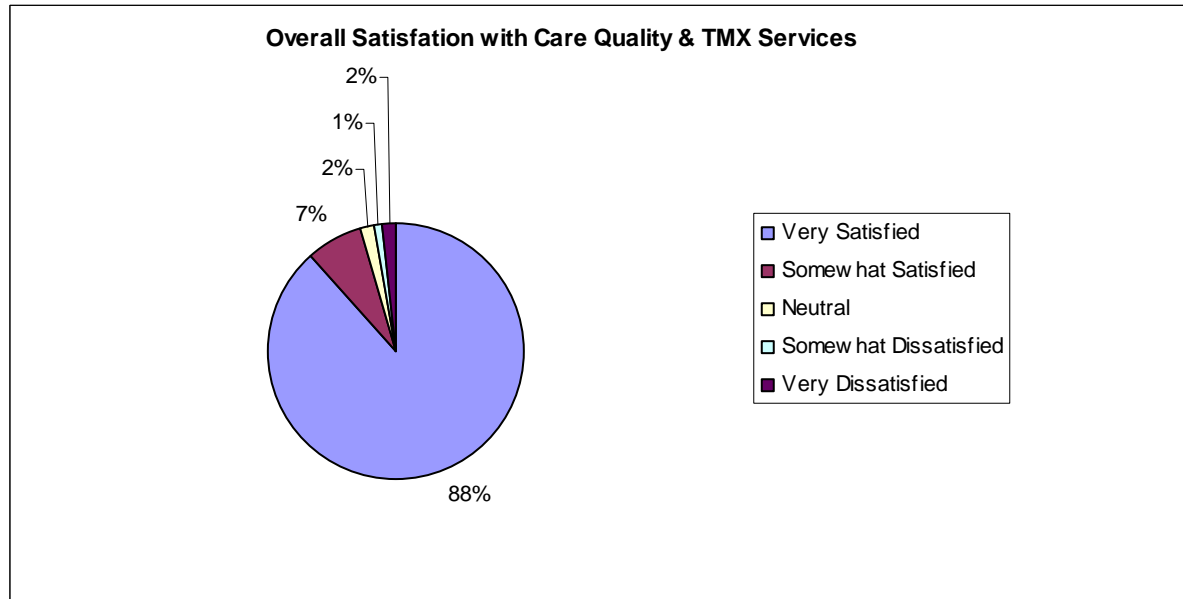


## Patient Satisfaction Survey Results: Jan 2010 through Mar 2010



*TheraMatrix Outpatient Clinics - 97% Overall Satisfied*

**Total Surveys:** 166     **Locations:** Clinton Twp., Dearborn Hts., Dearborn, Detroit, Eastpointe, Flint, Garden City, Livonia, Pontiac, Rochester, Southfield, Southgate, Sterling Hts.

Question	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Yes	No
1st PT Experience?						54	0
1st Location Experience?						100	51
Completed All Appointments?						118	34
Convenience of Location	143	15	5	0	1		
Convenience of Parking	145	8	2	2	3		
Ease of Scheduling Appointments	152	7	0	1	2		
Assistance from Staff	145	5	9	2	2		
Appearance & Cleanliness	140	14	3	4	1		
Courtesy & Helpfulness of Staff	151	7	2	2	1		
Promptly Seen	145	13	2	1	2		
PT understood problem/condition	145	11	3	0	3		
PT educated and involved	146	8	4	0	4		
Progress Made Toward Goals	116	32	3	5	6		
Privacy Respected	149	7	2	1	2		
Overall Satisfaction	141	12	2	1	5		
Recommend Clinic to a Friend						153	7
<b>Totals</b>	<b>1718</b>	<b>139</b>	<b>37</b>	<b>19</b>	<b>32</b>	<b>425</b>	<b>92</b>
<b>Percentage of Total</b>	<b>88%</b>	<b>7%</b>	<b>2%</b>	<b>1%</b>	<b>2%</b>		

Facility Name	13. Recommend this clinic to a friend?	Additional Comments or Feedback
Clinton Twp	Yes	I have been very satisfied with my therapy, as well as each of my therapists. They are very professional and pleasant. I feel they do everything possible to improve my condition. The entire staff shows great expertise.
Clinton Twp	Yes	I really enjoyed going for my treatments. The Clinton Twp location is awesome. The staff is like a big family, very personal, funny and caring. Very pleased.
Clinton Twp	Yes	Very Good, best treatment possible.
Clinton Twp	Yes	They were very good with me. Still not 100% but will try to improve by myself. If not will see doctor for more help.
Clinton Twp	Yes	Martha and Renee provide a great atmosphere. It is an upbeat, fun and a family type atmosphere, compared to other physical therapy offices. The office deserves an A+ for effort and an A+ for execution.
Clinton Twp	Yes	Very Very Satisfied. Staff was a wonderful team
Clinton Twp	Yes	Highest level satisfaction
Clinton Twp	Yes	Just keep doing what you are doing. Thank you very much.
Clinton Twp	Yes	Very happy with service
Dearborn	Yes	Service was beyond great.
Dearborn	Yes	Thank you Siva, Johanna, Kim, Bernice and Lauri. Back to Tai Chi 4x a week. Played 9 holes of golf on 4/23. Shot a 55 (9 holes) yuck. Still icing but feels good.
Dearborn	Yes	My first experience with physical therapy was a positive experience, thanks to a very competent, caring staff, especially Kim and Dr. Siva.
Dearborn Hts	Yes	Arlene is a very good and loving person. All the staff are very good and understanding. God Bless them all.
Dearborn Hts	Yes	Everyone on staff was very caring and helpful. The therapy they gave me helped very much. Suggestions and exercise sheets sent home with me are helping allot. I would recommend this facility highly.
Dearborn Hts	Yes	Arlene helped me to push and believe that I could heal and be well again. After two plus years off and on, I almost quit: but everyday I met with her, she would help me have hope (I can and I will). And today I am almost ready to return to work. Thank you Arlene, Enida and Tammy. "This team is TheraMatrix's finesse!"

