




PATIENT SURVEYS

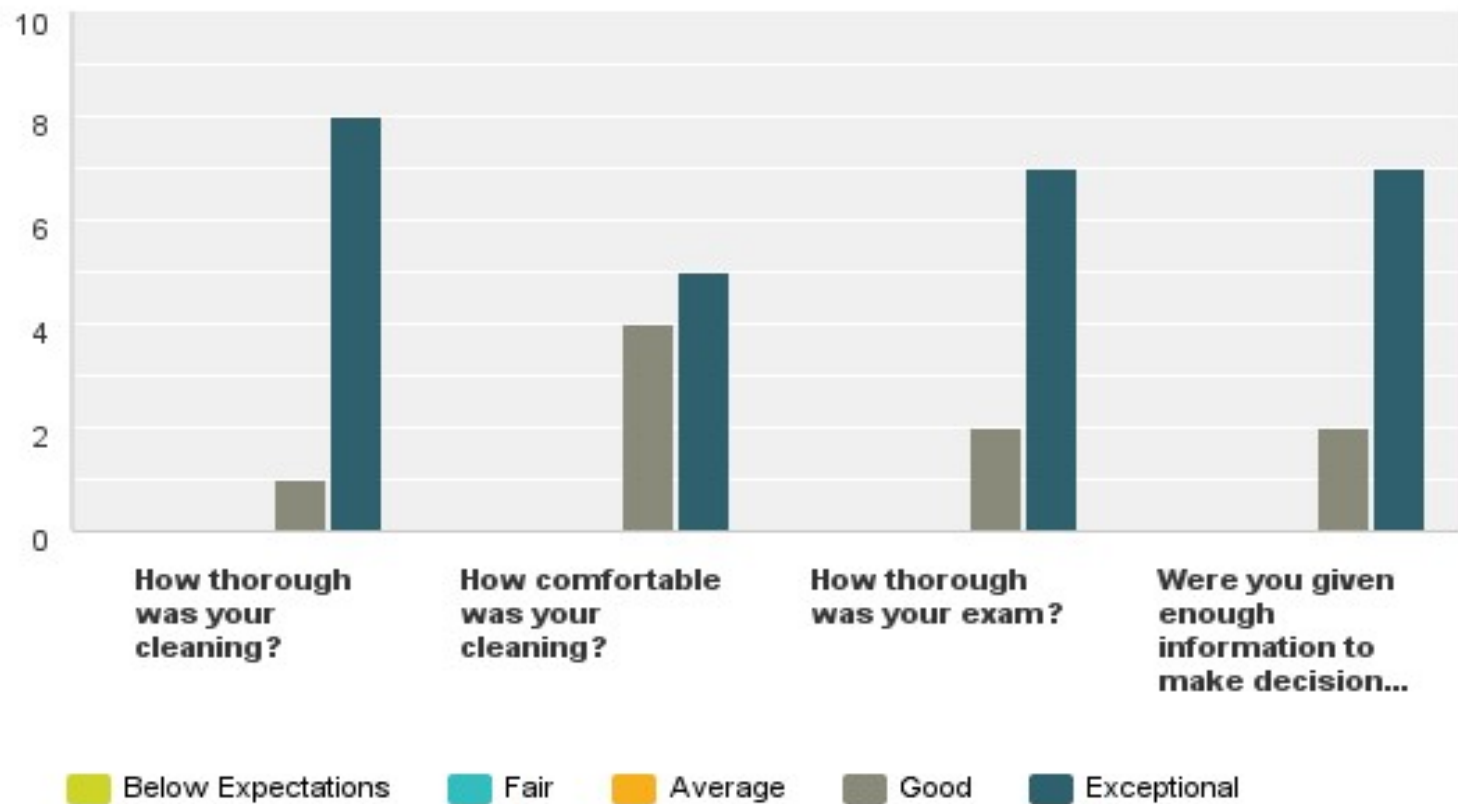
Springville – January 2017

What Do You Want Most From Us?

