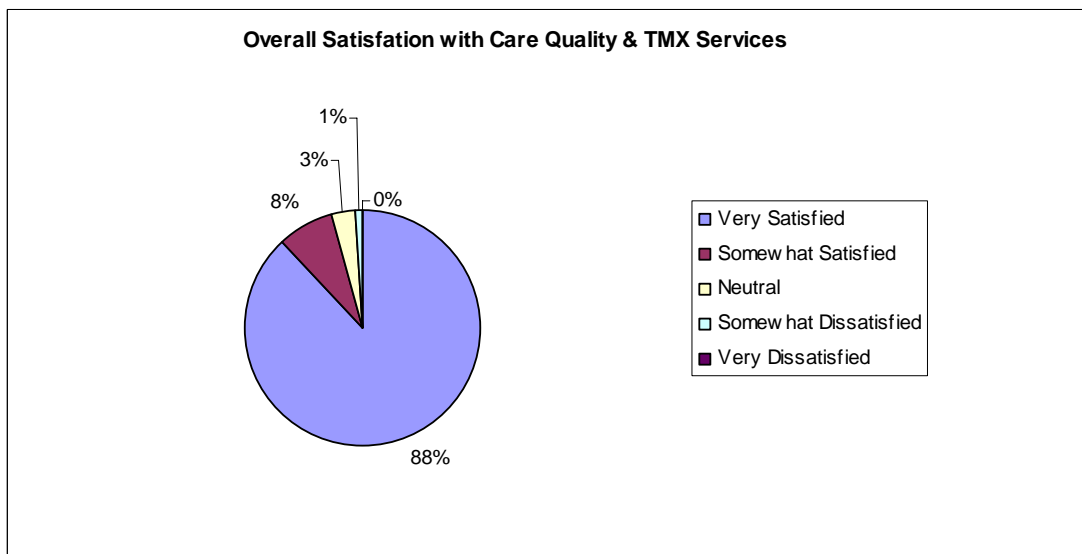


Patient Satisfaction Survey Results: August 2009 through Oct 2009



TheraMatrix Outpatient Clinics - 99% Overall Satisfied

Total Surveys: 132 **Locations:** Clinton Twp., Dearborn Hts., Dearborn, Detroit, Eastpointe, Flint, Garden City, Livonia, Pontiac, Rochester, Southfield, Southgate, Sterling Hts.

25.64% surveys returned out of 511 sent

Question	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Yes	No
1st PT Experience?						39	91
1st Clinic Experience?						71	58
Completed All Appointments?						88	42
Convenience of Location	113	13	4	1	0		
Convenience of Parking	113	5	5	4	0		
Ease of Scheduling Appointments	120	7	2	0	0		
Assistance from Staff	117	5	3	0	0		
Appearance & Cleanliness	113	11	5	0	0		
Courtesy & Helpfulness of Staff	122	5	2	1	0		
Promptly Seen	118	12	1	0	0		
PT understood problem/condition	119	6	3	3	0		
PT educated and involved	115	7	3	3	0		
Progress Made Toward Goals	81	31	12	3	0		
Privacy Respected	118	6	4	1	1		
Overall Satisfaction	113	11	1	2	0		
Recommend Clinic to a Friend						124	4
Totals	1362	119	45	18	1	322	195
Percentage of Total	88%	8%	3%	1%	0%		

