



## PATIENT SURVEYS

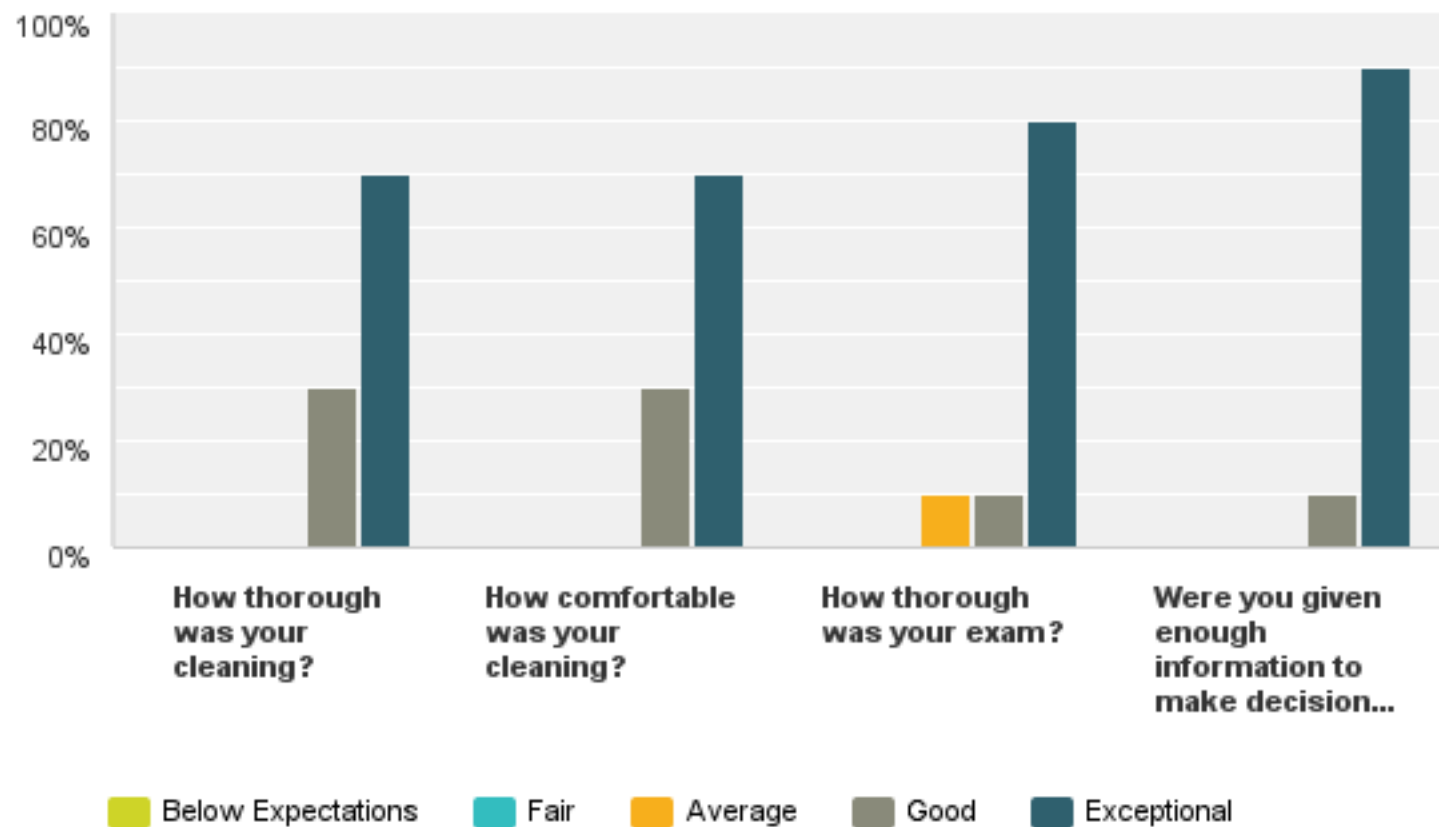
Payson — MAY 2015

# What Do You Want Most From Us?

- Comfortable environment :)
- Good, Fast, Friendly Service
- Friendly service, with up-to-date technology, and will identify any work that needs to be performed
- Quality dental care at a great price.
- Good honest dental work
- Polite customer service, good dental care
- To check my teeth and let me know if I have any problem areas
- Honest treatment planning
- Continued care
- Friendly and honest
- Clean teeth

