

Pediatric Therapy Associates' Patient Satisfaction Survey Results 2009-2010

Overall Practice Results

Including:

Cary Location

Garner Location

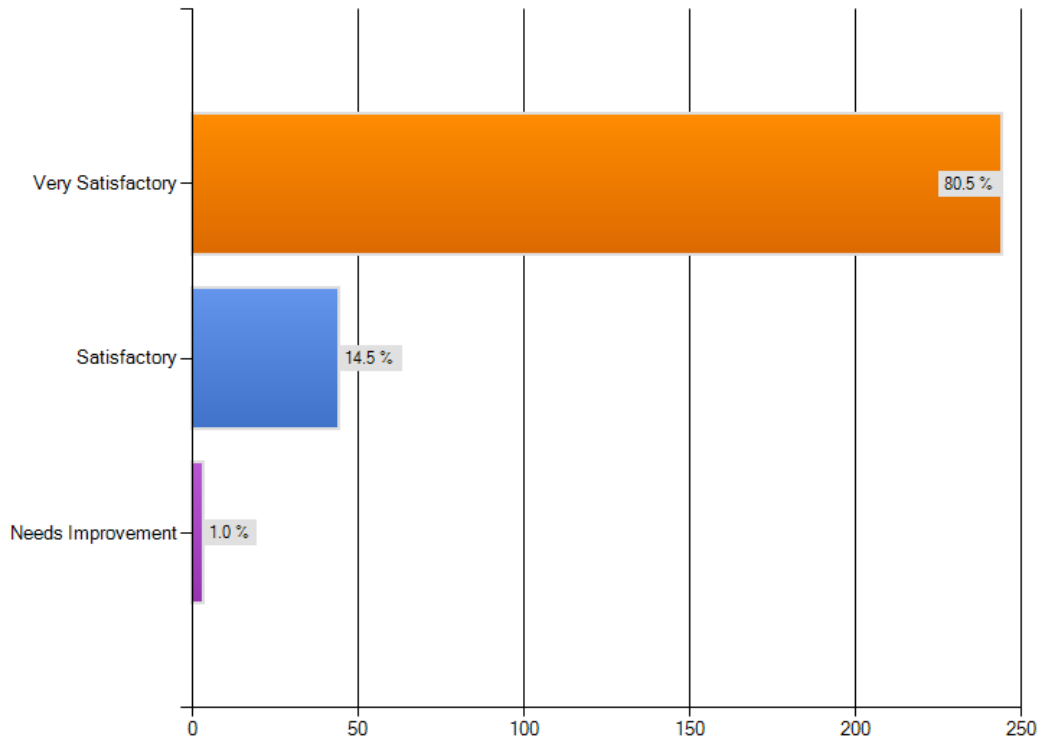
Raleigh Location

