




# PATIENT SURVEYS

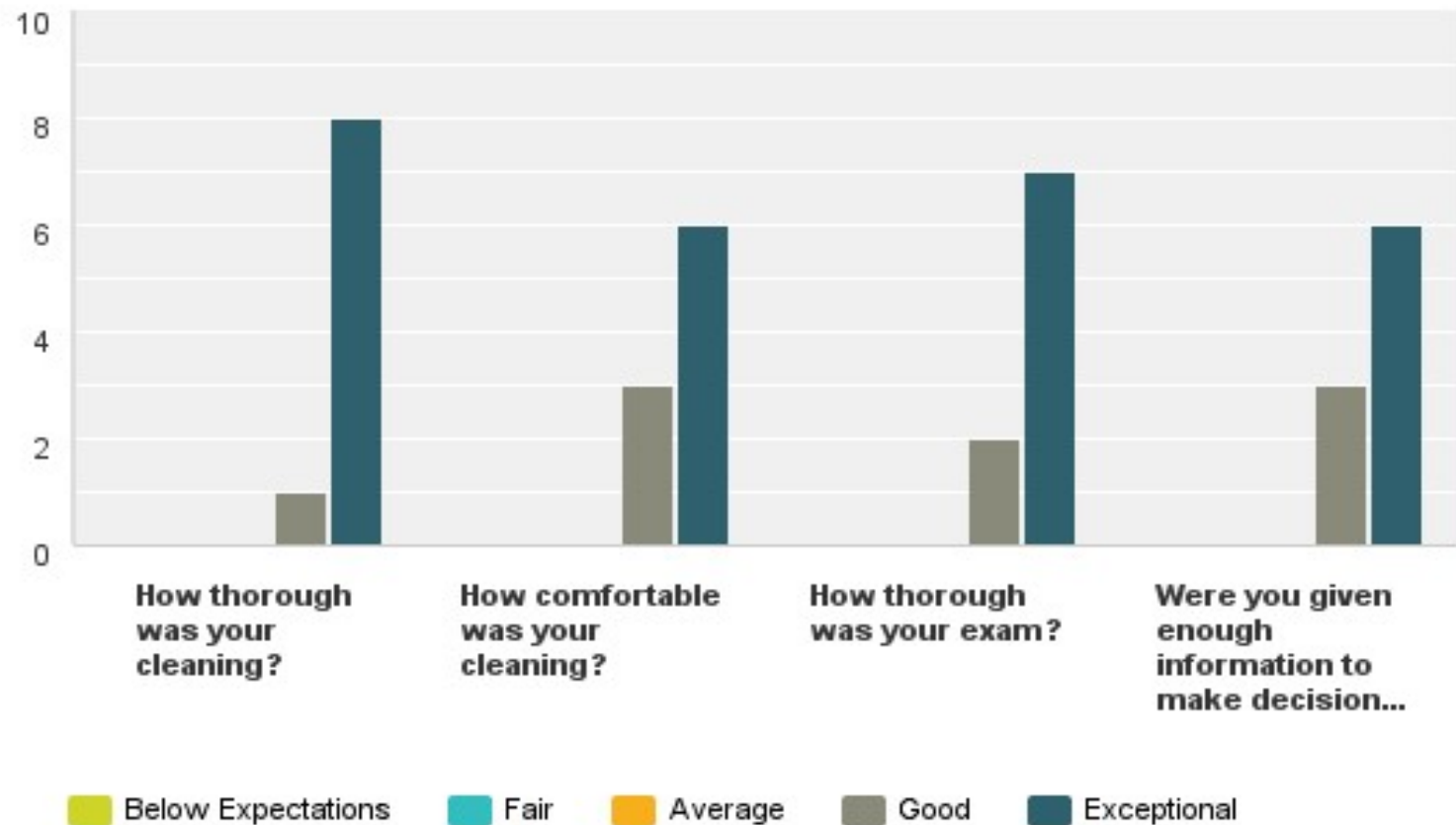
Springville – December 2016

# What Do You Want Most From Us?

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- ☐ A great dental experience.
  - ☐ Ongoing professional dental care.
  - ☐ Great service, friendly, discounts and advice for future.
  - ☐ Kind and friendly staff. Observant hygienist during cleaning.
  - ☐ Continue the great service!
  - ☐ Good service.
  - ☐ Clean shiny healthy teeth.
  - ☐ Honesty and information about my teeth and doing a great job for my teeth.
  - ☐ Great care.

