




PATIENT SURVEYS

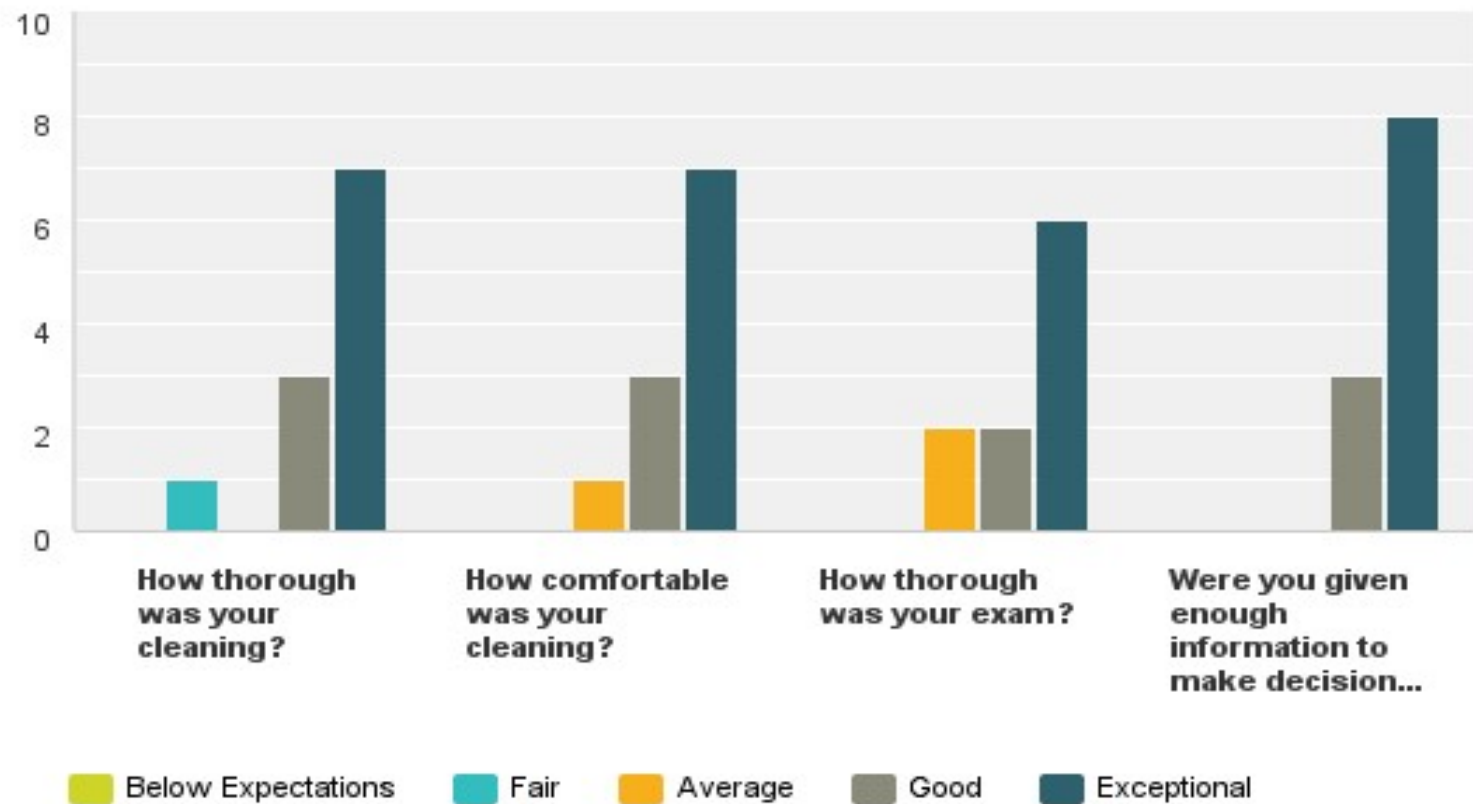
Springville – March 2017

What Do You Want Most From Us?

- 
- ☐ Safe, painless, quality work at a reasonable price.
 - ☐ Massage/ Heat chair wow!!!!
 - ☐ Friendly, professional care.
 - ☐ Quality, timely, and friendly service.
 - ☐ cleaning and help to avoid cavities and other potential health issues
 - ☐ Quick, gentle service
 - ☐ Kindness and skill
 - ☐ Quality dental services in a friendly, approachable environment.
 - ☐ Friendly, caring, affordable service.
 - ☐ Great friendly and knowledgeable staff- You already achieved that!

