

## PATIENT SURVEY 2011

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|---|------|
| 1. The staff act professionally and are “committed to excellence”                   | 4.96 |
| 2. The clinic is accessible and offers flexible appointment times                   | 4.79 |
| 3. Everyone is treated with sensitivity and understanding                           | 4.96 |
| 4. The clinic is kept clean and adequately equipped for treatment                   | 5.00 |
| 5. Treatment sessions are thorough, proactive & precise                             | 5.00 |
| 6. The therapist addresses your overall goals and concerns                          | 4.92 |
| 7. The therapist explains detailed findings on patient assessments                  | 4.83 |
| 8. All staff members are friendly, courteous and respectful                         | 4.91 |
| 9. Overall I am satisfied with the quality of care                                  | 4.96 |
| 10. I would not hesitate to refer other family members<br>or friends to this clinic | 5.00 |

1 = Strongly Disagree, 2 = Disagree, 3 = Not Sure, 4 = Agree, 5 = Strongly Agree

### OPTIONAL:

Patient Profile: Gender: M(9) or F(12)      Age Category: <20 1    20-40 3    40-60 7    > 60 10