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- ☐ Nothing, I was happy with everything
 - ☐ Couldn't ask for much more! Everyone is friendly. The costs are fair. The quality of dental work is great.
 - ☐ Quality care
 - ☐ Flexibility with payment on services, later hours during the week, and weekend hours (even if only once a month).
 - ☐ Excellent care, personable staff, quality work
 - ☐ Friendly people who can help keep my teeth healthy.
 - ☐ Support, suggestions, friendliness.
 - ☐ Good dental care
 - ☐ Professionalism, kindness, helpful attitude

Q2 Cleaning Visits

Answered: 9 Skipped: 0



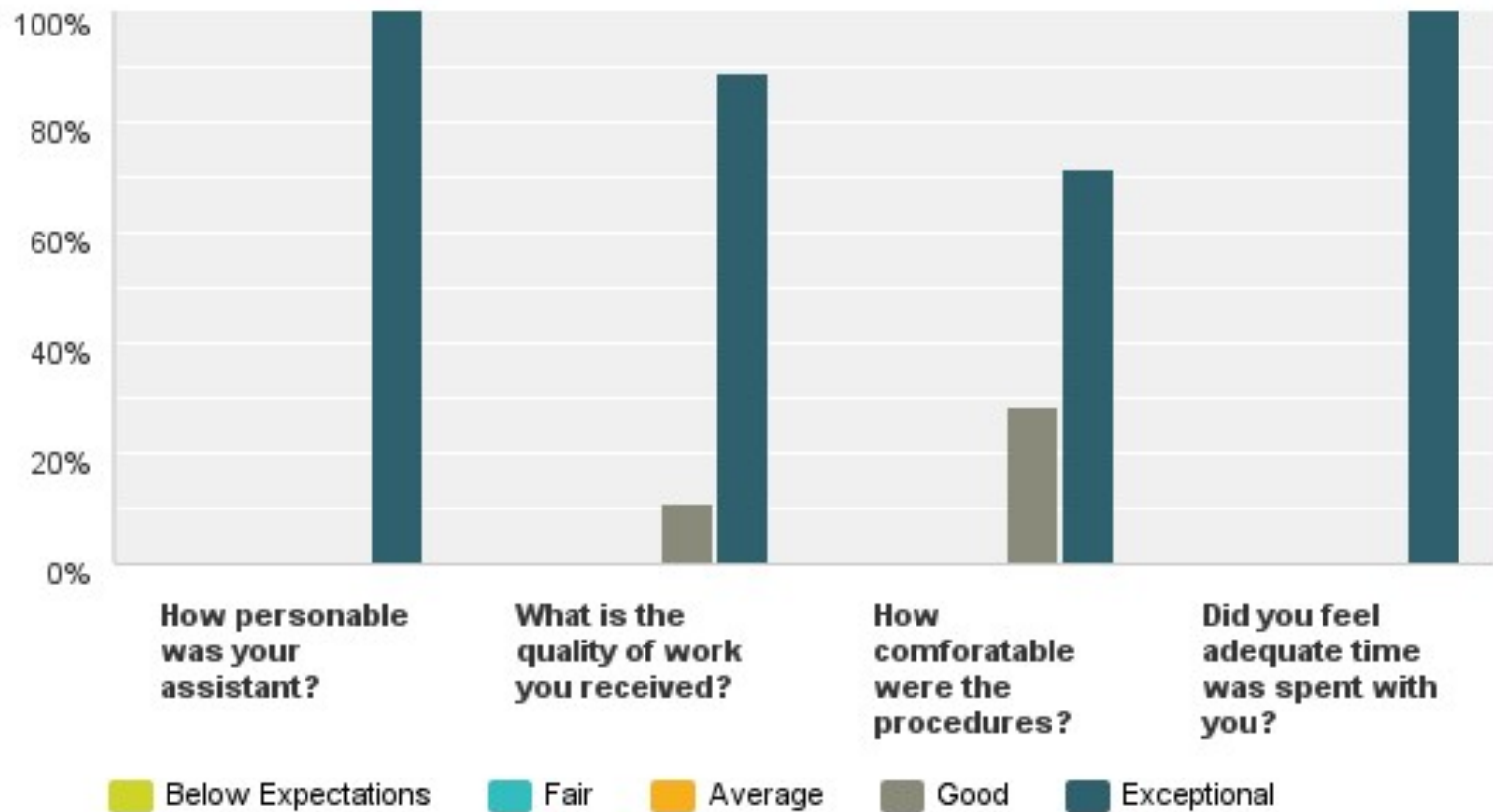
Cleaning Visits

Comments on Cleaning Visits:

- ☐ Painless. Fast. Thorough. Love my hygienist!
- ☐ Bethany always does a wonderful job! She is very kind and thorough.
- ☐ Very much enjoyed my visit as the Dental Assistants as well as the Dentist were friendly and explained everything to me as they were going. 10/10 would recommend.