## Q2 Cleaning Visits

Answered: 10 Skipped: 1



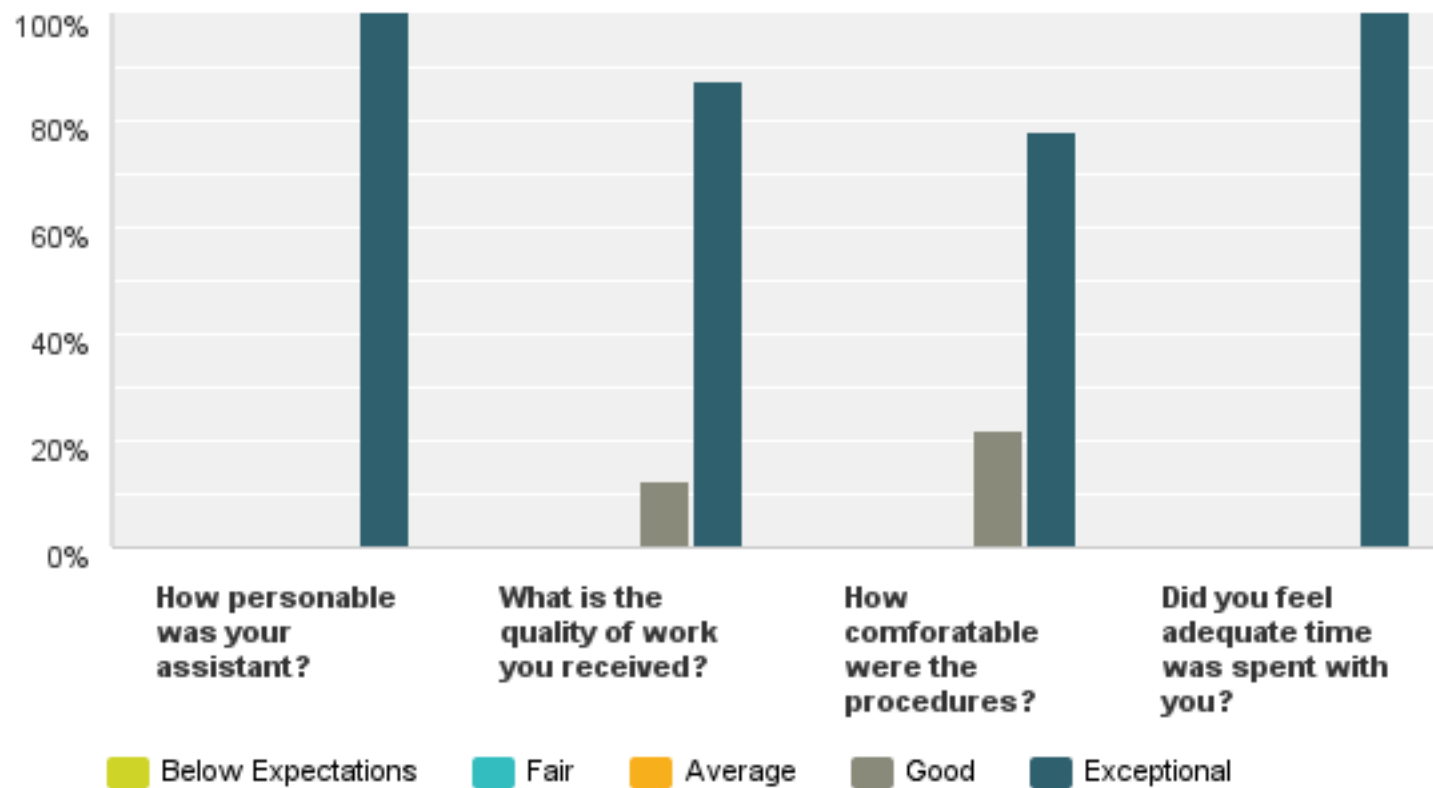
Cleaning Visits

# Comments on Cleaning Visits:

- Everything at Cascade Dental is awesome! The hygienists are amazing. They are very friendly and personable and make my 5 year very comfortable being there!! First time I have had a dental office I feel comfortable going to.
- Amanda and Dr Baird provided excellent service
- I don't really know how to rate my exam or cleaning. Nothing to compare it to.
- Took really good care about asking if I was okay during the cleaning.
- McKenzie did an outstanding job as usual. She is very friendly and id fast and efficient. I always look forward to my appointments with her
- Lauren is fabulous
- Very good

