



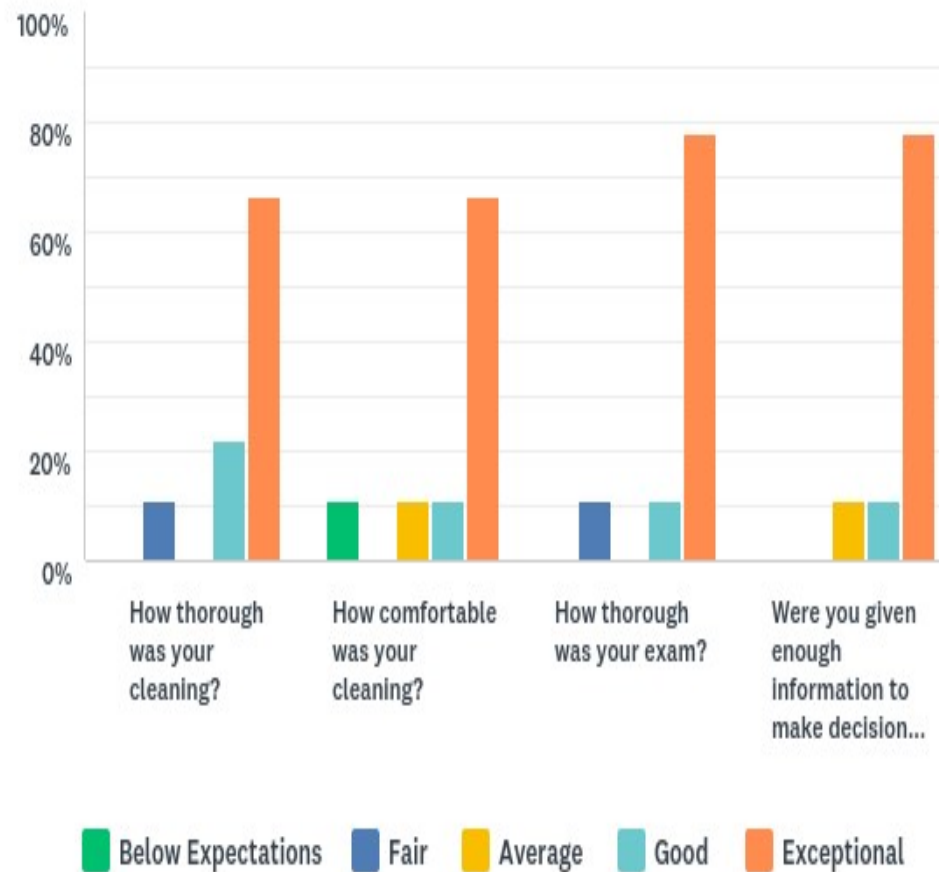
PATIENT SURVEYS

Payson – March 2018

What Do You Want Most From Us?

- ❑ Relief and continuing care.
- ❑ Good care from caring people.
- ❑ Happy friendly smiles:)
- ❑ Thoroughness.
- ❑ Honesty and friendly service.
- ❑ Dental care for my kids.
- ❑ Regular dental care.
- ❑ Friendly service and as little pain as possible.
- ❑ Good quality care.
- ❑ Kind service and good help.
- ❑ Cost efficient care.
- ❑ Friendly service, knowledgeable staff, awesome dentistry work.
- ❑ Good care.

