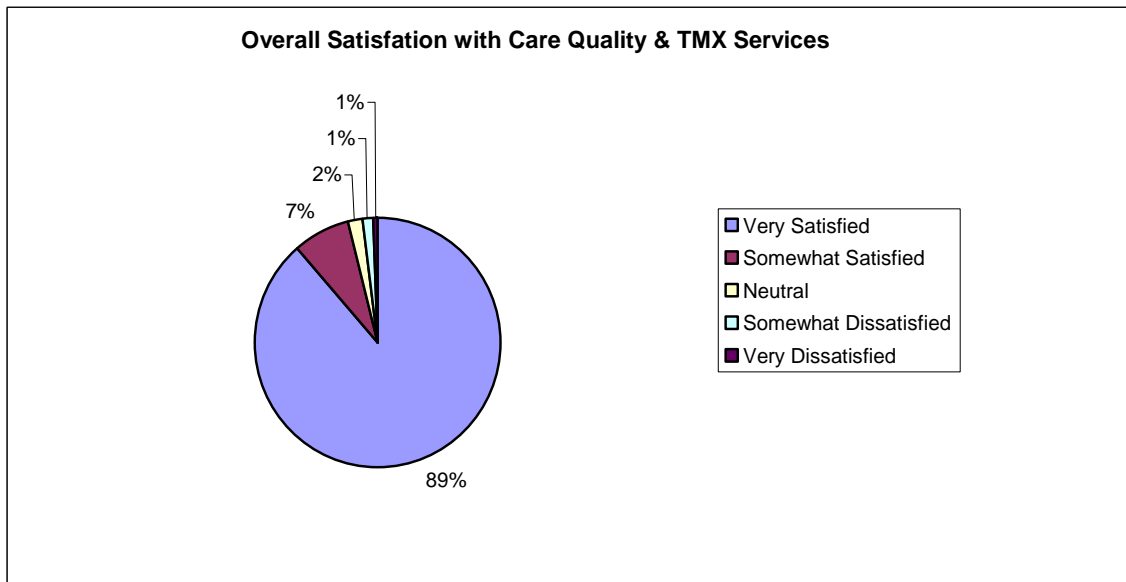


Patient Satisfaction Survey Results: Oct 2009 through Dec 2009



TheraMatrix Outpatient Clinics - 98% Overall Satisfied

Total Surveys: 176 **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?						35	62
1st Location Experience?						74	98
Completed All Appointments?						134	38
Convenience of Location	158	10	6	0	0		
Convenience of Parking	158	3	6	6	0		
Ease of Scheduling Appointments	163	8	3	0	1		
Assistance from Staff	164	8	2	1	0		
Appearance & Cleanliness	149	22	2	0	0		
Courtesy & Helpfulness of Staff	162	9	4	0	0		
Promptly Seen	155	15	2	0	1		
PT understood problem/condition	153	11	3	2	5		
PT educated and involved	153	12	4	2	3		
Progress Made Toward Goals	127	34	8	3	1		
Privacy Respected	158	11	3	2	1		
Overall Satisfaction	151	12	0	10	1		
Recommend Clinic to a Friend						164	10
Totals	1851	155	43	26	13	407	208
Percentage of Total	89%	7%	2%	1%	1%		

Facility Name	Additional Comments or Feedback
Clinton Twp	I wouldn't change a thing. I was very happy with my care.
Clinton Twp	Been to three clinics, most satisfied with Garfield, Clinton Twp. Thank God for those guys
Clinton Twp	Secretary Renee is Number 1. Martha is great. Martha and her staff are the best. Martha is the best - I was always glad to have her when I came in for physical therapy. She knows her therapy!
Clinton Twp	Everyone was friendly and helpful.
Clinton Twp	The staff at this facility is excellent. I have received treatment there for 3-4 injuries. I have recommended to my friends. The therapist is excellent.
Dearborn	The staff is very friendly and very helpful. I would recommend this location to my friends.
Dearborn	Miss everyone!! Kim kept the office rolling along, very friendly. Jarchaird was delightful - I loved talking to her while she worked on me. And Dr. Sivadev was just great, got my shoulder all healed and we had many interesting talks. He is wonderful and very kind.
Dearborn	Very Good Service
Dearborn Hts	I am very impressed by your staff, they are knowledgeable and helpful. Arlene and Anita are wonderful, they make the therapy very worthwhile. Tammy and Theresa are very professional, friendly and helpful.
Dearborn Hts	At this point there is None! Very good PT staff! Excellent*****
Dearborn Hts	Staff was very friendly and professional
Dearborn Hts	Arlene and her staff were great.
Dearborn Hts	I was very satisfied with the care I received. The therapists are excellent when treating my aching back and teaching the correct exercises.
Dearborn Hts	The staff was wonderful, they made my therapy very enjoyable!!!. Sivadev, Enida, Jouhainna, Alana and Tammy! They were great! Wonderful people!
Dearborn Hts	Very Satisfied with everything. A+ to Arlene, Anita, Theresa, whole staff.
Dearborn Hts	Since my attendance at your Dearborn Hts location I have found a new understanding and enjoyment of therapy. Thank you all - Hardik is a God Send.
Detroit	Everyone was nice and polite. I will see my if my doctor thinks I should return since my leg is done. Thank you

