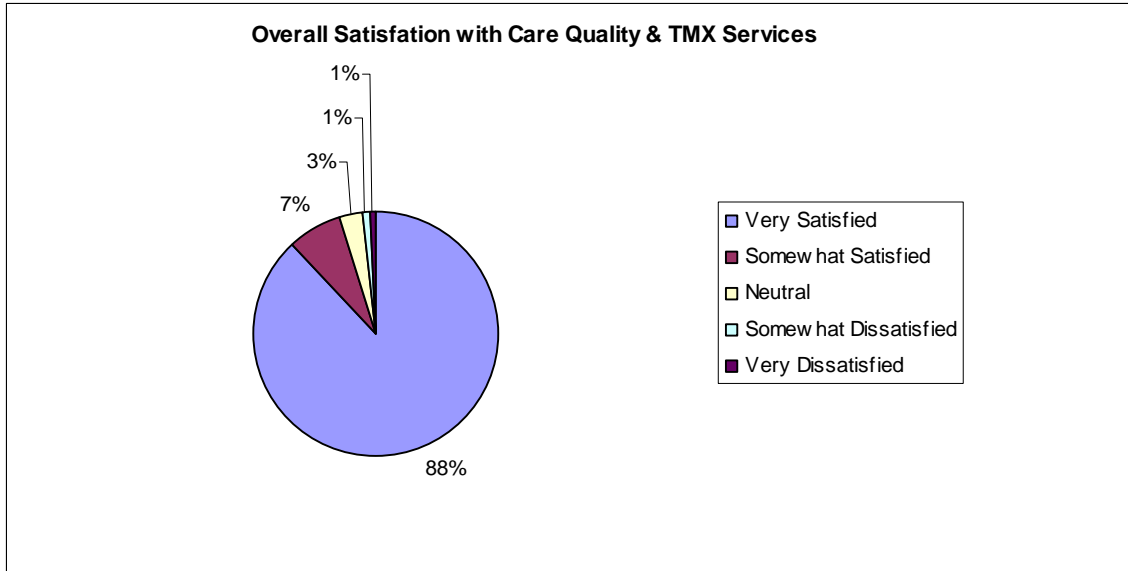


Patient Satisfaction Survey Results: Oct 2010 through Dec 2010



TheraMatrix Outpatient Clinics - 98% 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?						23	136
1st Location Experience?						61	98
Completed All Appointments?						125	37
Convenience of Location	146	7	8	3	0		
Convenience of Parking	143	12	7	2	1		
Ease of Scheduling Appointments	157	3	4	1	0		
Assistance from Staff	149	5	4	2	2		
Appearance & Cleanliness	140	18	6	0	1		
Courtesy & Helpfulness of Staff	153	9	1	0	2		
Promptly Seen	148	11	3	0	0		
PT understood problem/condition	145	15	3	0	2		
PT educated and involved	139	16	5	1	2		
Progress Made Toward Goals	117	26	12	5	4		
Privacy Respected	150	10	3	0	1		
Overall Satisfaction	142	6	5	1	4		
Recommend Clinic to a Friend						154	6
Totals	1729	138	61	15	19	363	277
Percentage of Total	88%	7%	3%	1%	1%		

Facility Name	13. Recommend this clinic to a friend?	Additional Comments or Feedback
Clinton Twp	Yes	Every aspect of the treatment at this clinic, especially the staff was exemplary. The therapist Martha, was excellent and always gave concerned suggestions and care. Also, the support staff from Renee in the office to Anthony and the girls - all PTA's were very cooperative, concerned and sincere in their care.
Clinton Twp	Yes	Very Good People
Clinton Twp	Yes	The staff at this location is better then very satisfied, they are exceptional and very caring. I have been to other places but they were never this good.
Clinton Twp	Yes	Everyone at this location was extremely helpful and very professional. Thank you team.
Clinton Twp	Yes	Everything was good. No need to change
Clinton Twp	Yes	It was a very good place.
Clinton Twp	Yes	I liked the expertise and courtesy shown by all the permanent staff at this location.
Dearborn	Yes	I came in with an upper back & neck problem which was resolved by the therapist.
Dearborn Hts	Yes	The help at this location was friendly and made you feel comfortable. Thanks
Detroit	Yes	Claire, Karen & Natasha were the best. Will recommend to friends and family members. I will come back soon.
Detroit	Yes	The Detroit TheraMatrix is the most hospitable. Attentive, beautiful, wonderful customer service that you or I will ever experience. I have been treated with the best rehabilitating treatment. I am always so elated and painless when your staff completes my physical therapy session. I am recovering very well from my lumbar back injury, which before I came to your facility I was experiencing excruciating pain and could hardly walk. There was a serious limp associated with pain. I was taking a lot of medication to soothe the discomfort and pain. Now that I am receiving excellent physical therapy I no longer consume too much mediation. Anna is magnificent and very nice. Claire the MOC is always sweet, nice and pleasant along with efficient and thorough. Karen is a very cautious person to keep us safe when the patients are off track. Karen also is a sweet, nice, efficient participant in my healing & Wellness process. Natasha is eloquent as the managing officer of your facility. Your facility is in excellent hand.
Eastpointe	Yes	I would come back to TheraMatrix if I need to because it is close to my home and they treat me very good there.
Eastpointe	Yes	I was doing pretty well when I left but now the pain gas returned. I have started "sit down exercises" since Jan 24 (MWF) at a church. It's helping a little