Q2 Cleaning Visits

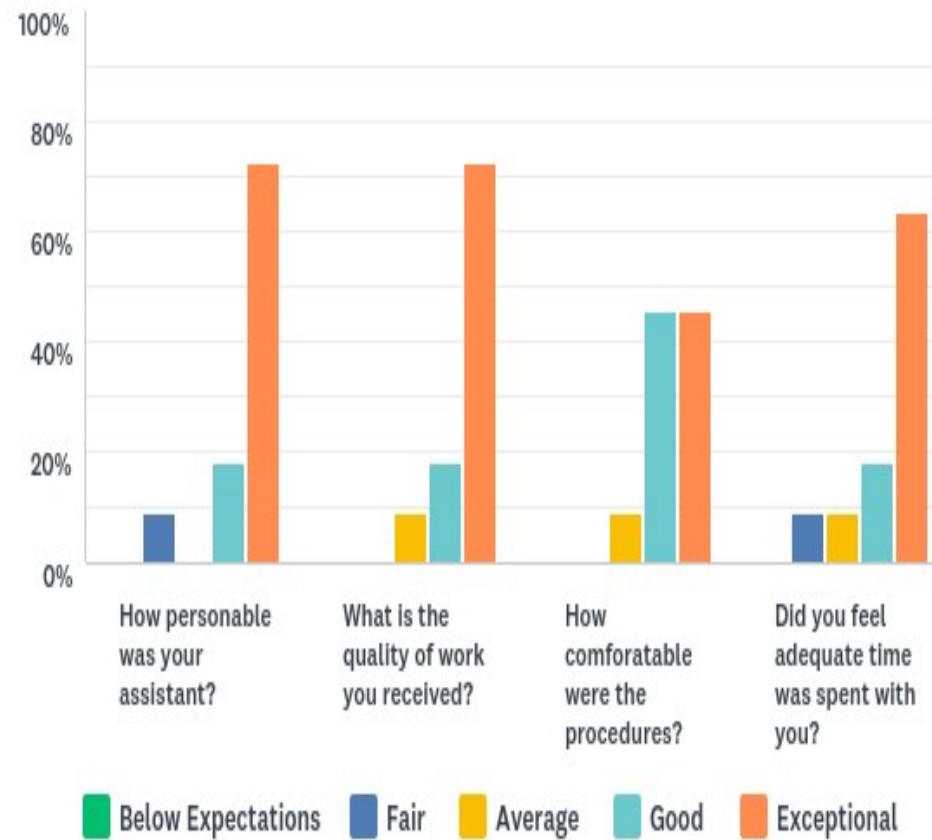


Cleaning Visits

Comments on Cleaning Visits:

- I was thoroughly disappointed with my present for my cleaning. I normally brag about coming to this dentist office, however after today's visit I felt a lot less pleased with the office. My hygienist
- Was very rough with me, and I did not feel comfortable having her work on my teeth.
- Mel is awesome. She is friendly, gentle and is a great teacher.
- Lauren is the best!
- Nice and friendly staff. Thanks for the great service and making me feel comfortable.
- SO good with my daughter! She was sad we didn't come back to the dentist the next day!
- Haven't had one.
- Lauren Price is the best!! I've never met a hygienist like her.

Q4 Dentist Visits



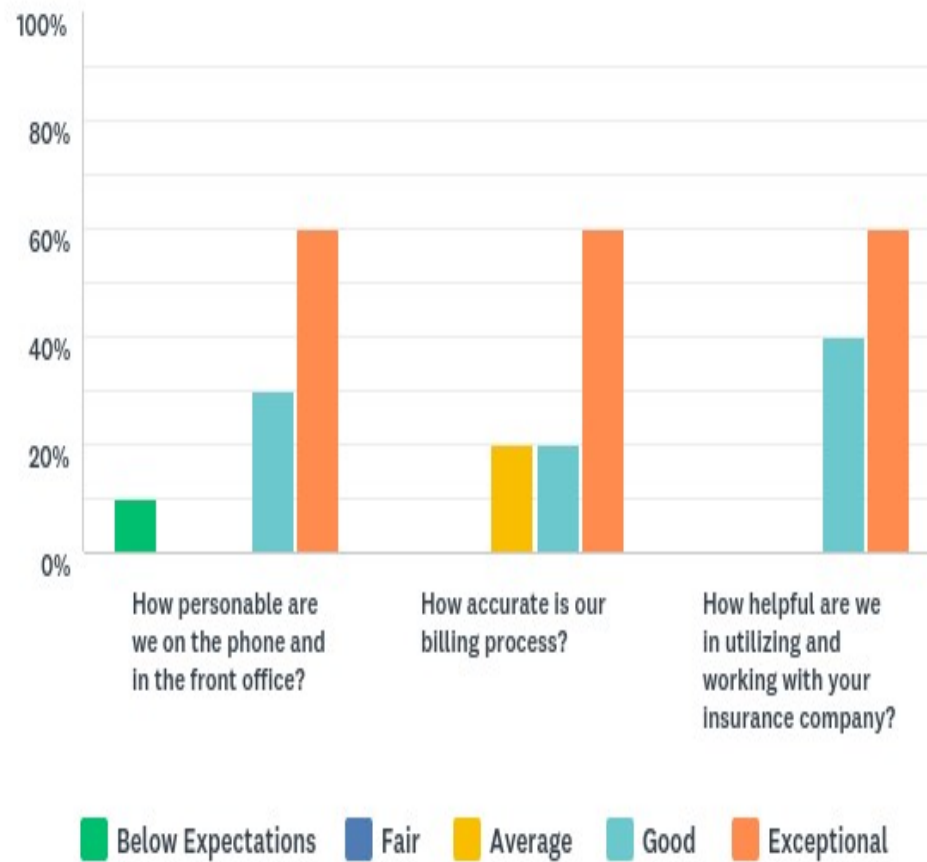
Dental Visits

Comments on Dental Visits:



