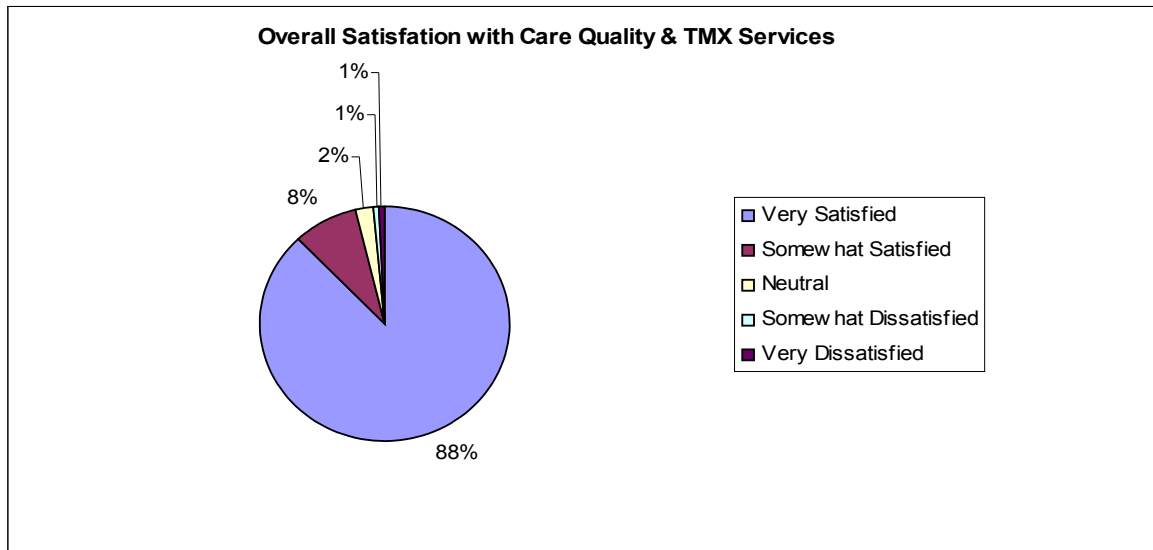


## Patient Satisfaction Survey Results: April 2009 through June 2009



*TheraMatrix Outpatient Clinics - 98% Overall Satisfied*

**Total Surveys:** 152    **Locations:** Clinton Twp., Dearborn Hts., Dearborn, Detroit, Eastpointe, Flint, Garden City, Livonia, Pontiac, Rochester, Southfield, Southgate, Sterling Hts.

30.40% surveys returned out of 500 sent

Question	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Yes	No
1st PT Experience?						31	118
1st Location Experience?						68	80
Completed All Appointments?						105	43
Convenience of Location	127	14	5	2	1		
Convenience of Parking	134	9	4	0	0		
Ease of Scheduling Appointments	135	9	4	0	1		
Assistance from Staff	137	7	1	0	2		
Appearance & Cleanliness	130	14	4	1	0		
Courtesy & Helpfulness of Staff	139	8	2	0	0		
Promptly Seen	131	16	2	0	1		
PT understood problem/condition	135	11	1	0	1		
PT educated and involved	131	12	4	0	0		
Progress Made Toward Goals	102	27	11	5	4		
Privacy Respected	135	9	3	2	1		
Overall Satisfaction	128	13	3	3	2		
Recommend Clinic to a Friend						138	10
<b>Totals</b>	<b>1564</b>	<b>149</b>	<b>44</b>	<b>13</b>	<b>13</b>	<b>342</b>	<b>251</b>
<b>Percentage of Total</b>	<b>88%</b>	<b>8%</b>	<b>2%</b>	<b>1%</b>	<b>1%</b>		

