



PATIENT SURVEYS

Payson – February 2015

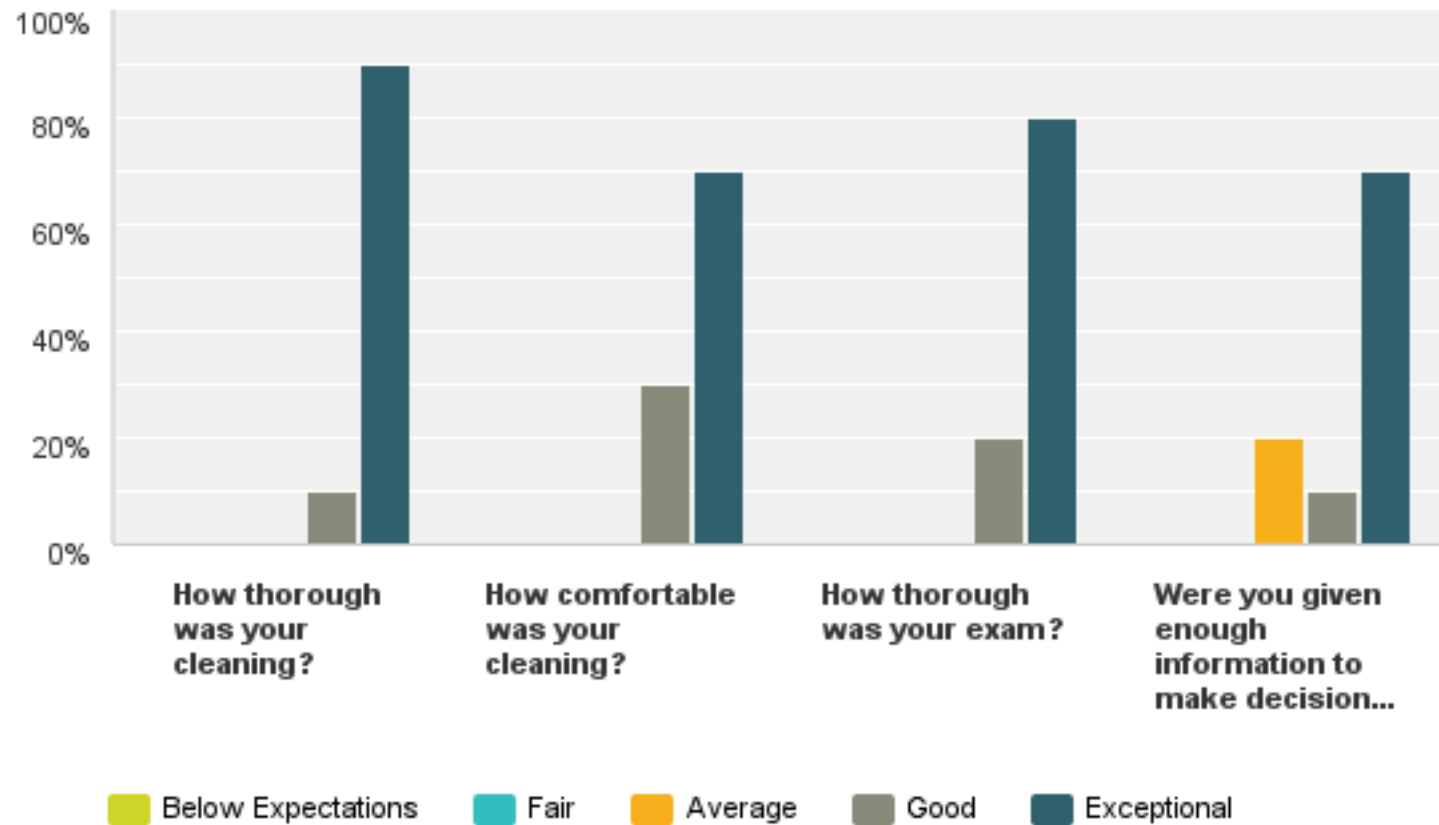
What Do You Want Most From Us?

- To make sure we are comfortable, we are all nervous at the dentist.
- Make sure we are comfortable when we are there, we all are very nervous at the dentist.
- Quality care , affordable rates
- Beautiful teeth and for my experience in the chair to be "as comfortable as possible" with a mutually respectful relationship.
- Mostly I want to have understanding of the options for my best plan of action to have a healthy mouth.

