I still have recommended you to people who don't live as close as I do because you are personable, friendly. I don't feel like you're just trying to get more money from me. I feel like all your staff is honest, and I've never had such thorough, quick, and gentle dental work before!

Q6 Billing & Front Office

Answered: 8 Skipped: 0



Billing & Front Office

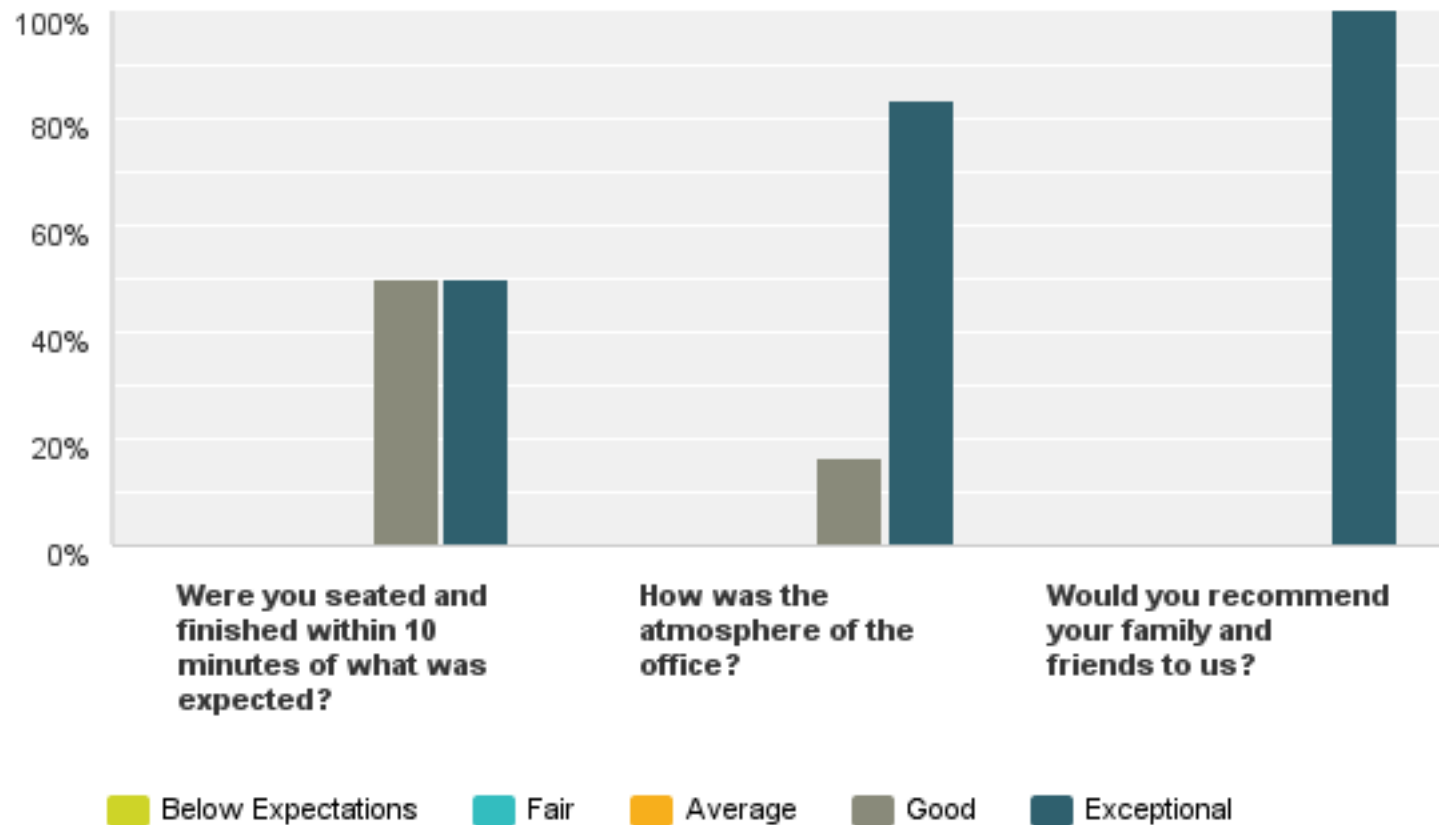
Billing & Front Desk Comments:



- ❑ No problems
- ❑ I have always been treated fairly, and the billing process, as complicated as it is, has been explained well.
- ❑ Excellent.

Q8 General Questions

Answered: 6 Skipped: 2



General Questions

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



- Dr. Allred has a personality that makes a patient feel comfortable and well taken care of.
- Dr. Baird is fabulous
- We drive from Price because we love Rob Baird :)

How can we make your experience better?

