



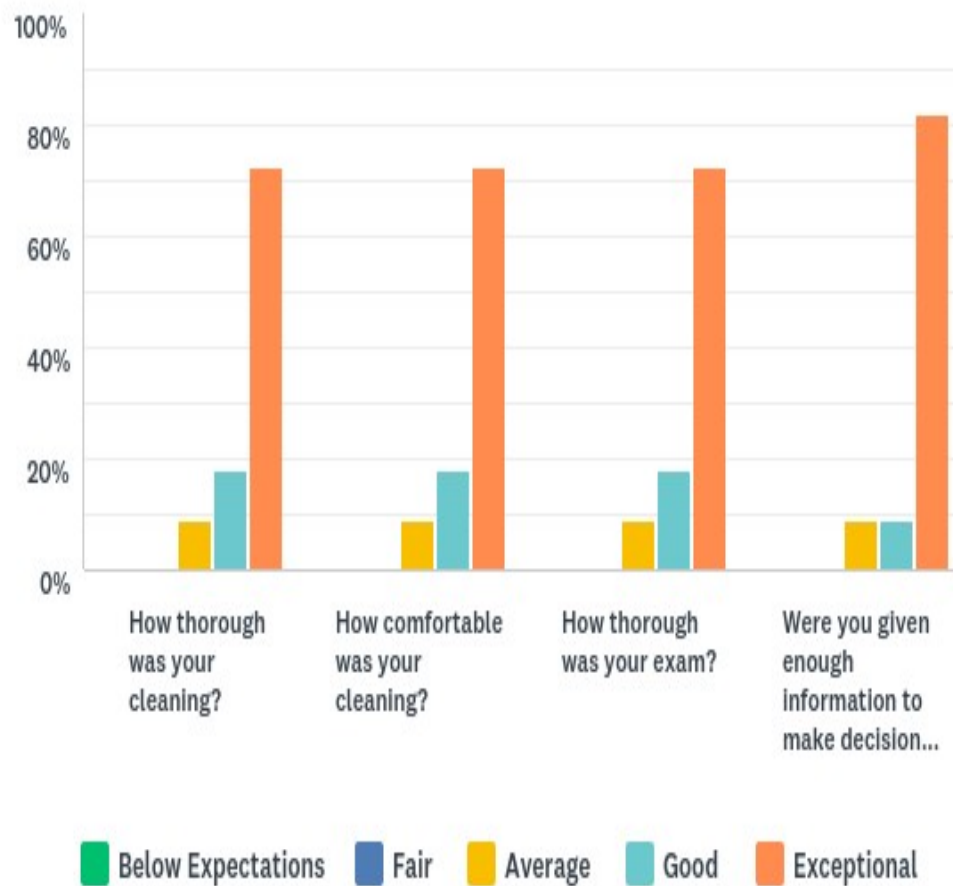
PATIENT SURVEYS

Payson – September 2017

What Do You Want Most From Us?

- ❑ Decent dental care.
- ❑ I am really satisfied
- ❑ Friendly staff, clean environment.
- ❑ Good care
- ❑ Honesty & Efficiency
- ❑ Good dental care at a reasonable cost.
- ❑ Dental care
- ❑ Punctuality. a smile and friendliness
- ❑ Efficient, courteous, professional care.
- ❑ Good honest service and care at an affordable price.
- ❑ Great service and value
- ❑ To be taken care of with all my dental needs.
- ❑ Good quality patient care that you acknowledge who I am as your patient.