## Q2 Cleaning Visits

Answered: 9 Skipped: 1



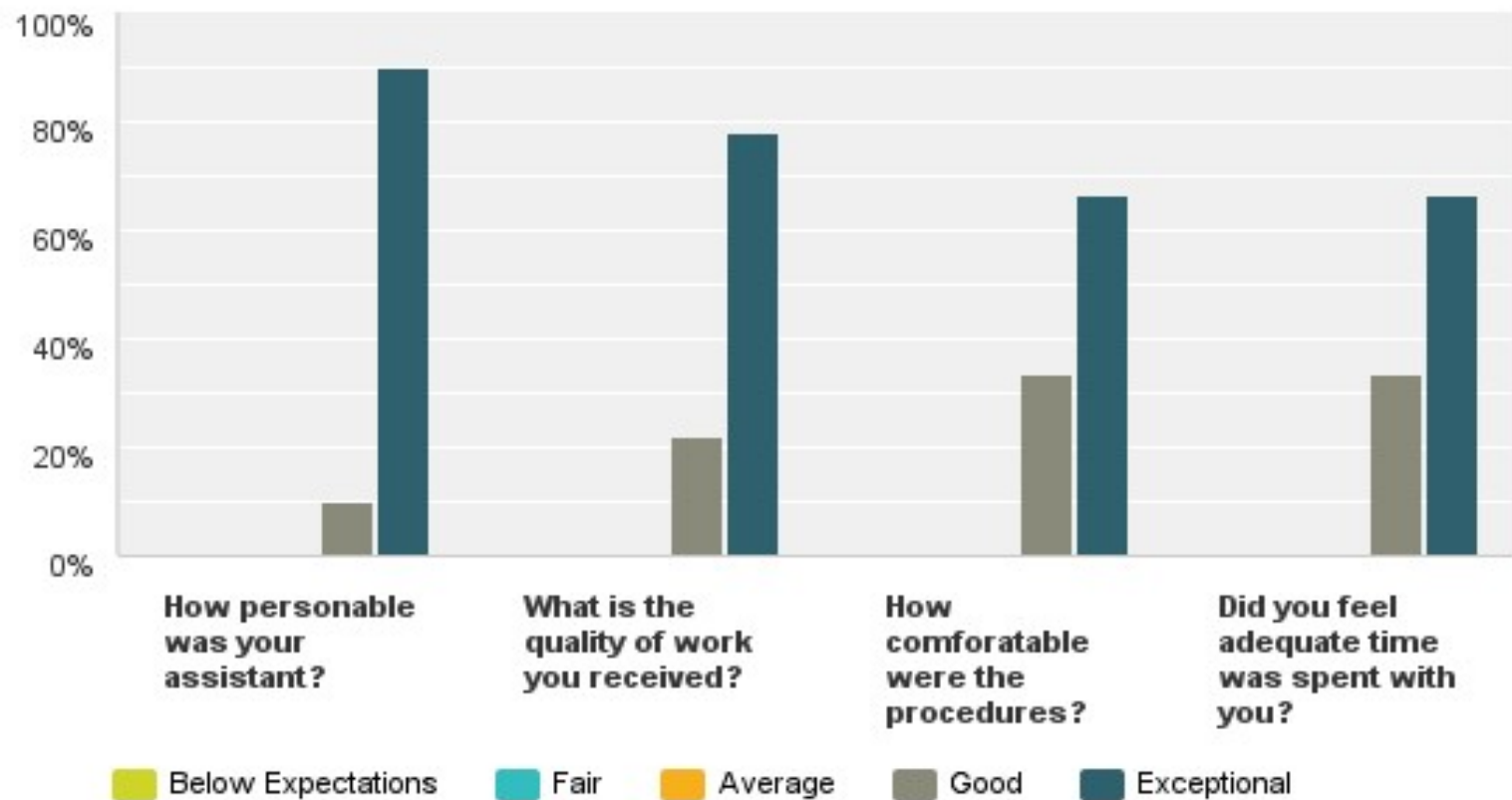
Cleaning Visits

# Comments on Cleaning Visits:

- ❑ My two children, ages 5 and 4, had a cleaning visit. I cannot express enough how grateful I was to the amazing staff at Cascade Family Dental. My 4 year old in particular was very nervous and unsure about everything. The sweet lady doing his cleaning showed him how everything works without any pressure on him at all. She showed him "Mr. Thirsty" and the water squirter, the mirror and tool to count teeth. She let him take a ride on the chair, going up and down to help him feel as comfortable as possible. I was extremely impressed with their amazing work with my kids! They also loved the "No Cavity" t-shirts and prizes they got to pick out at the end. I'd recommend them to anyone looking for a family-friendly, professional dental office!
- ❑ Cleaning was very thorough and relatively painless.
- ❑ No cleaning done. Just pleasant informative conversation
- ❑ Always on time.
- ❑ I appreciate how thorough the cleaning was.
- ❑ I did have to wait a while after my cleaning for the dentist.

