

**INSTRUCTIONS:** Total Sports Therapy values your feedback, so please take a moment to answer the following questions. This information allows us to improve our services and provide better care.

**Patient Satisfaction Survey**

Please rate your experience as a physical therapy patient at Total Sports Therapy. For each question below, pick the answer that best represents your feelings.

<b><u>Support Staff</u></b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Terrible</b>
1. Friendly, courteous, and professional behavior	5	4	3	2	1
2. Communication regarding your appointments	5	4	3	2	1
3. Timely attention to your needs	5	4	3	2	1
4. Explanation of your billing and payment	5	4	3	2	1
5. Overall quality of support staff	5	4	3	2	1

<b><u>Your Therapist</u></b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Terrible</b>
1. Friendly, courteous, and professional behavior	5	4	3	2	1
2. Explained your injury or condition well enough for you to understand what was wrong with you	5	4	3	2	1
3. Explained your care well enough for you to understand how it would help make you better	5	4	3	2	1
4. Asked you what you wanted to accomplish in physical therapy	5	4	3	2	1
5. Spent enough time with you during your treatment session	5	4	3	2	1
6. Overall quality of therapist	5	4	3	2	1

<b><u>Clinic and Facility</u></b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Terrible</b>
1. Condition cleanliness of clinic	5	4	3	2	1
2. Furnishing and decor	5	4	3	2	1
3. Parking convenience	5	4	3	2	1
4. Location	5	4	3	2	1
5. Overall comfort and appeal	5	4	3	2	1

<b><u>Overall Impression</u></b>	<b>Excellent</b>	<b>Good</b>	<b>Fair</b>	<b>Poor</b>	<b>Terrible</b>
1. Overall quality of this clinic.	5	4	3	2	1
2. Satisfaction with your therapist.	5	4	3	2	1

<b><u>Care and Outcomes</u></b>	<b>Yes</b>		<b>No</b>	
1. Would you recommend this clinic to others?				
2. How well did you understand what was wrong with you?	<b>Very Well</b>		<b>Not Very Well</b>	
3. Was your improvement in physical therapy less, equal or greater than you expected?	<b>Less</b>	<b>Equal</b>	<b>Greater</b>	

What can we do to improve our services?

**THANK YOU**

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