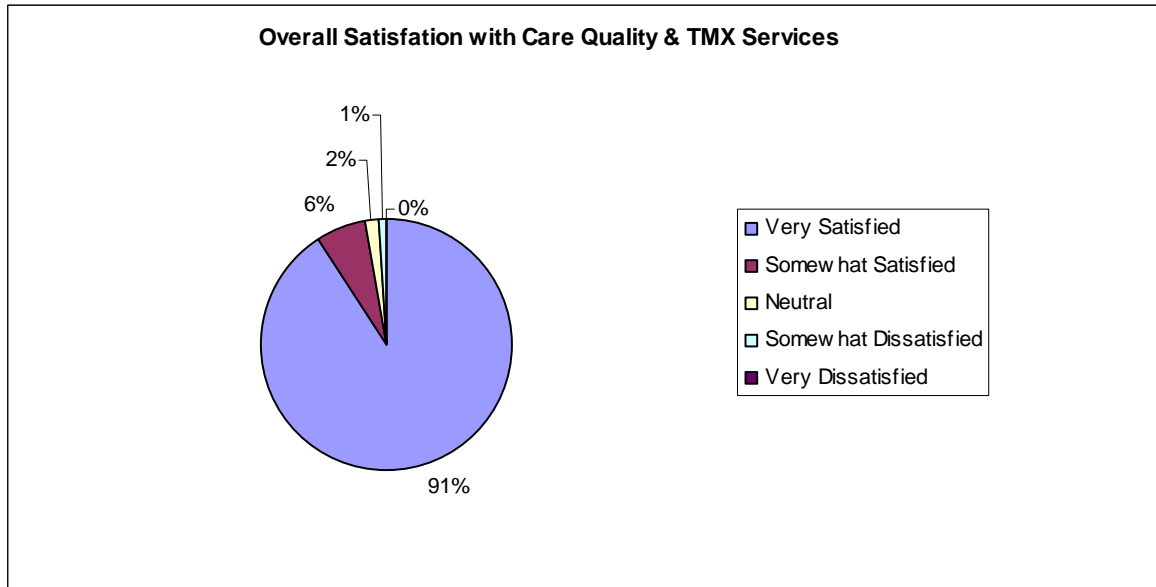


## Patient Satisfaction Survey Results: October 2008 through December 2008



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

**Total Surveys:** 142     **Locations:** Clinton Twp., Dearborn Hts., Dearborn, Detroit, Eastpointe, Flint, Garden City, Livonia, Pontiac, Rochester, Southfield, Southgate, Sterling Hts.

28.5% surveys returned out of 501 sent

Question	Very Satisfied	Somewhat Satisfied	Neutral	Somewhat Dissatisfied	Very Dissatisfied	Yes	No
1st PT Experience?						47	92
1st Location Experience?						96	42
Completed All Appointments?						96	43
Convenience of Location	124	13	3	1	0		
Convenience of Parking	128	7	1	2	0		
Ease of Scheduling Appointments	129	7	2	1	0		
Assistance from Staff	128	3	4	2	0		
Appearance & Cleanliness	124	12	1	2	0		
Courtesy & Helpfulness of Staff	133	4	2	1	0		
Promptly Seen	128	10	0	1	0		
PT understood problem/condition	128	7	1	0	0		
PT educated and involved	124	7	4	1	0		
Progress Made Toward Goals	103	20	8	5	0		
Privacy Respected	127	12	0	0	0		
Overall Satisfaction	125	3	2	2	0		
Recommend Clinic to a Friend						132	3
<b>Totals</b>	<b>1501</b>	<b>105</b>	<b>28</b>	<b>18</b>	<b>0</b>	<b>371</b>	<b>180</b>
<b>Percentage of Total</b>	<b>91%</b>	<b>6%</b>	<b>2%</b>	<b>1%</b>	<b>0%</b>		