- clean good dentist care
- Quality dental care to help my teeth last my lifetime
- Pretty much everything you guys are doing is fantastic
- Keep it up!
- Clean teeth and professional care at a reasonable price
- Caring services
- a great experience and to feel as comfortable as possible
- A job well done
- Flexible, kind service

Q2 Cleaning Visits

Answered: 10 Skipped: 4



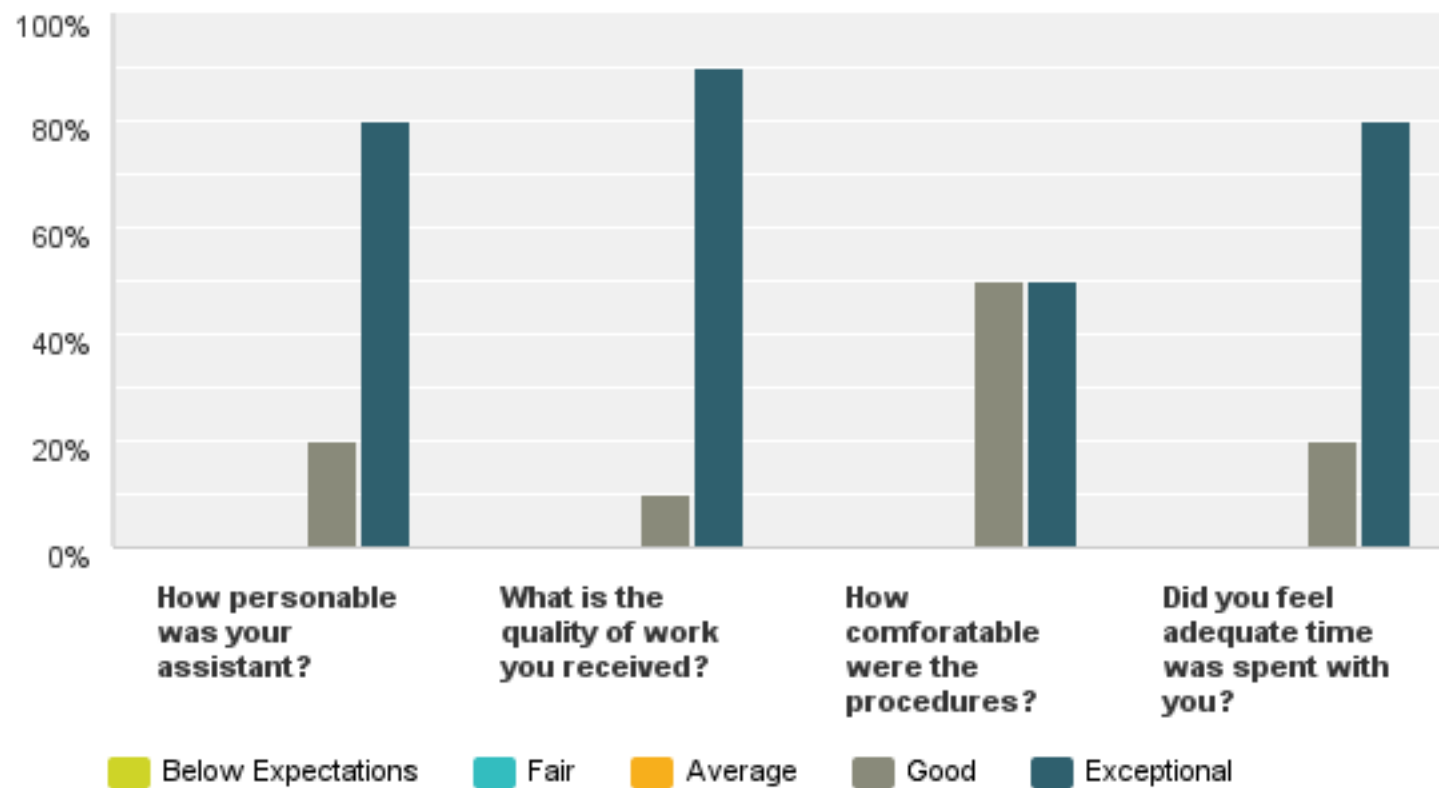
Cleaning Visits

Comments on Cleaning Visits:

- Kenzie was great and listened to my requests to be careful with my sensitive teeth and exposed roots, and sensitivity to cold. She allowed me to warm the water and swish instead of spraying my teeth, which was greatly appreciated.
- Amanda is so helpful and is mindful of my comfort level. She did an excellent job.
- Technician was friendly and reassuring at every point. She did a great job!