Q2 Cleaning Visits

Answered: 11 Skipped: 0



Cleaning Visits

Comments on Cleaning Visits:

☐ Fine

☐ She was awesome had water suction on each teeth, She was very gentle and I literally fell asleep while she was cleaning my teeth

☐ Christine is always friendly, professional and gentle. I don't dread having my teeth cleaned.

☐ I really liked my dental assistant.

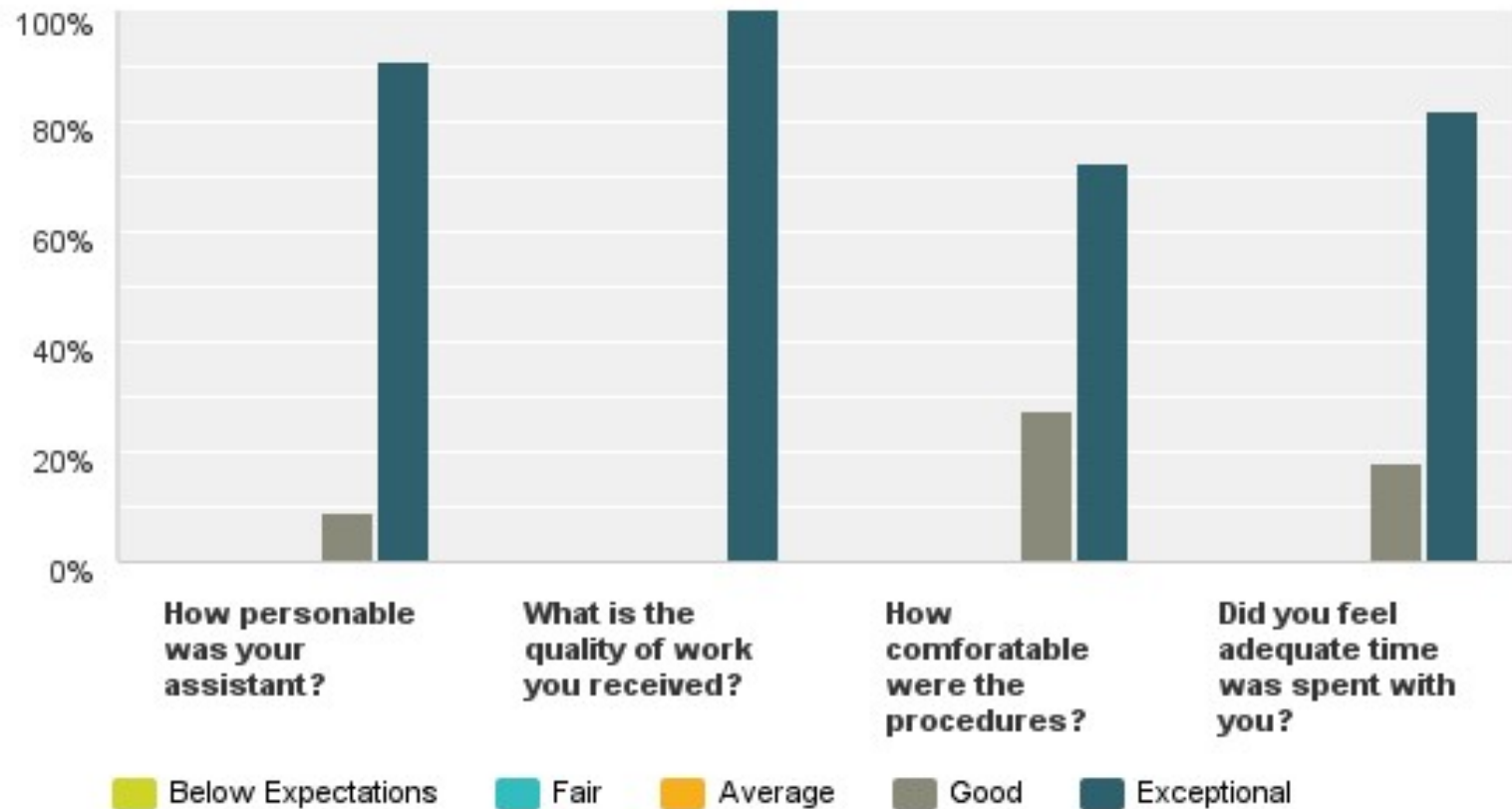
☐ One of my best visits!

☐ Love Christina! She is friendly and careful not to scrape my gums. Very complimentary, made me feel good and safe.

☐ Excellent. Helped me to understand what was going on with the health of my teeth.