Facility Name	Additional Comments or Feedback
Clinton Twp.	I am very satisfied with the treatment your staff provided me, as well as the therapeutic exercises they gave me to do at home. They also gave me suggestions for how to ease the sharp pains from the sacroillitis. Love everyone there, Martha, Tammy, Teresa, Sherry, Renee and Steve.
Clinton Twp.	They are all doing an exceptional job! They do their job with the patient in mind - one on one! Great Staff!
Clinton Twp.	I liked the TheraMatrix facility at Clinton Twp. And the staff there were all very friendly, seemed very concerned with me. As it turns out, I needed rotator cuff repair and I am now back in therapy after my surgery on 1-21-09.
Dearborn	Everything was wonderful. No complaints.
Dearborn	Everything looks very good.
Dearborn	My PT is very encouraging and skilled. When I began my therapy she assured me I would walk out of TheraMatrix. I am an amputee, today I walk around the PT area with assistance and am learning to balance myself without any help. Thanks Arlene.
Dearborn Hts	The Dearborn Hts physical therapy was super and I would recommend it to anyone, and if I ever have to go to physical therapy in the future, I will go to Dearborn Hts. Thanks.
Dearborn Hts	I am more satisfied with the therapy and the staff at TheraMatrix Dearborn Hts.
Dearborn Hts	Very pleased with everything and everyone
Detroit	There's not anything I can think of that would improve services that are already excellent. Thank you for an excellent experience.
Detroit	The ladies at this facility helped me progress in my recovery at great length. Their encouragement helped achieve goals that were set.
Eastpointe	Good enough for me
Eastpointe	They were great - God Bless all of them.
Eastpointe	The staff was excellent, they were very helpful and very professional. The therapist, Jocelyn was an excellent therapist and the front desk lady, Nakeita, was very nice and helpful with scheduling my appointments.
Eastpointe	My first experience with physical therapy was excellent. The staff seemed really concerned about my well being.
Eastpointe	I wouldn't change a thing.
Eastpointe	Very Satisfied
Flint	My experience at TheraMatrix was excellent. The PT was always prompt and sincere to my needs. The receptionist was extremely friendly and flexible. And the location was close to my home and work. Awesome team.
Garden City	Every experience at physical therapy was great. Just wish my shoulder would have cooperated and healed correctly without surgery. I will going back here as soon as doctor gives me the okay from surgery.
Garden City	Very Good Staff! Thanks

Livonia I was very thankful that your people worked over the holidays (Christmas Eve, New Years Eve, Martin Luther King) Lisa diagnosed my problem better then my G.P. The office temperature is maintained comfortably warm even early/first thing in the morning. I really like Tom the PT.

Livonia I really do not have any negative comments to make.

Pontiac The people there are great and kind

Pontiac All the staff were very considerate and helpful. Thank you.

Rochester Jagdeep Garcha has been an excellent therapist.

Rochester All visits were great

Rochester Courtney & Christine were great!

Rochester You have excellent service. Thanks for everything. I will come again.

Rochester I am very please with the employees at your Rochester clinic. All were professional, knowledgeable, respectful and pleasant.

Southfield I enjoyed going to therapy, I'm a diabetic, There was beverages I could drink at therapy, this was important to me as I forget to eat many times. Everyone was good at their jobs, thanks to Cynthia, Brian,, all of the desk receptionists. I would truly return if needed. I came with a10 pain level and left with zero.

Southfield Debbie and the staff was a pleasure to work with. Debbie was very attentive to assist in my treatment progression.

Southgate Larry is a very good physical therapist. He is caring and very knowledgeable.

Southgate Everyone was nice and very encouraging. Helped me work hard. I am still doing my exercises here at home. Will go back there after my second knee surgery. Thank you to everyone at the Southgate office.

Southgate You have the friendliest staff around. It's like going to a party every time.

Sterling Hts All I have to say is the therapists are very good at what they do. I have been to two other facilities for PT and was not satisfied with either one. With TheraMatrix, I have nothing but the best things to say about the staff and overall experience there.

Sterling Hts Very friendly office. Nice atmosphere.

Sterling Hts Joe was my physical therapist and was very good to me and treated me with respect.

Sterling Hts I had physical therapy twice at the Sterling Hts office, back in the Fall for my leg and again in November & December for my shoulder. The therapists were wonderful and so was the entire staff. Joe worked very hard with me and greatly improved both conditions.

Sterling Hts Very Satisfied

Sterling Hts Nothing to complain about. Could not ask for better treatment.