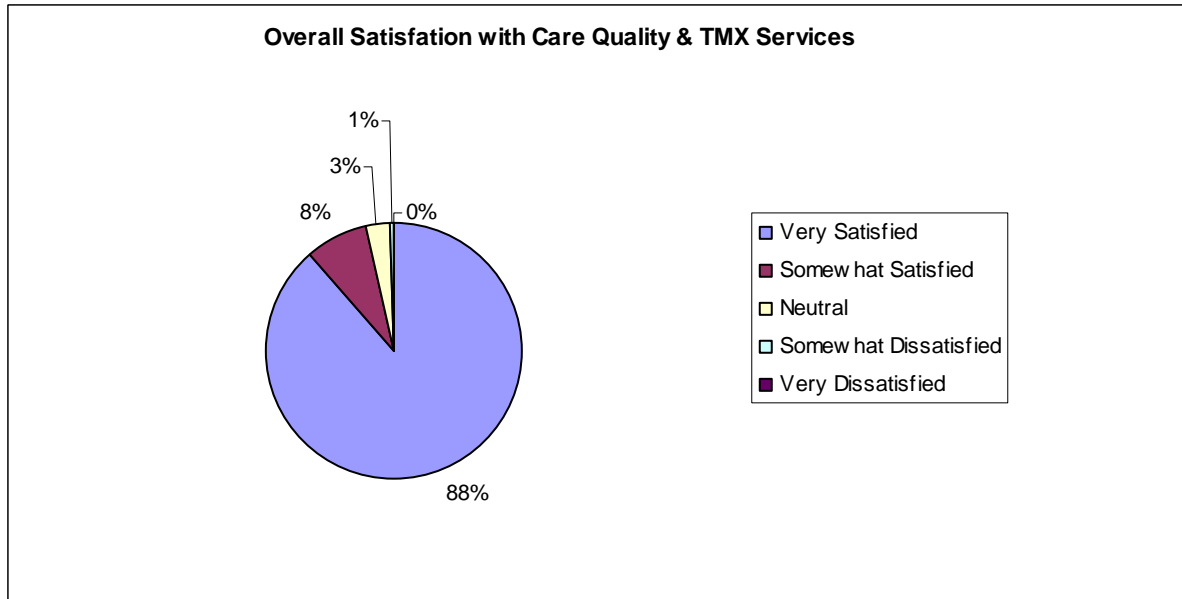


Patient Satisfaction Survey Results: April 2010 through June 2010



TheraMatrix Outpatient Clinics - 99% Overall Satisfied

Total Surveys: 162 **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?						53	107
1st Location Experience?						115	45
Completed All Appointments?						107	51
Convenience of Location	142	13	4	0	0		
Convenience of Parking	147	7	4	0	0		
Ease of Scheduling Appointments	151	6	4	0	0		
Assistance from Staff	146	5	7	0	0		
Appearance & Cleanliness	146	11	2	0	0		
Courtesy & Helpfulness of Staff	147	12	1	0	0		
Promptly Seen	148	11	1	0	0		
PT understood problem/condition	143	10	5	2	0		
PT educated and involved	137	15	6	1	0		
Progress Made Toward Goals	105	33	13	6	0		
Privacy Respected	143	10	5	0	0		
Overall Satisfaction	136	18	4	2	0		
Recommend Clinic to a Friend						152	3
Totals	1692	151	56	11	0	427	206
Percentage of Total	88%	8%	3%	1%	0%		

Facility Name	13. Recommend this clinic to a friend?	Additional Comments or Feedback
Clinton Twp	Yes	You are all doing a great job for the people. Thanks so much.
Clinton Twp	Yes	Could not have been any better
Clinton Twp	Yes	I have had physical therapy many times over the years, this was the very best. The Director and her staff were very knowledgeable about every individuals needs. I am a retired nurse and felt I received the best care and each time was helped through my problem. The whole staff reflects how the director trains everyone to do their best. My husband was also treated in 2009 and it was seeing the care and treatment he received that brought me here.
Clinton Twp	Yes	All of the personnel were helpful and courteous and knowledgeable. The treatment was painless. Progress has been good since the last treatment.
Clinton Twp	Yes	My therapist was Martha; she is a very nice, helpful and hard working lady. All the staff was very nice and helpful. They treated me very well. I would like to especially thank Martha for helping me with my problems. I feel much better. Thanks Martha, I feel much better.
Clinton Twp	Yes	The team at TheraMatrix is doing a fine job. Keep up the good work. Martha is the best. I really liked her and everyone working there is very friendly.
Clinton Twp	Yes	The staff at this clinic was awesome. Very professional and made you feel comfortable from your first visit on. Very knowledgeable PT's and techs.
Dearborn	Yes	Everyone at TheraMatrix Dearborn is terrific, helpful and caring. I would recommend this clinic highly.
Dearborn	Yes	I have been to other PT providers and this by far is the best. I have had multiple injuries and surgeries and I always request TheraMatrix as my PT provider. Keep up the extraordinary work, the team is awesome.
Dearborn	Yes	The staff is very caring. They show empathy.
Dearborn	Yes	Great Staff, all very caring and helpful.
Dearborn Hts	Yes	The staff was very friendly, patient and gentle. I like them more then other places, especially the therapist who treated me with such care. I am very thankful for all.
Dearborn Hts	Yes	I have already recommended friends
Dearborn Hts	Yes	Arlene is a wonderful therapist.
Dearborn Hts	Yes	A+ to all therapists, staff and receptionist.
Dearborn Hts	Yes	The staff made me feel like family. They couldn't do enough for your comfort.