Q4 Dentist Visits

Answered: 11 Skipped: 0



Dental Visits

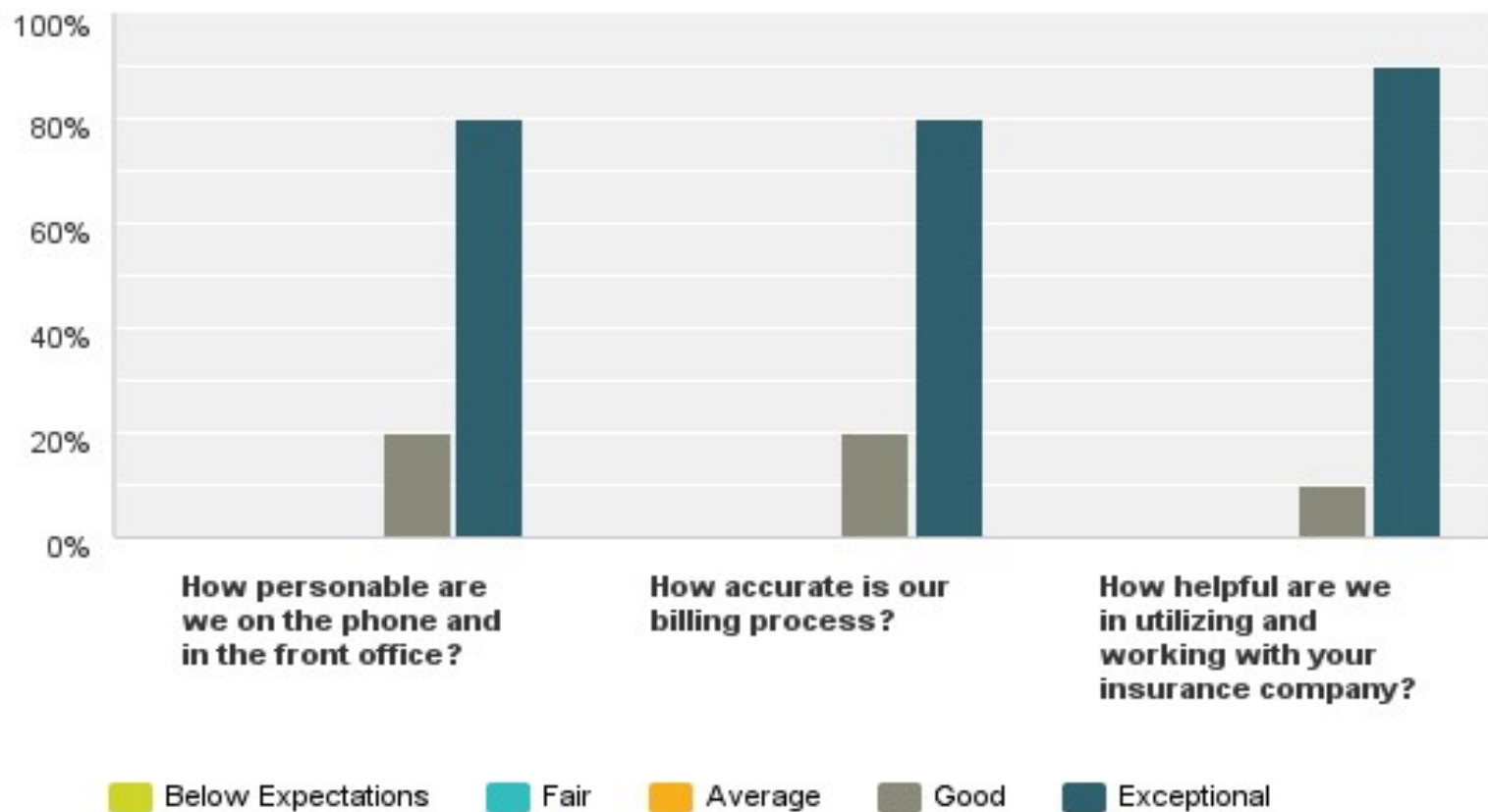
Comments on Dental Visits:



- ☐ Awesome
- ☐ Precise
- ☐ We love Dr Flinders and he is the reason that we love and come to Cascade dental. We love his honest and sincere approach.
- ☐ Love dr Flynders
- ☐ Always a pleasure! I have never had a negative experience with Dr Flinders.
- ☐ Great information. Willing to listen to my concerns and discuss them.