Q4 Dentist Visits

Answered: 10 Skipped: 4



Dental Visits

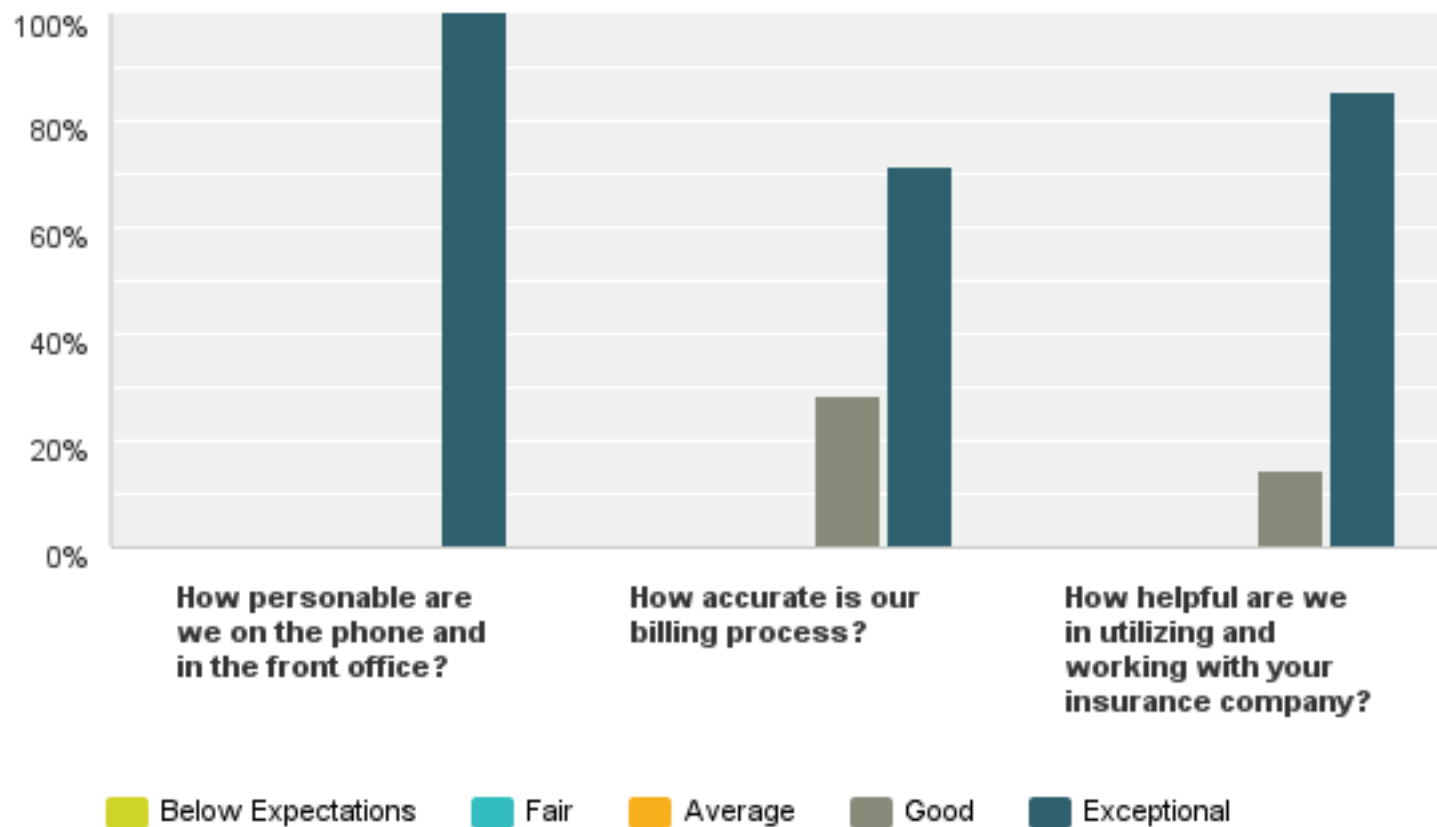
Comments on Dental Visits:



- ❑ I was in the chair for 3.5 hours getting my silver fillings replaced, which was a VERY long time. Both Dr. Allred and Renee were very accommodating throughout the entire procedure.
- ❑ I really like all the staff and Dr.'s at Cascade. I often suggest them to my friends who are looking for a new dentist!!