## Q4 Dentist Visits

Answered: 10 Skipped: 0



Dental Visits

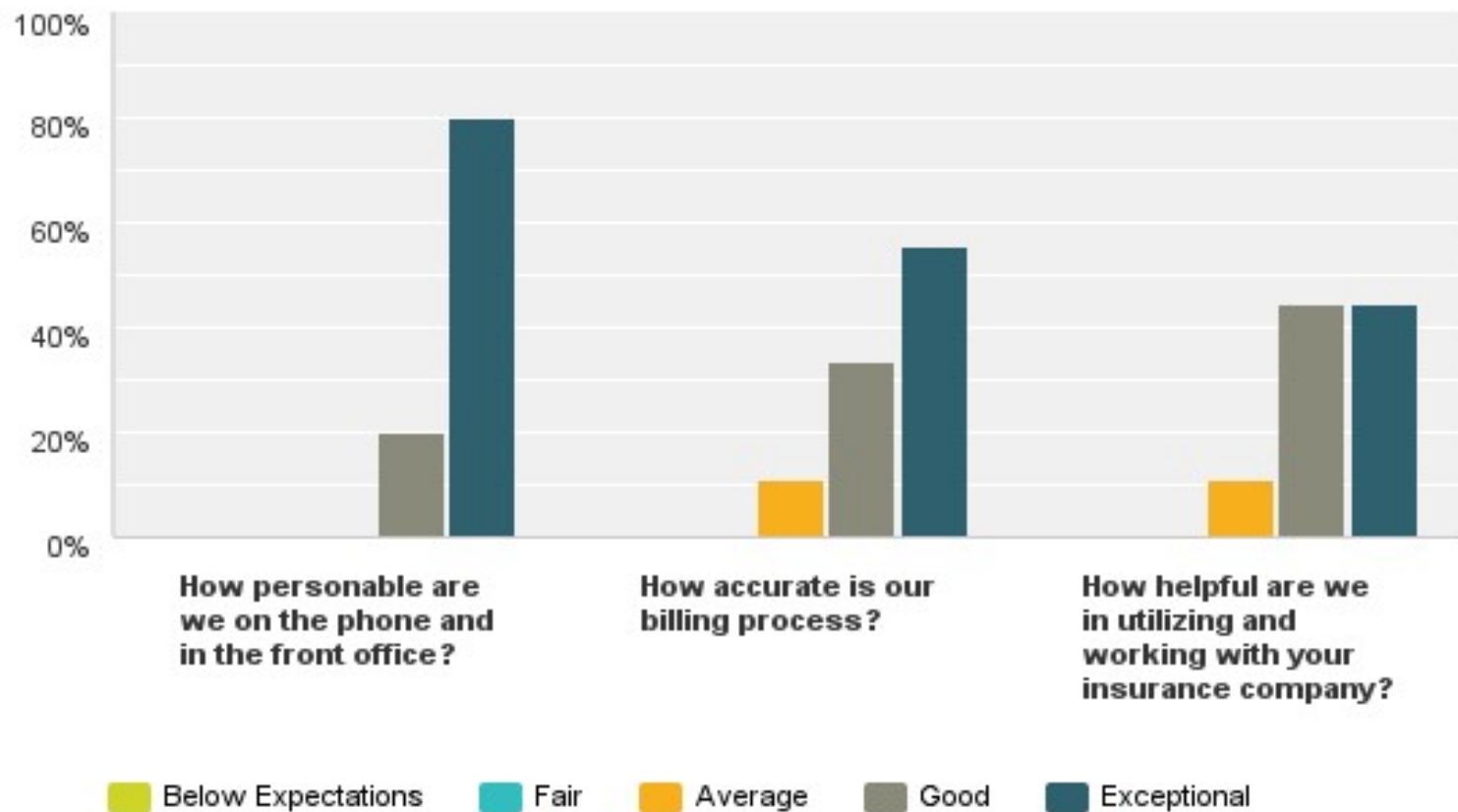
# Comments on Dental Visits:



- ❑ This was my first visit to establish dental care since our recent move. The process was easy and I look forward to many years of care.
- ❑ Great
- ❑ Always a good experience.
- ❑ The assistant was friendly and helped me pass the time while waiting for the dentist. He didn't do much once he came.
- ❑ Took awhile for dentist/doctor to come. About 20 minutes.