Detroit	Yes	I just want to say "Thank you" for your services and I would love to continue being able to work with you and the providers of my care.
Detroit	Yes	Services were very good.
Detroit	Yes	They did a good job. Thank you
Detroit	Yes	Just keep doing what your doing
Detroit	yes	The staff was remarkable. Thank you for helping me.
Detroit	yes	Everyone was very helpful in every way, especially the service I received from Ms. Natasha. Thank you
Eastpointe	Yes	I choose TMX because Theresa, the receptionist was so helpful, welcoming and accommodating on my first inquiry call. Once I was in the door, Mike, Luisa, JP, Yvanna and Rachele were effective, compassionate and involved meaningfully in my care. TMX Eastpointe felt like a second home, not a place of pain and exertion. Staff always took my comfort level into consideration, applied exercise around it and reduced my active pain level from 9 to a 2-3 as well as doubled my strength. Besides turning back the clock for my fingers which are deformed from arthritis, I couldn't have hoped for more. THANK YOU
Flint	Yes	The first time I took therapy was for my feet. The second time was for back pain. Both treatments were a success. I would recommend TheraMatrix to anyone who needs therapy instead of the hospital therapy which I had before.
Flint	Yes	I think you have a very nice staff and Dr Adams is a very nice person, so is Tiffany.
Flint	Yes	The staff was wonderful and very informative. I would return for any future problems that may arise.
Garden City	Yes	I really loved Mary. She was awesome! All techs were great and very nice facility.
Garden City	Yes	Very Satisfied with Services.
Garden City	Yes	#They are really great at this facility; they get 100% from me.
Garden City	Yes	The staff at the Garden City TheraMatrix is awesome. I truly enjoy coming to my therapy appointments. The staff that includes Paul, Mary and Dave always made my visits very welcome and pleasant. I would recommend all of my family and friends to TheraMatrix.

Garden City	Yes	You have very good employees, pleasant & knowledgeable.
Livonia	Yes	Everyone was great.
Livonia	yes	This was my daughters first experience with anything like this. The doctor and therapist she saw were great. They made her feel comfortable and were very helpful and informative with her back issues and how to relieve her pain. Thank you.
Pontiac	Yes	Myself, I would liked to have come on a daily basis instead of every other day. Because even with doing the exercises at home it does not compare with the office visits.
Pontiac		I have a chronic problem which may need additional treatment. The physical therapist was very helpful in explaining everything to me and future expectations. I am very grateful to Reenu and Shay for all their help and kindness.
Pontiac	Yes	No need for improvement, all employees are very nice, patient and very prompt and understanding. They are very professional and are trying hard to fix my problem.
Pontiac	No	I am going to be switching to a new insurance company very soon that's why I did not complete my appointments with you guys.
Pontiac	yes	I was satisfied; I have no complaints at all.
Rochester	Yes	All wonderful - Helpful and Friendly
Rochester	Yes	The TheraMatrix staff is outstanding.
Rochester	Yes	The staff was very kind and helpful.
Rochester	Yes	I am very pleased with all the people that worked with me and my neck strength and range of motion has greatly increased. I would go back there in a heartbeat, which I may be doing depending on the results of an MRI.
Rochester	Yes	Jennifer was my PT and I felt that I was in goods hands and she made the experience more enjoyable and I felt that I progressed more when working with her.
Rochester	Yes	Jennifer and her staff were very knowledgeable about my care and progress. I will definitely recommend this location.
Southfield	Yes	Keep up the good work
Southfield	yes	My therapist's were very helpful and knowledgeable and so were the assistants. The clerical staff are amazing. I really appreciate the reminder calls. You have great customer service.
Southgate	Yes	Southgate has an excellent staff!!!
Southgate	Yes	The staff was wonderful. They're so nice to everyone.
Sterling Hts	Yes	Joe, Jessica and Danielle have been great, fun to work with and knowledgeable. I feel Danielle has been a great help in really trying to get to the root of my chronic Hip & Back (Bike related) pain.

Sterling Hts	Yes	Staff was very friendly and professional
Sterling Hts	Yes	Jessica and the whole staff are outstanding. It's like being at Cheers; everyone knows your name and is committed to your success. I have had hospital PT before and never saw any results - it was quick in and quick out. Here the therapists take time and work with you, educate you and care about you. I love it.
Sterling Hts	Yes	Loved the people, so friendly. And they really helped my pain.
Sterling Hts	Yes	Jessica was very good.
Sterling Hts	Yes	Keep up the good work
Sterling Hts	yes	Staff is wonderful! Rachelle, Danielle, Joe, Jessica, Tammy, Kimmy and Steve were all very nice and personable. Would go back!!