## Q4 Dentist Visits

Answered: 9 Skipped: 2



Dental Visits

# Comments on Dental Visits:

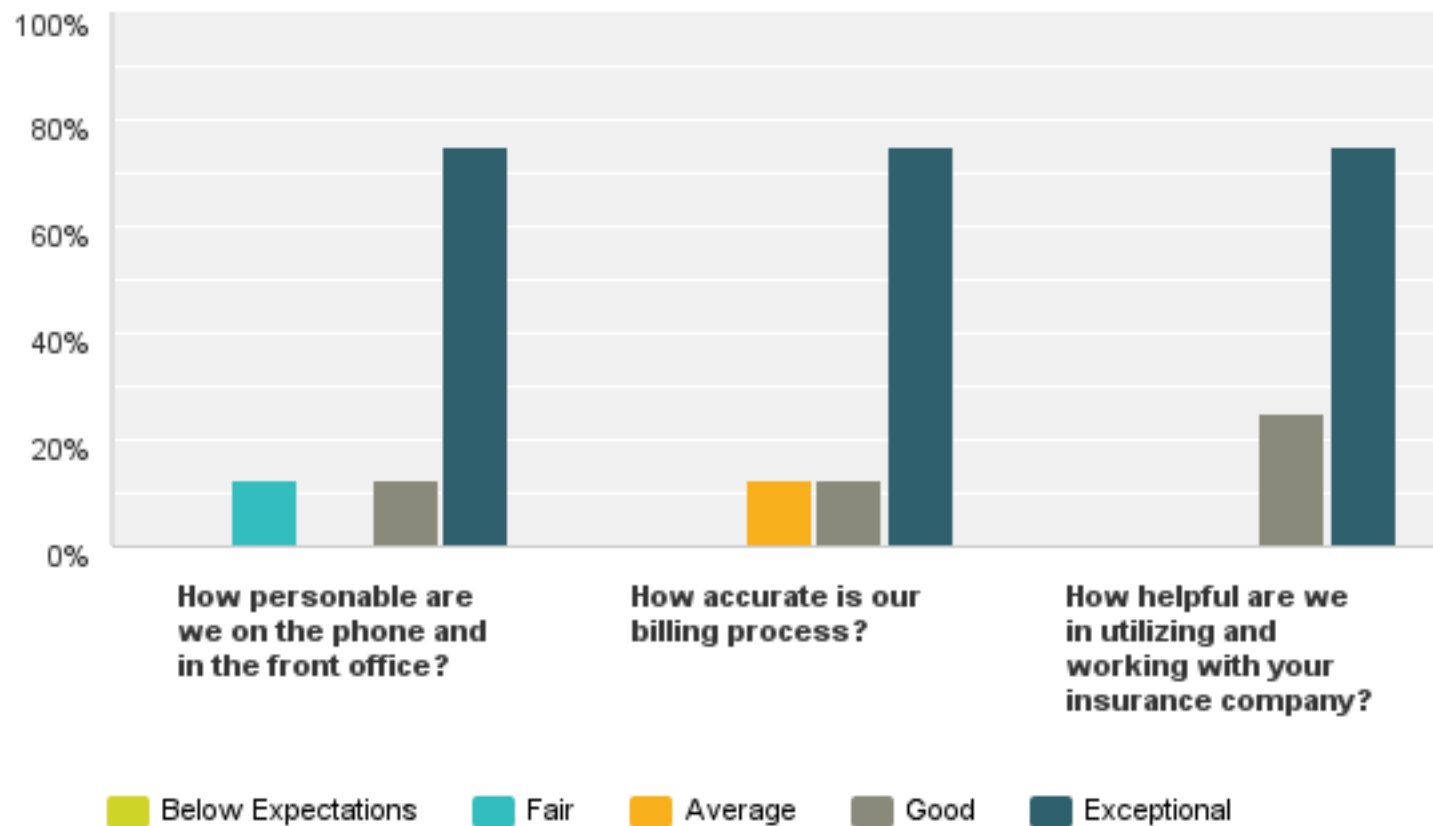


- ❑ The Dentists are great!
- ❑ Yes I was done in less time than the last visit six month ago and I think I got a better job done
- ❑ Nitrous really helps in some situations