Q4 Dentist Visits

Answered: 9 Skipped: 0



Dental Visits

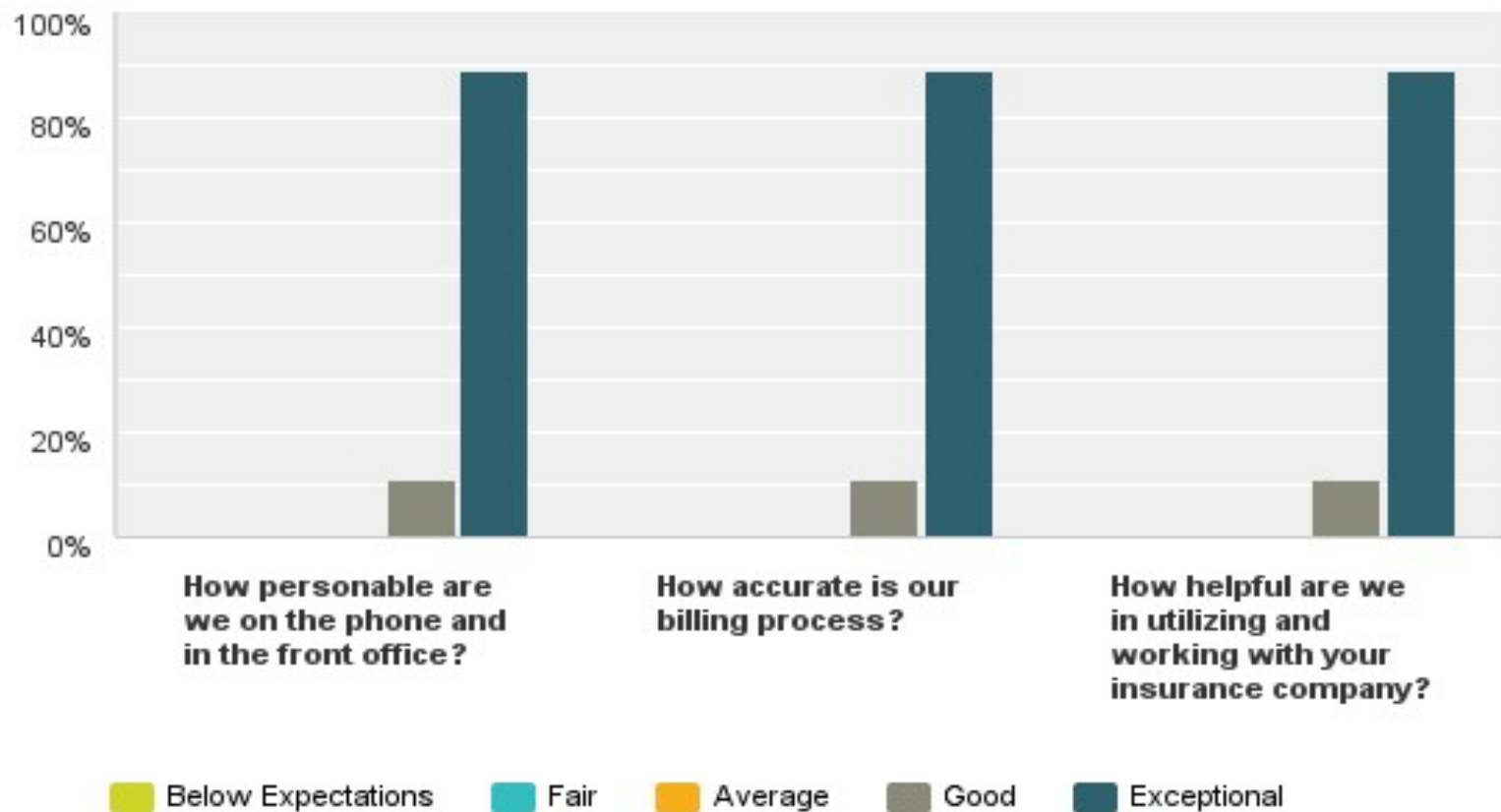
Comments on Dental Visits:



- ❑ Everyone was so nice and friendly and made me feel welcomed and I wasn't afraid to ask any questions
- ❑ I LOVE Cascade! You have always been helpful, considerate, and I've always received excellent work.
- ❑ Caitlyn is a great dental assistant!