- All of the dentists I have associated with have been great.
- I love the staff and atmosphere but I don't know if I will ever like getting my teeth worked on.
- The care I received was exceptional. For a person who hates going to the dentist, I really haven't minded being there the two visits that I have had.

Q6 Billing & Front Office



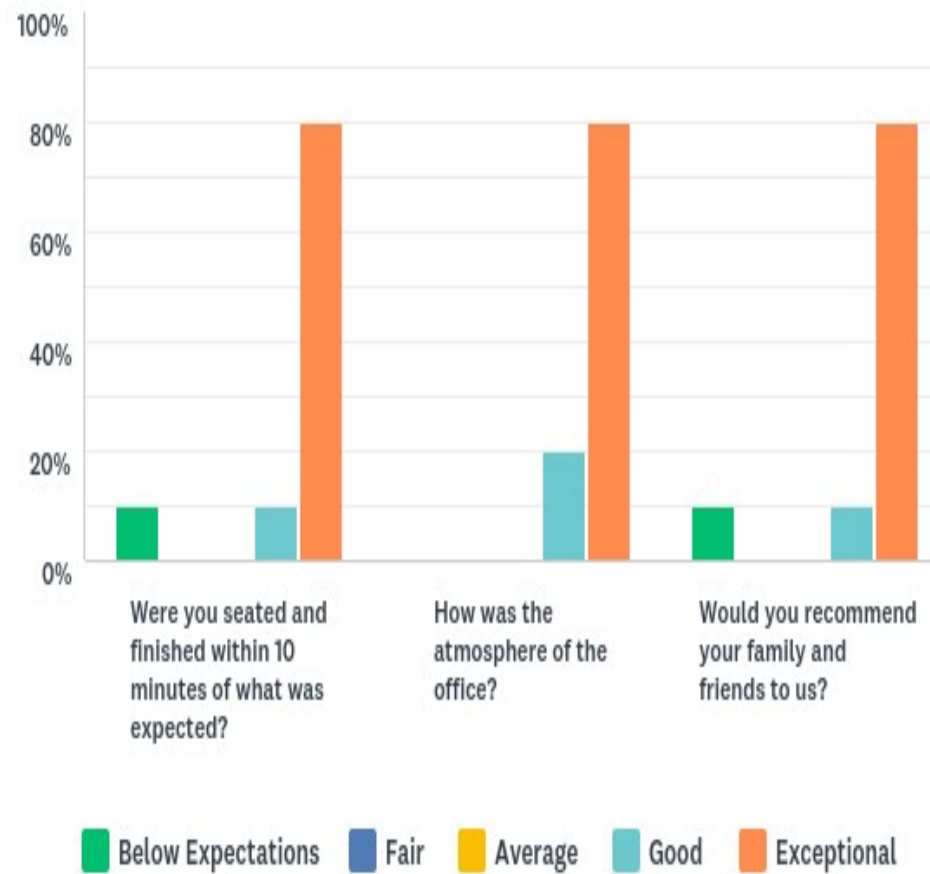
Billing & Front Office

Billing & Front Desk Comments:



- Very kind, very patient. I am so so impressed.

Q8 General Questions



General Questions

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

- Love coming to cascade dental. Everyone is so nice and kind.
- I have not had any bad service since we started coming to this office.
- The assistant was so personable and made my daughter so at home. We didn't hardly have to wait even though it was a first time visit. The front desk staff was very kind and helpful. I can't say enough about how impressed I was and we were only there maybe 30 minutes.
- The entire staff was more than friendly and accommodating!
- Everyone was really friendly and genuinely nice!
- Lauren Price! Every time I come for a checkup she consistently impressed me. I want her to be my hygienist every time.

How can we make your experience better?



- ❑ :) stop telling me I have work to be done on my teeth. Ha ha
- ❑ Just keep doing what you're doing