Detroit	My experience and time with them were exhilarating, fun and joyful, full of laughter. But most of all they do a great job in handling you and your rehabilitation and physical therapy. Your staff is beautiful, I will be happy when I will be able to resume my therapy with them. From Natasha, Karen, Carla, John, Nicole or Kikki they are very professional. Keep up the great work.
Detroit	Very caring, professional, courteous, educational, responsive toward recovery, very good staff and associates. A very helpful and pleasant, rewarding experience that has aided my recovery tremendously. Thanks for being somewhere I would always look forward to returning or recommending.
Detroit	Excellent, Excellent, Excellent...Thank you
Eastpointe	Just keep up the good work! Each staff was curious and respectful. Thanks to all of you very much.
Eastpointe	I would like to thank everyone at the Eastpointe office.
Eastpointe Eastpointe	I was happy with all services given I have no feedback. I was satisfied with everything.
Flint	It was a good experience and my problem with my heal seems to be corrected.
Garden City	Everything was great! Thank you!
Livonia	Dave is an excellent therapist.
Livonia	David is a wonderful therapist. He did more for my back and leg then anyone has in the last 12 years. When I had a set back, he really worked hard and long on the problem. The whole staff was just great.
Pontiac	My experience was excellent, the staff was amazing. I left there with a better knowledge of how to keep my strength and flexibility in my hip. I really can't describe my experience with this clinic in words. Everyone was very helpful and wonderful.
Pontiac	Everything was very well on my visit to TheraMatrix. I will recommend my friends and family to your company. Thank you very much for your help.
Pontiac	Reenu was great. She was very informative & explained how to help myself in the future. Scheduling was done around my busy schedule & all appointments were kept. The staff was great & always happy and will go the extra mile for a patients comfort.
Pontiac	My therapist took the time to exercise each joint in my hand - which I felt was the only therapy that made a difference in regaining the use of my hand.
Rochester Rochester	Staff is very friendly I was treated very well and professional. You did a great job
Southfield	Very Satisfied

Southfield Very comfortable environment and a professional staff that performs their jobs in a professional manner. I felt better after each visit. The facility was always clean and neat.

Southgate Don't do anything different. In my opinion there is a good therapist and good staff.

Southgate Everyone was helpful both times I was there in 2008 and in 2009

Southgate Staff is very kind and considerate of your needs. Larry is great. Everyone works together as a team. Always an up beat attitude towards all patients.

Southgate A very pleasant place for therapy - happy people

Southgate My therapist was very helpful, friendly and eased my physical problem

Southgate Each and every person that helps me with my therapy sessions I owe a big thank you for their professional concerns, warm and caring personality. I could not have gone to a better clinic.

Southgate Daphne & Larry run a great clinic.

Southgate Everyone was very nice and caring and friendly. Had a lot of fun, all of the patients were very nice to each other. Larry and everyone was very caring about you. Ladies at front desk were very nice. Hope I don't have to go back, but I would go back to this clinic.

Sterling Hts I am very satisfied and I would recommend it friends and family members also.

Sterling Hts Joe & John are, for the whole, my only reason for coming. They are great at what they do and truly care about their patients. I actually enjoy coming to therapy. I feel better every time I leave there and I know I am getting the best treatment I could receive.

Sterling Hts Joe was very competent and has an exceptional staff of caring, knowledgeable people.

Sterling Hts My therapist was excellent. She used methods I didn't have in the past and I got good results.

Sterling Hts Staff was very friendly and courteous. Physical therapist was very knowledgeable and empathetic. He went above and beyond his job description.

Sterling Hts I want to make clear to your office that the care I received from my therapist could not have been more professional and intense. In fact, everyone who was connected to my case showed total professionalism. The sessions did produce less pain, less frequency of pain, less time in re-healing of my original problem and was all due to their dedication to their patients. I've had therapy 11 times for various problems in my past, but I really think I experienced people who really cared whether I achieved my goal to be completely healed! I want to extend my sincerest "Thank you" to all concerned.