Facility Name	13. Recommend this clinic to a friend?	Additional Comments or Feedback
Clinton Twp	Yes	I had an excellent therapist, Martha.
Clinton Twp	Yes	The entire staff at Sterling Hts are awesome - they are there to take care of the patients and it shows in everything they do. Makes going to physical therapy enjoyable. Thanks to everyone for a job well done.
Clinton Twp	Yes	I have highly recommended this clinic to all my family. Martha van Blerk and her staff are the best. Martha knows her profession extremely well & gives her undivided attention to each patient which helps us reach our goals.
Clinton Twp	Yes	Martha and her staff are exceptional. She is very qualified and helpful. It is a place that you do not mind going to. Thanks to all of the staff.
Clinton Twp	Yes	Everyone has been great
Clinton Twp	Yes	I really enjoy the friendliness of the staff. They are very in tune to my problem and are always optimistic about my future recovery.
Clinton Twp	Yes	Brian is an interesting and knowledgeable therapist. All workers at Clinton Township center were helpful.
Clinton Twp	Yes	Martha was a wonderful therapist. I actually miss her. Theresa was very nice and helpful also.
Clinton Twp	Yes	Everyone here is pleasant and easy to talk to.
Dearborn Hts	Yes	I love my therapist. He helped me
Dearborn Hts	Yes	Great overall, thanks very much.
Detroit	Yes	Tasha and her assistant were very competent. They work well together. They were very friendly and helpful. I would recommend them to others.
Detroit	Yes	Natasha, Nekiah, Karen & Claire were an excellent help to me upon receiving physical therapy. I was very pleased with them. I wasn't able to walk very well before therapy and after, I could. They are excellent at what they do and I recommend them to everyone.
Detroit	Yes	Good Services. Thank You!
Detroit	Yes	A great Staff
Detroit	Yes	The staff was very helpful, for my treatment and transportation home as well. Thank you
Eastpointe	Yes	The Eastpointe office was very nice and very helpful. There is nothing you could do to improve the Eastpointe office. They are great there.
Eastpointe	Yes	I was happy with the service. I want to continue therapy. I love everybody.
Flint	Yes	The two young men therapists are very kind and gentle but get the job done. I especially like the Sub who will be there for a month. The other one was good also, but I only saw him a couple of times.
Flint	Yes	They were very good. I can't say anything bad about the staff. Have a blessed day.
Garden City	Yes	Sam, the therapist that took care of my treatments was very conscientious about helping thru these treatments. Very pleasant and attentive.

Livonia	Yes	Sylvia is great
Livonia	Yes	Rachael was the best therapist. I received the most pain relief when she performed the Myofacial release therapy - should be incorporated in ALL therapy that involved muscle pain. Everyone there was always pleasant & interested in my welfare & I appreciated their concern.
Livonia	Yes	My usual therapist in Livonia is Sylvia. She s very informative and professional. She has helped me to truly understand my condition and treatment.
Livonia	Yes	I improved in areas that have to do with Balance, Better Walking. Since I started therapy, working on strength is my favorite. When I started I was taking baby steps, my stride is pretty close to normal. I know I need more. When the doctor ok's my return, I'll be back.
Livonia	Yes	Everything was good. If I have to have more therapy, I will go back there.
Pontiac	Yes	Excellent Staff, very friendly
Pontiac	Yes	They were very professional, everybody whom I had contact with. Thank you
Pontiac	Yes	Everything was great
Pontiac	Yes	Very Nice!!
Pontiac	Yes	Your staff is excellent. Knowledgeable and professional. Minimal chit chat with each other. PT is the priority.
Rochester	Yes	I could not comment on any improvements. I was totally satisfied with all my treatments. I broke my right shoulder on 12/28/08, went right into home therapy and on 3/6/09 I started to TheraMatrix. I was almost done with that, caught a bad cold and broke my vertebrae coughing. Went right back into more therapy for my back. Now I am all well again. They were great with me. I was all cured on 6/11/09. If I ever need therapy I will go back.
Southfield	Yes	Keep doing a great job
Southfield	Yes	The services are very good, staff is very friendly
Southgate	Yes	Daphne Matildo was awesome. An asset to your company
Southgate	Yes	Returned to this facility because of staff. Especially Larry who explained everything and helped as much as possible. Whole staff was wonderful.
Southgate	Yes	Daphne is the best PT I have ever dealt with.
Sterling Hts	Yes	I was very impressed with the staff & managements knowledge of my condition. Everyone is knowledgeable, friendly and professional. They are a hard working group with goals to relieve our problems & get us back to normal. Joe Fisher is a very hard working, knowledgeable person & a true asset to your organization. Anne, the receptionist is "willing" to please and serve the patients, another asset. Will tell my friends & relatives to use TheraMatrix if they need physical therapy.
Sterling Hts	Yes	I have had physical therapy at many clinics for numerous injuries. The Sterling Hts TheraMatrix facility is hands over fists over any clinic or hospital I have ever been to. I have never had to return for any injury they treated me for. If Joe Fisher and John Caldwell ever move to another facility and I need physical therapy I will track them down!!

Sterling Hts	Yes	Mr. Joe Fisher and Mr. John ? At the Sterling Hts facility are outstanding. They know how to exactly target the required physical therapy for the various patients. In my case, for a sports related "over use" injury. They are accommodating yet maintain/begin scheduled appointments on time. They ensure the patients are always in the constant care of an assistant. They are both very skilled and knowledgeable and keep up with the latest treatments and methods. Great treatment by Joe & John & all the therapists/assistants at the office in Sterling Hts.
Sterling Hts	Yes	Joe was very much a professional and knows his "stuff" - Excellent!
Sterling Hts	Yes	Joe is great along with his help.
Sterling Hts	Yes	The staff was great! Positive they understand the pain and how to push a patient. Without their help I wouldn't walk. I thank them for that.
Sterling Hts	Yes	A big Thank you to the staff. I never would have been able to get the treatment I received anywhere else.