Detroit	Yes	The girls at the clinic are great. They all have wonderful personalities and work together well. They were very comforting to me during my frustration with my injury. Natasha is great at what she does; she validated my concerns and helped me through the rough patches. She is very knowledgeable.
Detroit	Yes	I was very pleased with the treatment I received from your treatment center.
Detroit	Yes	When and if I should ever need physical therapy again, TheraMatrix is where I would return to. They have an excellent staff and the way you are treated is the greatest.
Detroit	Yes	I enjoyed the staff at the Detroit location. They are friendly, efficient and helpful.
Eastpointe	Yes	Very professional, went straight to the therapy.
Flint	Yes	Since I changed and started going to TheraMatrix I wouldn't think of going any place else. The therapist knows just what to do and does it well. TheraMatrix is my physical therapy. Thank you
Flint	Yes	They were good people and they treated me so good.
Garden City	Yes	I have been to other physical therapy facilities. This is the best I ever had. The staff is just great. You should be proud they are so great.
Garden City	No	My treatment went above and beyond very satisfied. The staff really paid attention to me and my needs. Also, their kindness was awesome.
Garden City	Yes	Everyone is extremely helpful. Sam has helped me a great deal.
Garden City	Yes	The staff was extremely helpful and courteous. Employees are attentive to my needs and very friendly.
Garden City	Yes	The whole staff is very friendly and seem to enjoy helping the patients achieve their goals.
Pontiac	Yes	I am extremely Satisfied
Pontiac	Yes	The care and the service was excellent. I will come back again. Bless you all.
Pontiac	Yes	The clinic, physical therapist and staff were wonderful and made my time at the clinic both helpful moving me to understand and progress in my treatments, it has really helped in my recovery. Thank you
Pontiac	Yes	I'm very happy with all the things they did for me.
Pontiac	Yes	Reenu and her staff were great. Everyone was nice and did an excellent job. I was kind of sad when my therapy was over.
Rochester	Yes	Very nice and friendly people. They care about their patients and are very friendly, the location is very clean and I felt very comfortable there. This treatment really helped my bricitus and I would recommend TheraMatrix to my friends.
Rochester	Yes	My therapist was phenomenal. I look forward to going to therapy.
Southfield	Yes	Everything was very good. Thanks

Southfield	Yes	My experience with TheraMatrix physical therapy and their staff was more than an experience. It was a chance to meet a set of warm and caring individuals who take their jobs above and beyond the average expectation. Upon my arrival I was in a considerable amount of pain and not knowing what to expect for my outcome. The stay at TheraMatrix was so wonderful because of the warm hearts that was taking care of me. It probably would be extremely nice of me to say an individual was extra special but I cannot. I would have to say each and every one of the therapists including the receptionist was a true gift of professionalism.
Southfield	Yes	The staff was very knowledgeable and understanding of my problem. I was treated twice there for two different problems and each time at the completion of therapy my symptoms had lessened almost 100%. The staff knows what they are doing and they are very courteous and respectful.
Southfield	Yes	I would like to commend Beth and Debbie - the two therapists who worked with me - and the whole TheraMatrix staff for their warmth and caring help. I owe much thanks to them all. My sincere appreciation for a job well done.
Southfield	Yes	I enjoyed working with the staff
Southgate	Yes	Very good service. I tell my friends about my service.
Southgate	Yes	The staff was great. Daphne is very personable and did a great job helping me get as far as we did in such a short amount of time. Larry was also very personable and helpful.
Southgate	Yes	Everyone was caring and extra nice.
Southgate	Yes	Everyone was very friendly and helpful.
Southgate	Yes	Larry and all the girls were super nice. They went out of their way for anything you needed. I would go back if I needed physical therapy again.
Sterling Hts	Yes	No need for improvement. This was a perfect experience. The staff was very good and it was sad to have to leave. They made you feel very special and they were very helpful.
Sterling Hts	Yes	My physical therapist Joe was amazing. He was very caring and engaging. His staff was prompt, personal and helpful. Joe made my experience memorable and most importantly fun. I would recommend TheraMatrix to my family and friends.
Sterling Hts	Yes	The whole staff there was wonderful. They made me feel as if I was the only one there, but at the same time it was a big family. All the patients are treated equally. I miss all of them dearly.
Sterling Hts	Yes	Jessica is very kind and considerate. She is an excellent therapist and knows what she is doing and what I needed. Tammy, Kim and others were also kind and considerate and helpful to me. Very nice place.
Sterling Hts	Yes	Joe Fisher is awesome. He goes above and beyond his job. I would recommend TheraMatrix because of him.

Sterling Hts	Yes	Everyone at this location were friendly, courteous, dedicated and knowledgeable and professional. I truly miss not seeing them as they work to become more than health care professionals. They become partners in your recovery and friends. They treat everyone with the same care they gave me. Everyone (patients) I spoke with felt the same way - happy to be in such good care.
Sterling Hts	Yes	My doctor was very surprised that my knee bend was at 29. He said my therapy treatment was excellent. Joe Fisher runs an excellent clinic and he was also my therapist.