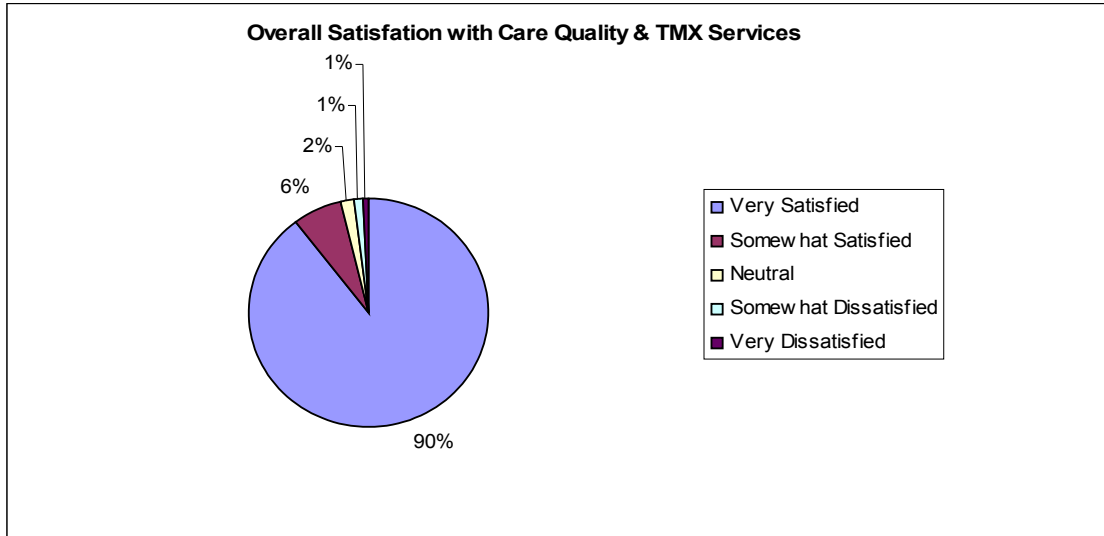


## Patient Satisfaction Survey Results: January 2009 through March 2009



### *TheraMatrix Outpatient Clinics - 99% Overall Satisfied*

**Total Surveys:** 165    **Locations:** Clinton Twp., Dearborn Hts., Dearborn, Detroit, Eastpointe, Flint, Garden City, Livonia, Pontiac, Rochester, Southfield, Southgate, Sterling Hts.

32.23% surveys returned out of 512 sent

Question	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Yes	No
1st PT Experience?						22	141
1st Location Experience?						53	110
Completed All Appointments?						124	41
Convenience of Location	148	12	4	0	0		
Convenience of Parking	150	7	2	2	0		
Ease of Scheduling Appointments	150	7	3	4	0		
Assistance from Staff	156	2	3	0	2		
Appearance & Cleanliness	146	14	5	0	0		
Courtesy & Helpfulness of Staff	161	0	3	0	1		
Promptly Seen	151	12	2	0	0		
PT understood problem/condition	151	6	2	2	3		
PT educated and involved	151	5	2	4	2		
Progress Made Toward Goals	102	44	8	6	3		
Privacy Respected	151	9	3	0	2		
Overall Satisfaction	147	9	3	3	2		
Recommend Clinic to a Friend						155	8
<b>Totals</b>	<b>1764</b>	<b>127</b>	<b>40</b>	<b>21</b>	<b>15</b>	<b>354</b>	<b>300</b>
<b>Percentage of Total</b>	<b>90%</b>	<b>6%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>		

Facility Name	How Did You Hear of TheraMatrix?	Recommend this clinic to a friend?	Additional Comments or Feedback
Clinton Twp	BCBS	Yes	I am extremely satisfied with TMX of Clinton Twp. Everyone from Renee greeting me to Martha & Brian w/ explanation and hands on part of therapy to Treasa and Steve assisting in the gym making sure I'm doing the exercise correct. I've been there two separate times and I've been totally satisfied with the outcome each time. Yes I would recommend TMX to anyone who needs physical therapy.
Clinton Twp	Ford Motor Company	Yes	All of your therapists are very compassionate with other things going on in our lives. We could pretty much schedule our therapy around other things going on. I was very satisfied with the outcome - I am doing very good. Thank you
Clinton Twp	Doctor	Yes	Some of the exercises had to be eliminated because of them causing pain in my back.
Clinton Twp	Insurance	Yes	I have no complaints. The receptionist (Rene) is "wonderful". She was very patient and always helpful and polite
Clinton Twp	Doctor	Yes	A really quality experience. Martha was both caring and knowledgeable. She was by far the heart of the clinic.
Dearborn Hts	Doctor	Yes	I have no comments. TheraMatrix is great. The people that work there are fantastic.
Dearborn Hts	Chose from list	Yes	The entire staff is very professional. I would tell all I know to use the facility. If and when I should need therapy, I would return.
Dearborn Hts	By my house	Yes	The staff was wonderful. I don't see anything that could have been improved. Everyone was wonderful - very nice and very efficient in each of their job tasks. It was a pleasure having therapy at this location.
Dearborn Hts	My mother told me the nearest location	Yes	My therapist is great and I have no complaints.
Dearborn Hts	Insurance	Yes	Going for surgery then PT to return
Dearborn Hts	Ford Motor Company	Yes	Therapy helps relieve the pain and stiffness,
Dearborn Hts	Work	Yes	A+ to Arlene, Anita, Daphne, Kay and Melanie
Dearborn Hts	Doctor	Yes	All therapists were extremely friendly, helpful.
Detroit	Dr. Anthony Clark	Yes	Keep doing what you do
Detroit	Insurance	Yes	I feel like I have friends there. They make an uncomfortable experience bearable.
Eastpointe	Insurance	Yes	Without TheraMatrix at times I probably wouldn't have been able to walk. Keep up the good quality of service.
Eastpointe	Ford Motor Company	Yes	They were very accommodating to me
Eastpointe	Doctor	Yes	Joselyn and the Team were very professional and hospitable.