## Q6 Billing & Front Office

Answered: 10 Skipped: 0



Billing & Front Office

# Billing & Front Desk Comments:

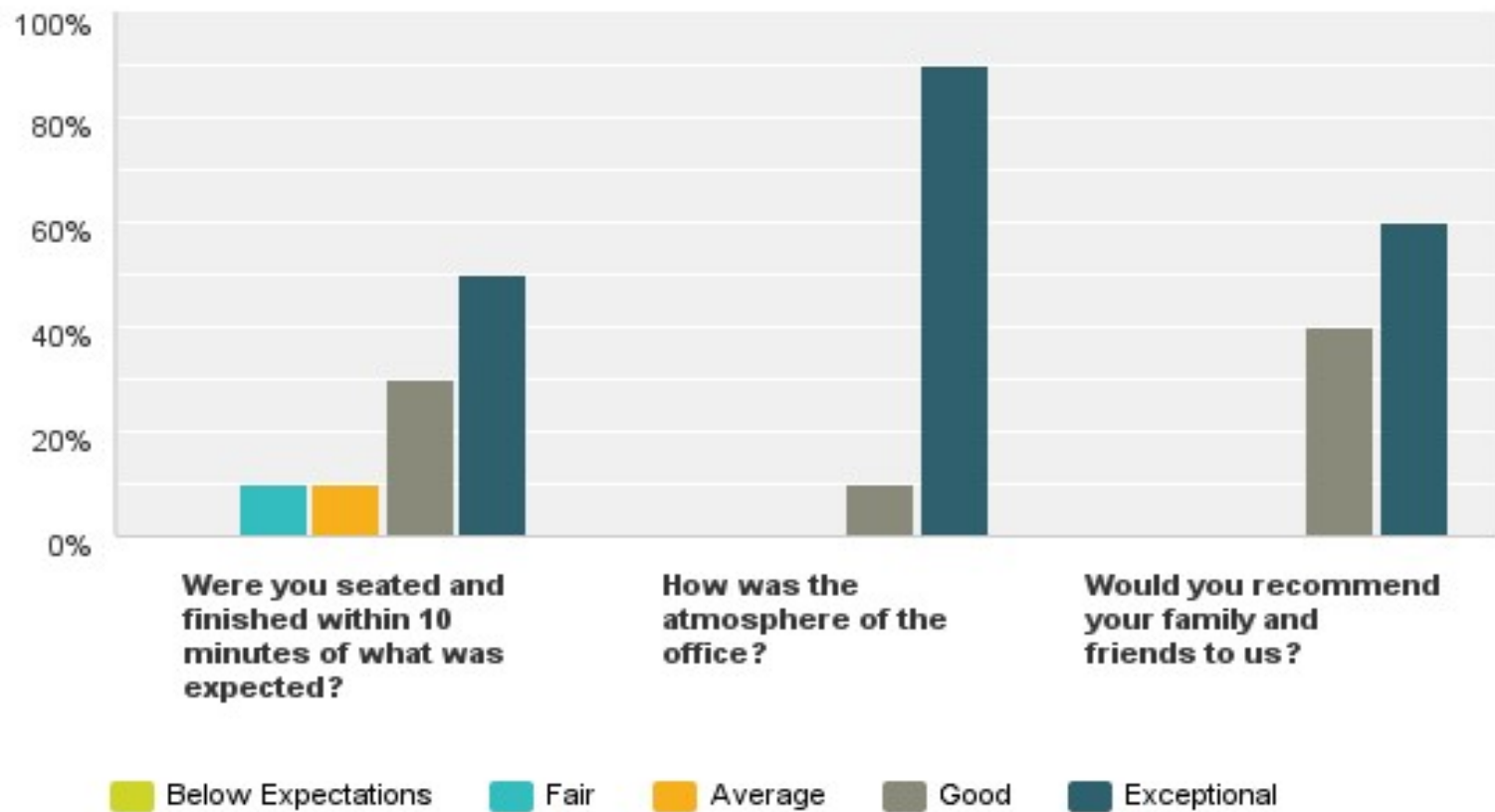


- ❑ Everyone was very helpful and dealt with the Insurance company well.
- ❑ Excellent.
- ❑ The front office is great! I loved how kind they were and that they took care of me quickly.
- ❑ I will have to see how accurate and helpful billing is when I get it in the mail.
- ❑ Kept trying to get me in sooner, on a wait list which I appreciated.



## Q8 General Questions

Answered: 10 Skipped: 0



General Questions

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



- ☐ I wish I could remember the dental assistant's name that helped my son because she was amazing!!!
- ☐ The hygienist was very personable and professional. Dr. Flinders was very professional.
- ☐ Dr. Flinder's is an excellent and very skilled dentist.
- ☐ I'm very happy with all the employees I've encountered
- ☐ Love playground waiting area for kids, and how kid friendly it was.

## How can we make your experience better?



- Nothing comes to mind.
- I don't love being over-reminded of my appointments. I think I had 8 texts and 15 emails between me and my kids. And this is not a huge deal for me but kids have a hard time sitting without a TV and the last few times they were not all working.
- Less wait for doctor/dentist