Q6 Billing & Front Office

Answered: 8 Skipped: 6



Billing & Front Office

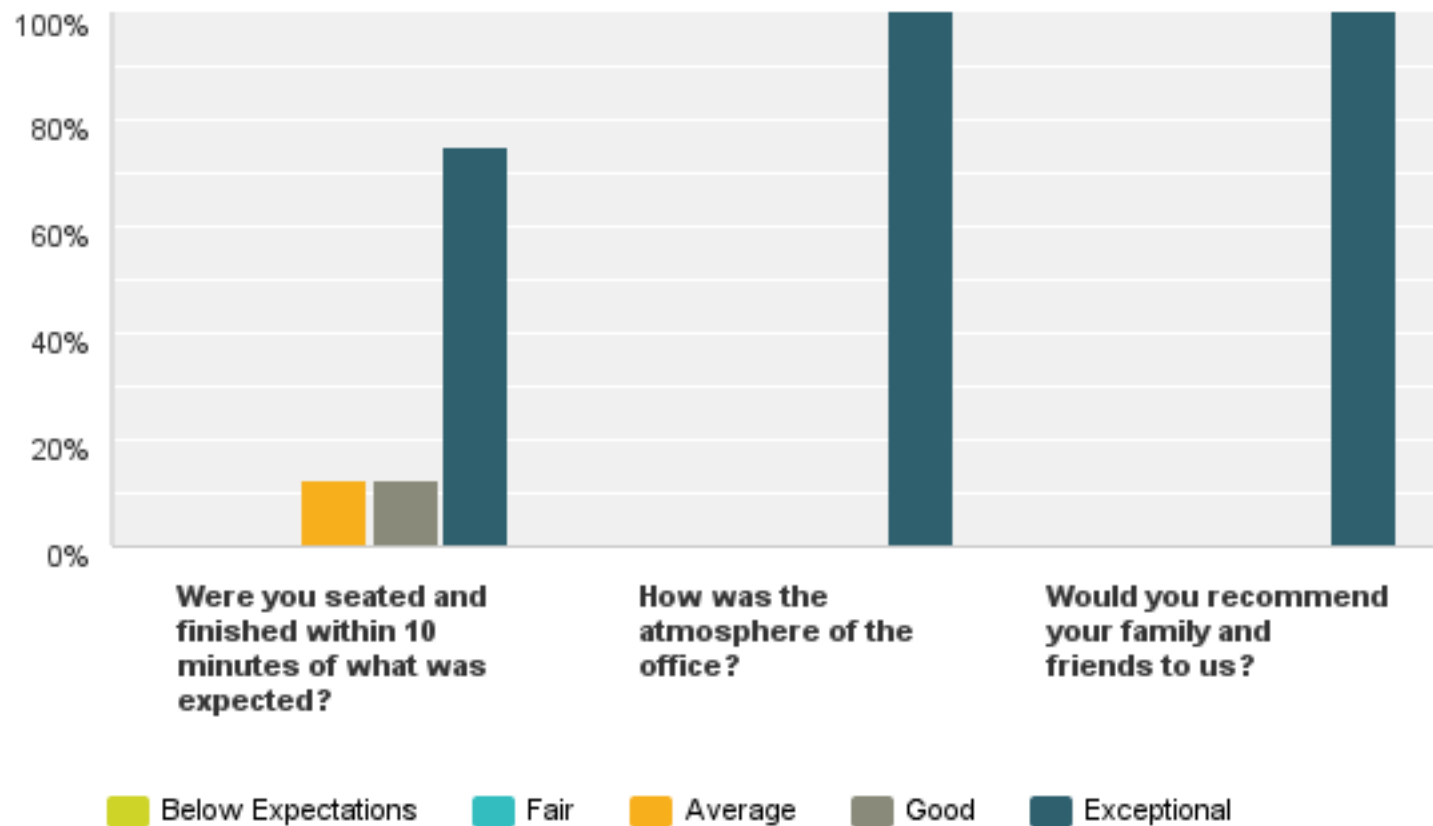
Billing & Front Desk Comments:



- Very helpful with all my new insurance questions and friendly too!

Q8 General Questions

Answered: 8 Skipped: 6



General Questions

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

- "Dr. Allred did an exceptional job at explaining his wants and needs to his assistant throughout the entire procedure. About 2/3 way through my procedure I had some anxiety despite having Nitrous and I was accommodated with a break and kindness. My temporary crown is not quite as clean and beautiful around the edges as I'd like (looks like I have food caught around my gums which as a compulsive brusher drives me crazy), HOWEVER, I know that the reason behind that was getting me out of the chair because I had been there with my jaw open for so long. Much appreciated."
- Everyone I dealt with was extremely nice and awesome

How can we make your experience better?

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- ☐ I have had a great experience with your office and staff so far.