Flint	Dr. Noroyen	Yes	The staff at my Flint office were a set of great people.
Flint	Insurance	Yes	I would like to come again if my insurance is available which I am on Social Security right now. I have Medicare Advantya RX Medicare RX. I liked the Therapeutic Hot Pressure on my hands.
Garden City	Previous Patient	Yes	They did a really good job informing me and were very polite and understanding. I thought they were great!
Garden City	Insurance	Yes	Don't change anything. Everything and everyone is just great
Pontiac	Friend	Yes	I was very satisfied with the staff at TheraMatrix in Pontiac Michigan.
Pontiac	Doctor	Yes	If I need more physical therapy I will see if I can go back there.
Pontiac	Previous Patient	Yes	I have no complaints at all. The staff and care are excellent.
Pontiac		Yes	Just a note to say thanks. Physical Therapy at TheraMatrix was a very positive experience. Everyone was most helpful and professional.
Pontiac	Previous Patient	Yes	I am very impressed with this facility. Travis, Erich, Christina, Megan, Paige, Jenn and the new girl Lisa are super friendly and professional. I even like the guy running around trying to make the people millionaires.
Pontiac	Doctor	Yes	Well I am sorry to hear that Travis left. He took real good care of me.
Pontiac	Doctor	Yes	The office girls are funny and on top of everything. Eric and Travis and the ultrasound gals did a great job. I actually enjoyed going there and after each visit I felt improvement. I still do exercises everyday at home. Thank you
Rochester	Doctor	Yes	The staff at the Rochester office got me through a broken shoulder and last time a pinched nerve. They are kind and considerate and fun to be around. They never give me anything I can't handle - the office is clean and the bathroom also. Hopefully I will never have to go to therapy again, but if I do, I know where it will be. Thank you.
Rochester	It is in the same building as my doctor.	Yes	The professionalism of the staff is very impressive.
Southfield	Ford Motor Company	Yes	I enjoyed going to the clinic. The staff was great.
Southfield	Insurance	Yes	Everyone was very friendly and nice. Thank you very much. I found Penny and her staff very punctual and organized. Thanks again.
Southgate	Doctor	Yes	Everything was fine.
Southgate	Doctor	Yes	Very nice staff.
Southgate	Ford Motor Company	Yes	Very Satisfied, I would go there again if needed too.
Sterling Hts	BCBS	Yes	Joe Fisher, Sue Nation, Anne, Tammy, Kimmi, Nicki, Steve all made me feel like family. I came to them and could not walk. They helped me, motivated me, and were instrumental in my getting well. Great Job!
Sterling Hts	Insurance	Yes	An excellent staff at this clinic - the best I've ever seen! All from Ann at the front desk, Edyta, Sue, Tammy to Kimberly - so competent, professional and friendly.
Sterling Hts	Ford Motor	Yes	Very profection quality. I am very pleased. Thank you

	Company		
Sterling Hts	Previous Patient	Yes	The whole staff at Sterling Hts are fantastic. Very knowledgeable, very informative, simply the best. More positive progress than at another office (other than TheraMatrix) Even looking forward to going back once my surgeon says I can. John is the best!
Sterling Hts	Doctor	Yes	Can't really think of anything at this time. I was very satisfied with everything.
Sterling Hts	Ford Motor Company	Yes	All the therapists are very nice.
Sterling Hts	Husband	Yes	My treatment was great, the staff was knowledgeable. Although the place was very clean. I have been to a lot of different therapy clinics but this one is by far the best. Keep up the good work!
Sterling Hts	Previous Patient	Yes	You will always hear the bad things, but the staff at Sterling Hts from Joe the manager to Edyta, to Kimberly, made the visit one of the best for me. Not only professional but friendly. They made the trips enjoyable to healthy. Thank you
Sterling Hts	Previous Patient	Yes	I am not sure how you can improve the service at this location. The staff at the 15th mound location is "top of the class" and I would not go to any other location. If the staff moves, so will I !!!!
Sterling Hts		Yes	Overall the best place for physical therapy. I wouldn't go anywhere else. Keep up the good work.
Sterling Hts	Yellow Pages	Yes	The staff there did a very good job in my treatment. Joe did an excellent job in targeting my recovery needs.