Good

## Q6 Billing & Front Office

Answered: 9 Skipped: 2



Billing & Front Office

# Billing & Front Desk Comments:

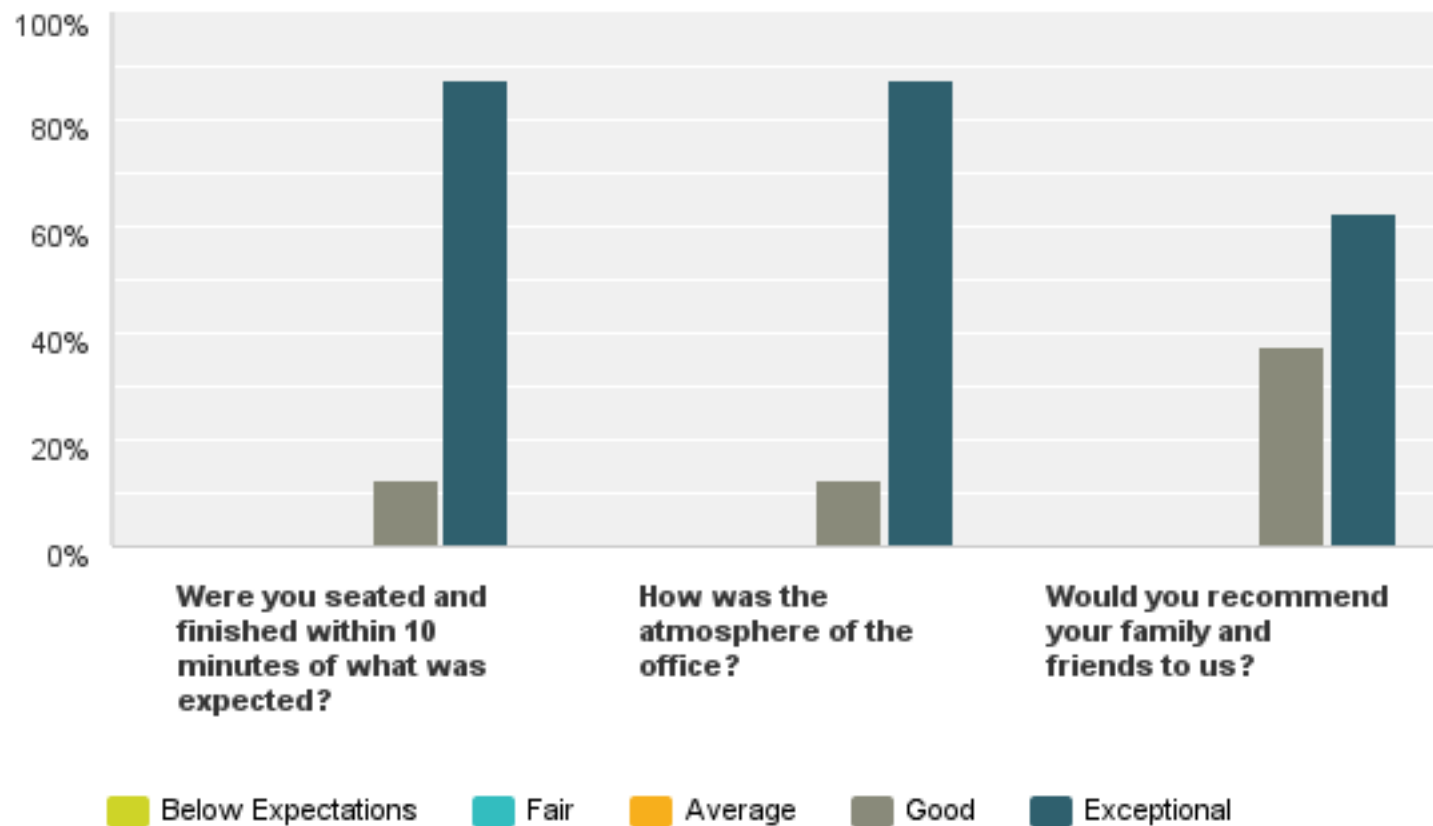


- ❑ It was a very fast interaction just letting know we were there. It was not my first time visiting didn't have to do a lot with the front desk.
- ❑ I didn't feel like the front desk were very attentive or always professional.
- ❑ you go out of your way to make sure that my claims get processed and billed correctly/
- ❑ Nice



## Q8 General Questions

Answered: 8 Skipped: 3



General Questions

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

- The hygienists we had were great! Also my dentist.
- Awesome hygienist
- Dr. Winward is so happy and very informative.
- Dr. Allred and McKenzie are always friendly and make feel like they are glad to see me, and make sure that I am taken care of,. They both should get a day off with pay or at least a ata boy for all they do
- Dr. Allred is great!
- Friendly

How can we make your experience better?



- ❑ Make it so I don't have to see the dentist any more :) but I guess that would not be good for business. so I guess just keep doing what you are doing
- ❑ N/A
- ❑ Cannot think of anything