Q6 Billing & Front Office

Answered: 10 Skipped: 1



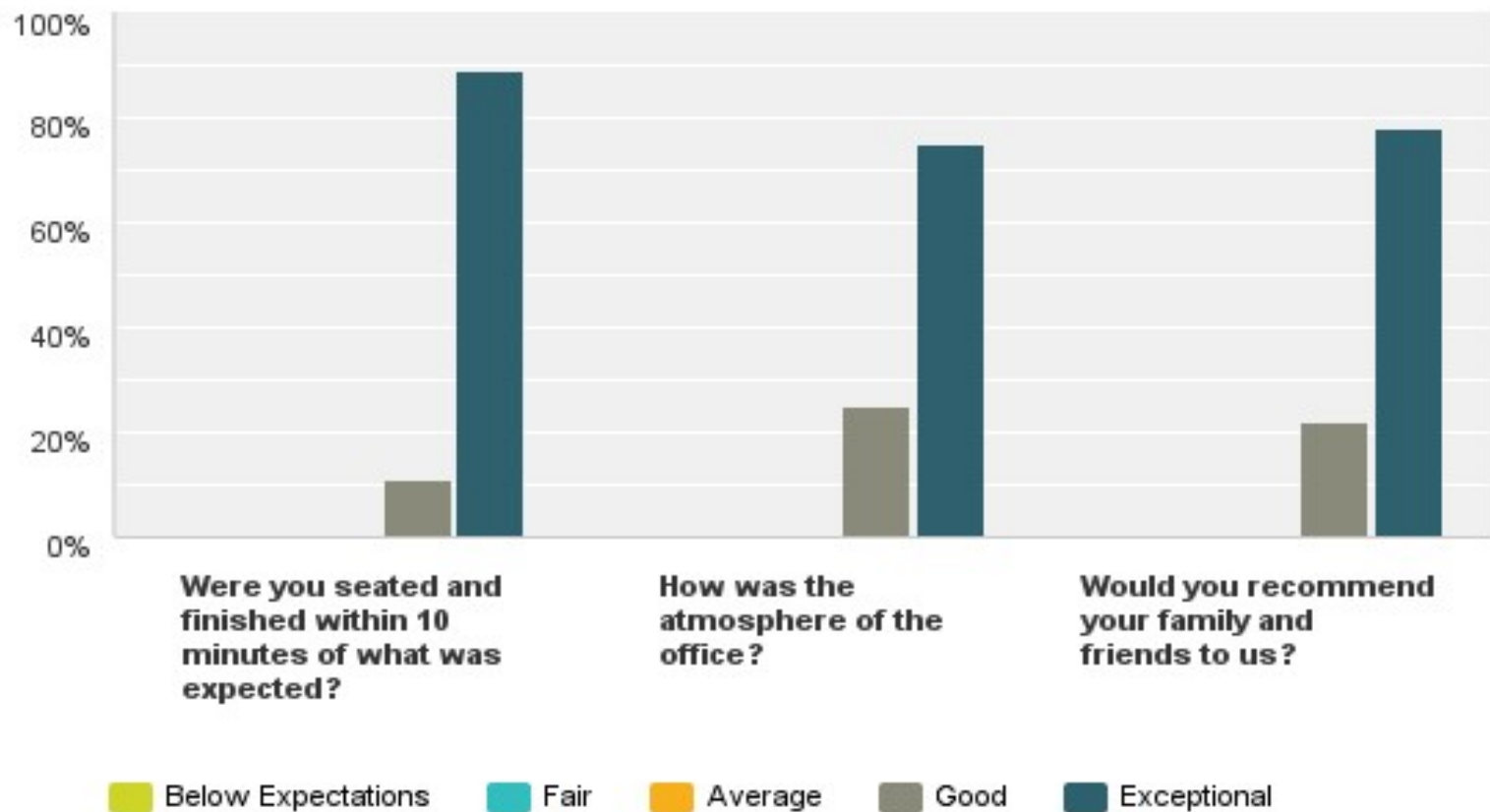
Billing & Front Office

Billing & Front Desk Comments:

- ❑ This is why we moved to the Springville office, yrs ago.
- ❑ Very kind and understanding Always finding ways to help patient with their financial needs.
- ❑ Always friendly and helpful. I really appreciate their willingness to work around my schedule and needs. Very considerate.

Q8 General Questions

Answered: 9 Skipped: 2



General Questions

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



- ☐ You're all awesome!
- ☐ Yes!
- ☐ We love Dr Flinders and he is the reason that we love and come to Cascade dental. We love his honest and sincere approach.
- ☐ The entire team, from making the appointments to completion of treatment are friendly, helpful, kind and professional.

How can we make your experience better?



- Do it for free. Ha Ha!
- Awesome!!!
- Keep doing your thing! Keep scheduling our family with Dr Flinders! ;)