Q6 Billing & Front Office

Answered: 9 Skipped: 0



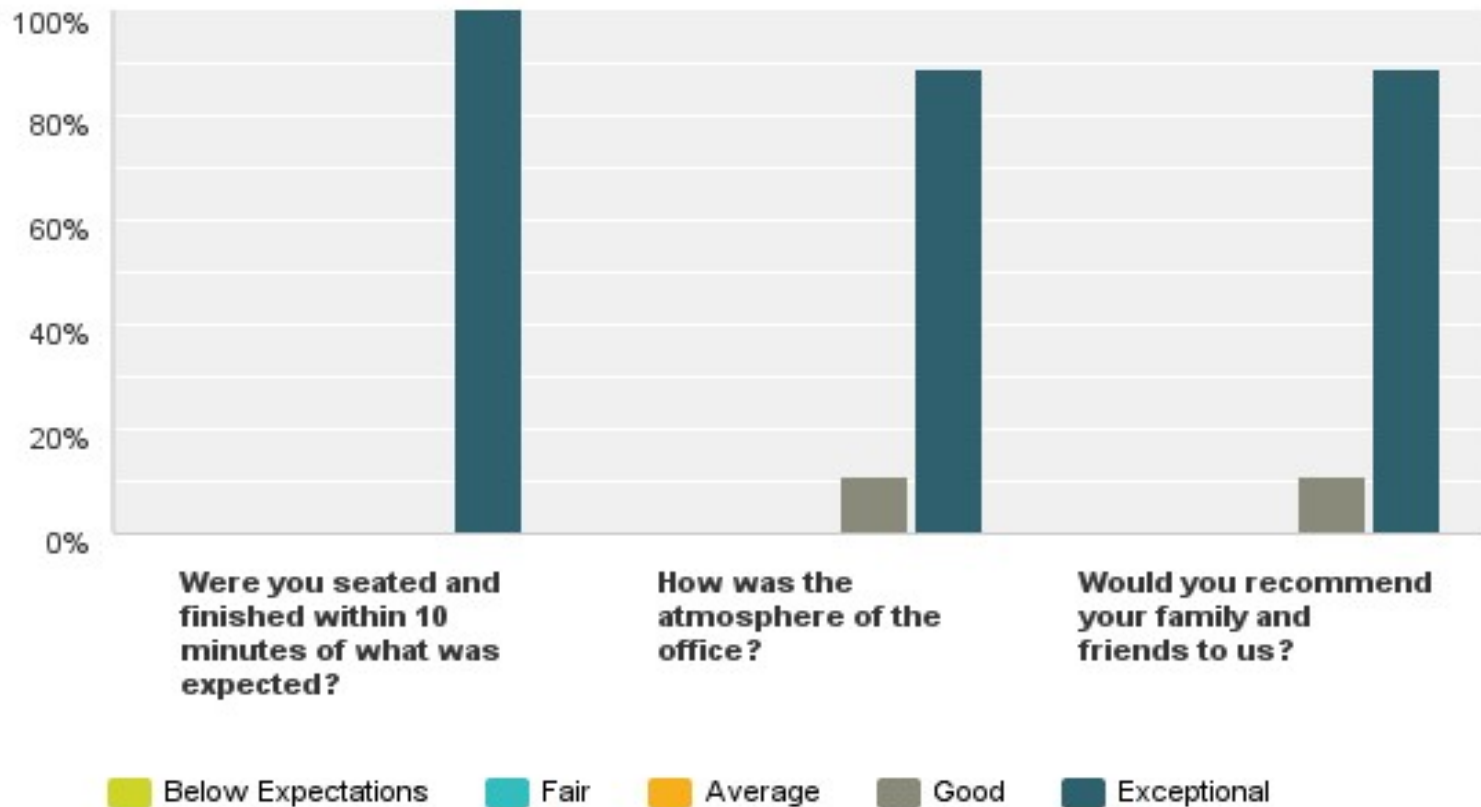
Billing & Front Office

Billing & Front Desk Comments:

- ❑ Everyone was so nice and smiling no matter where it was
- ❑ Dental bills are usually a difficult expense. Right up front the office said how they could help...and without making anyone feel badly. Excellent service!

Q8 General Questions

Answered: 9 Skipped: 0



General Questions

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



- ☐ Nothing
- ☐ Dr. Clark and Janice were amazing!
- ☐ Dr. Flinders is AMAZING. He is always extremely personable, friendly, and goes above and beyond to make me feel as comfortable as I can.
- ☐ Bethany and Caitlyn are wonderful!
- ☐ Receptionist was very friendly and nice. Dr. Flinders was very kind and friendly. This was our first visit and it went very well.

How can we make your experience better?



- Nothing. I thought everyone was wonderful
- Just don't move!
- Sedate me. ;) ha ha