Facility Name	13. Recommend this clinic to a friend?	Additional Comments or Feedback
Clinton Twp	Yes	I will be returning to physical therapy in November and I am very happy with this location and the staff. I would recommend this staff and location to everyone who needs therapy - Great Job!
Clinton Twp	Yes	I've been to another physical therapy place and felt very uncomfortable. I felt right at home here at TheraMatrix. Enjoyed every visit, and very impressed with my results.
Clinton Twp	Yes	So very caring, listening to all of what you have to say. Always ask if you are Ok and comfortable, any discomfort, very special caring people at Clinton Twp building and very friendly. I will always go there. Martha is the kindest person and caring. Thank you.
Clinton Twp	Yes	Excellent Service.
Dearborn	Yes	Vary satisfied with everything, the service, the staff, the cleanliness, the quick progress I made.
Dearborn	Yes	I'll always go to TheraMatrix for my physical therapy. My therapist is very caring to my needs. Artier (therapist) is a caring person.
Dearborn Hts	Yes	Very Satisfied (Arlene is a devoted person)
Dearborn Hts	Yes	I'd like to thank Arlene for being the best PT and fellow Christian I've seen in a long time! Each session I had was begun warmly and completed so as well. I almost look forward to getting hurt again. (just kidding)
Dearborn Hts	Yes	There is no comment that I could make that your survey did not do very satisfactory in.
Dearborn Hts	Yes	2 years after my first treatment I was more than satisfied. Very happy with treatments.
Dearborn Hts	Yes	No comments what so ever. Everybody there is doing his job especially the therapist Mr. Siva
Dearborn Hts	Yes	Nothing I can think of to improve services in my case. But I would like to let you know my therapist, Arlene Sabir, was excellent! She would tell me exactly what she was doing and why. She also educated me on my injury and explained how each exercise was rehabilitating my injury.
Dearborn Hts	Yes	The staff was very friendly and helpful.
Detroit	Yes	Happy with services
Detroit	Yes	I totally believed I would be limping the rest of my life and have pain 24 hours a day. With the help I received after 4 treatments my pain level was reduced to my great joy. Thank you TheraMatrix. Keep up the great work!!! God Bless!!
Detroit	Yes	Natasha is very helpful and she is about her business. Karen is loving and very helpful and she makes sure we are comfortable. Claire sees to us having our appointments on time.
Eastpointe	Yes	Everything is great. All staff is very helpful, nice, patient and understanding when in pain. Thank you
Garden City		I haven't been able to form an opinion about treatment and goals. Because of other illnesses I had to miss many appointments and we couldn't work on areas needed.

Garden City	Yes	Just keep doing what are doing. Good marks to all staff.
Garden City	Yes	Keep up the good work
Garden City	Yes	The people in the office have been very helpful in my recovery progress. I would recommend this office to anyone that needed the help.
Livonia	Yes	David was a very helpful and knowledgeable person. Thanks
Livonia	Yes	I worked with two therapists. Dave was extremely helpful.
Livonia	Yes	Everyone was great. The therapist did a better job explaining then my doctor.
Pontiac	Yes	If I need anymore physical therapy, I will call and go back there.
Southfield	Yes	Made me feel right at home. Love the staff. I will go back.
Southfield	Yes	Thank you for your good treatment and educating me how to continue to help myself.
Southgate	Yes	The staff was amazing at the technical part of their job, but where they really shined was in their relationship with patients. Wonderful people, especially Larry.
Southgate	Yes	The only comment is that Larry and his staff is the best. Couldn't ask for better.
Southgate	Yes	Daphne was great.
Southgate	Yes	Thank you TheraMatrix. You were great.
Sterling Hts	Yes	Joe & John as well as the rest of the staff have been very good.
Sterling Hts	Yes	Joe Fisher is an awesome therapist who truly cares about all his patients.
Sterling Hts	Yes	I didn't feel like the problem I had was diagnosed properly since my pain level was always "10" on the 1-10 scale. I have since seen my doctor and asked if I could have a carpal tunnel problem. He then ordered (2) braces for me to wear. One for each hand since the pain has gone to the other hand as well. The braces had given me minimal relief. I also need to mention that your therapist "edyta" had already suggested trying the braces before I saw my doctor for follow-up.
Sterling Hts	Yes	Every single one of the staff was truly wonderful.
Sterling Hts	Yes	Thank you for a wonderful staff and good equipment at your clinic.