Eastpointe	Yes	I will always return to TheraMatrix for therapy because the courtesy and treatment is outstanding and the employees are as well. Thank you
Eastpointe	Yes	Rachelle and the other therapist treated you as though your injury could be overcome. Great with explaining procedures and expectancy levels. I would recommend to family and friends. Thank you for such great care.
Garden City	Yes	Excellent Staff. Change nothing!
Garden City	Yes	You have an outstanding staff at Garden City. You are made to feel you are the only one being treated even when the room is full. This is my 3rd time for treatment. The last 2 times have been remarkable.
Garden City	Yes	Staff was great. Sam is a very nice guy. It's a good place.
Garden City	Yes	Sam, my therapist, is very good. He got rid of my neck pain and is now working on my lower back.
Garden City	Yes	I'd like to share with you my experience at the TheraMatrix location in Garden City, Mi. I began therapy under the supervision of Sam Subramanian on Feb. 7, 2011. Having just completed my seventh week of treatment, I thought I'd be in a good position to share with you some of my observations. Above all else, my positive impressions of TheraMatrix is completely because of the fine work of Mr. Subramanian. He was very professional in all aspects of my treatment. He always gave me his best effort with his hands-on work and was very willing to explain all the processes of my treatment. I always felt that he knew exactly why he was prescribing all of the exercises that I performed both at the facility and those that I would do at home. I base these feelings on my extensive background to having had many physical therapy treatments at other establishments. So, please hear me when I tell you that Mr. Subramanian is a real pro at what he does.
Livonia	Yes	The whole staff is very cordial and very helpful especially when I developed different symptoms.
Livonia	Yes	I have received excellent care during the course of my treatment.
Livonia	Yes	Dave and Paul were great. They helped me and actually care. They explained to me what they were doing.
Pontiac	Yes	Staff was very good, understanding, kind and friendly
Pontiac	Yes	Each therapist that worked with me were very caring and took time to make sure that you reached your goal stability.
Rochester	Yes	I have been very satisfied with the care I received, even though I know my pain will never go completely away. I know the treatments I have received have helped me a lot. Both the physical therapist has been very helpful and patient listening to all of my complaints.
Rochester		The PT who did the "hands on" part of my treatment was outstanding (Christine). All of the staff worked as a team to help the patients and make time spent there pleasant and profitable.

Rochester	Yes	Beth is wonderful - very professional, kind, patient and thorough. She explained everything she was doing and was very encouraging with my progress. The staff were all friendly, professional and patient/client focused. The Rochester team is an asset to your organization.
Southfield	Yes	Excellent facility with caring and professional staff
Southgate	Yes	The staff and therapists were wonderful. I received great care.
Southgate	Yes	Larry and his staff should be commended for their professionalism and courtesy to all their patients.
Southgate	Yes	The entire staff at the Southgate location are wonderful, helpful people. I enjoyed going to this facility.
Southgate	Yes	This was my second time and I was very satisfied. Very friendly and kind service. They would adjust your visit if you needed. If your doctors feel you need additional attendance they see to it. I would recommend this facility to anyone."
Southgate	Yes	The staff in Southgate are very warm and friendly. Daphne was very helpful to me. She brought my back to normal.
Sterling Hts	Yes	Joe Fisher is a great physical therapist.
Sterling Hts	Yes	The Staff is very friendly. God Bless You
Sterling Hts	Yes	Your sterling Hts location is amazing. All the workers are great. I can't believe how much better I feel. Thank you
Sterling Hts	Yes	I will come back. Everybody, especially Joe was great.
Sterling Hts	Yes	I am very happy with staff and the help I received.