

PATIENT SATISFACTION SURVEY RESULTS

250 random participants	Strongly Disagree	Disagree	Agree	Strongly Agree	No Opinion
1. My therapist was courteous	1		29	119	1
2. My therapist understood my problem or condition	1		51	198	
3. The explanations my therapist gave me were helpful		5	66	181	1
4. The front desk person was courteous	3	2	29	195	
5. I was satisfied with the treatment provided by the therapist	5	15	90	143	
6. I was satisfied with the treatment provided by the assistants	2	9	74	166	2
7. The facility scheduled appointments at convenient times	3	6	80	162	2
8. My first visit was scheduled	4	2	79	166	2
9. It was easy to schedule follow appointments	3	1	61	165	
10. I was seen promptly when I arrived for treatment	4	3	81	160	2
11. The location of the facility was convenient for me	3		50	197	3
12. Parking was available	3	1	54	191	3
13. My bills were accurate	3		51	194	3
14. The cost of treatments I received were reasonable	3	2	63	163	2
15. I was satisfied with the overall quality of my care	3	1	52	194	2
16. I would recommend this facility to family or friends					
17. I would return to this facility for care in the future					
18. My privacy was respected during my care	4		42	140	58
19. Overall, I was satisfied with my experience with this facility	3		44	205	
Totals (4111)	48	47	996	2939	81
Satisfaction Percentages	1%	1%	24	72	2%

Satisfaction Rate: 96%

**Participants given the option of completing the survey at home or in the clinic. Many choose to mail-in their completed surveys. Complete anonymity provided on all surveys. Survey designed to elicit potential negative remarks more than the positive.*