Q2 Cleaning Visits

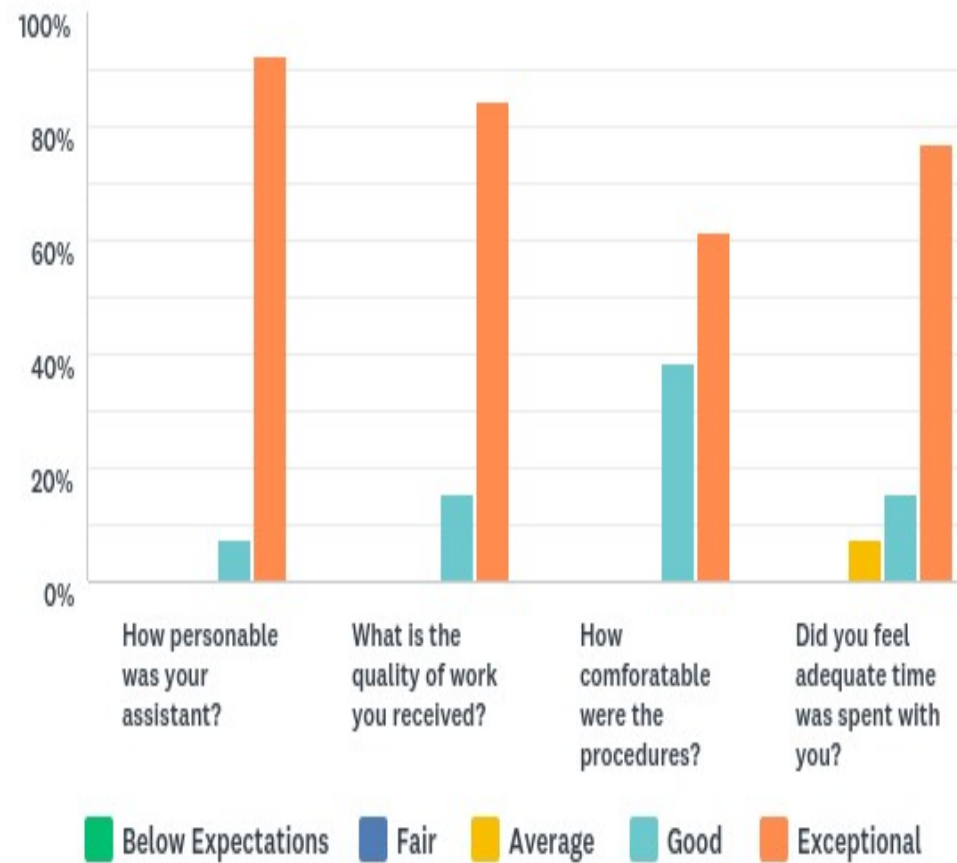


Cleaning Visits

Comments on Cleaning Visits:

- ❑ I said "average" for everything, but I haven't had a cleaning with you yet. I came in for a quick check today because of a toothache; I have an appointment for a cleaning later.
- ❑ I'm ok with that
- ❑ I haven't had a bad visit yet. I am so glad I found you guys.
- ❑ We have never had a bad experience here. They are even great with my kids!
- ❑ Haven't had a cleaning yet.
- ❑ Have not had my cleaning yet
- ❑ Superb Job
- ❑ I love my hygienist! She is very thorough and makes sure that I am always comfortable. Sweet, thoughtful and very personable.
- ❑ Lauren is the reason I come in for a cleaning. She is great, always happy and friendly.

Q4 Dentist Visits

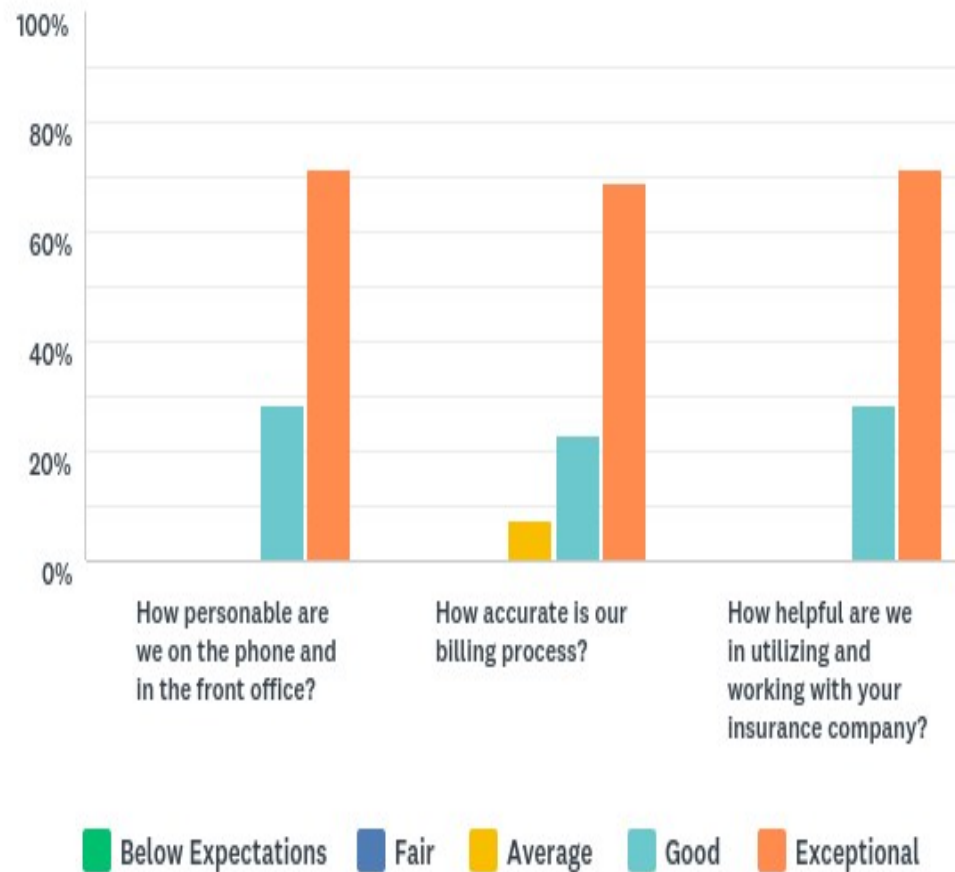


Dental Visits

Comments on Dental Visits:

- ❑ It seemed like a long time that I was waiting for the dentist to come in, but that was my only real complaint.
- ❑ I have no complaints, except that comfortable is spelled incorrectly above hahaha. Great service
- ❑ We love Cascade Dental in Payson!
- ❑ It seemed the dentist was rushed a bit however he did answer all my questions.
- ❑ Excellent care and customer service not only at the front desk but throughout all of the services
- ❑ I needed to be out by a certain time and they obliged without questions. Thank you for that!!
- ❑ did not have a dental visit

Q6 Billing & Front Office



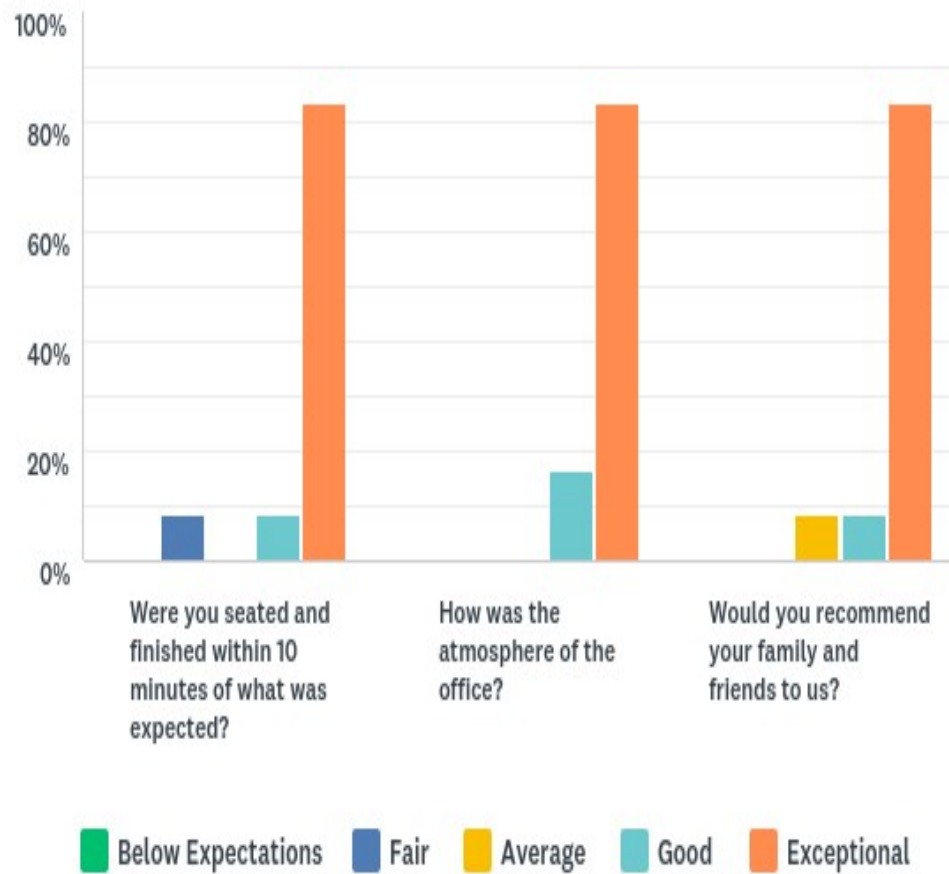
Billing & Front Office

Billing & Front Desk Comments:



- ❑ I haven't received a bill yet, so I can't really comment on that.
- ❑ Great service
- ❑ Exceeded my expectations.
- ❑ Thank you so much for help for us seniors without dental insurance
- ❑ Everyone I have dealt with has always been very kind and more than willing to help with any questions or concerns. I really like going to your facility.

Q8 General Questions



General Questions

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

- ☐ All of the staff are wonderful...professional and personable.
- ☐ I'm horrible with names but I loved the lady who cleaned my teeth this afternoon. She was great.
- ☐ I think her name was Devonnie today that cleaned my son's teeth; she was amazing with him!
- ☐ Kristen was so friendly and seemed very competent. I was very impressed.
- ☐ Excellent care and told me everything they were doing and why
- ☐ For eight o'clock in the morning they were great. I was not as chipper as they were.

How can we make your experience better?

- ☐ I can't think of anything that could make the experience better. I have a great experience every time.
- ☐ So far I'm happy with no complaints. Keep up the good work.
- ☐ I really felt very comfortable with everyone and the treatment I received.
- ☐ It was great!
- ☐ Make my cleaning last a life time
- ☐ My experience is always with the utmost care and respect.