Wake Forest Location

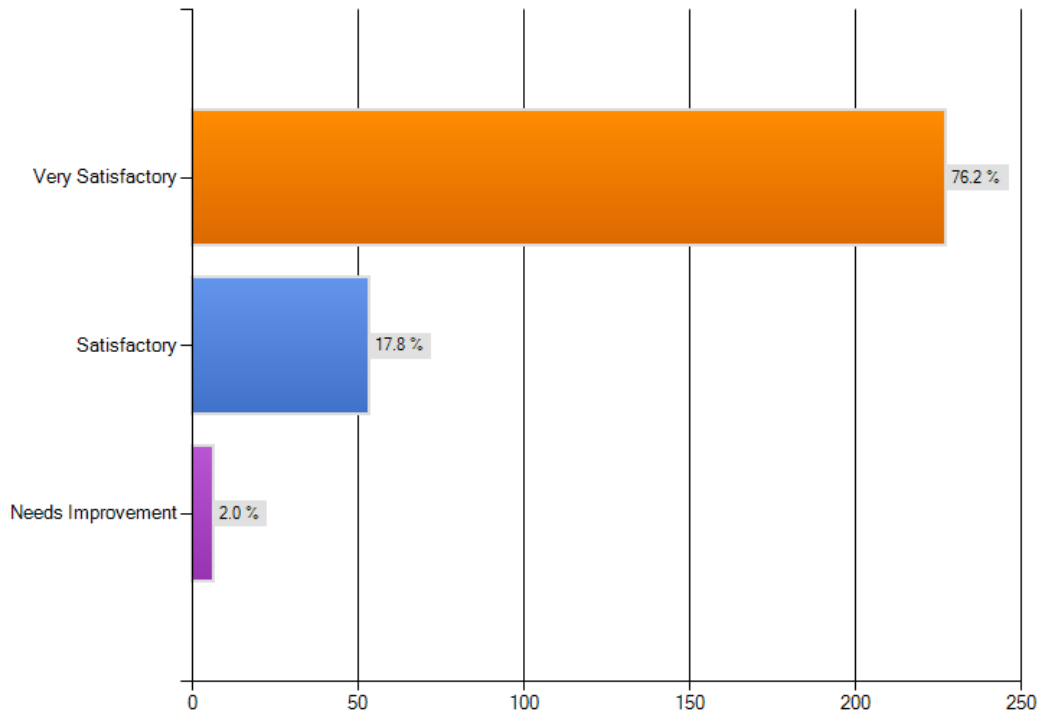
Early Intervention

Homes/Schools/Communities

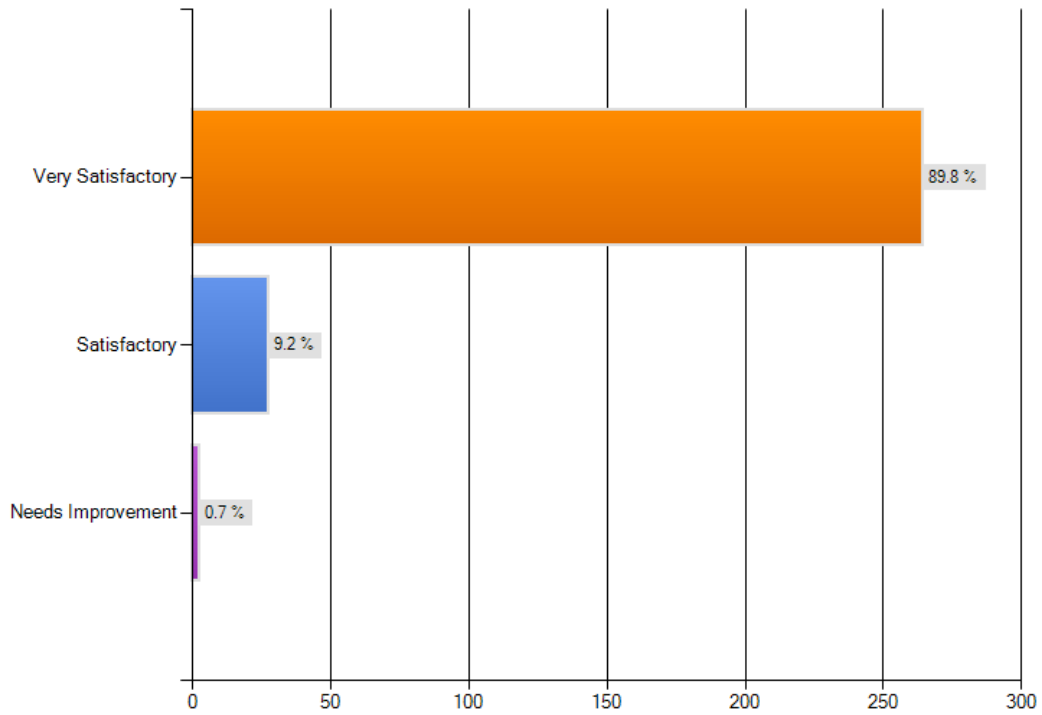
Are you treated with respect and concern by the office staff?



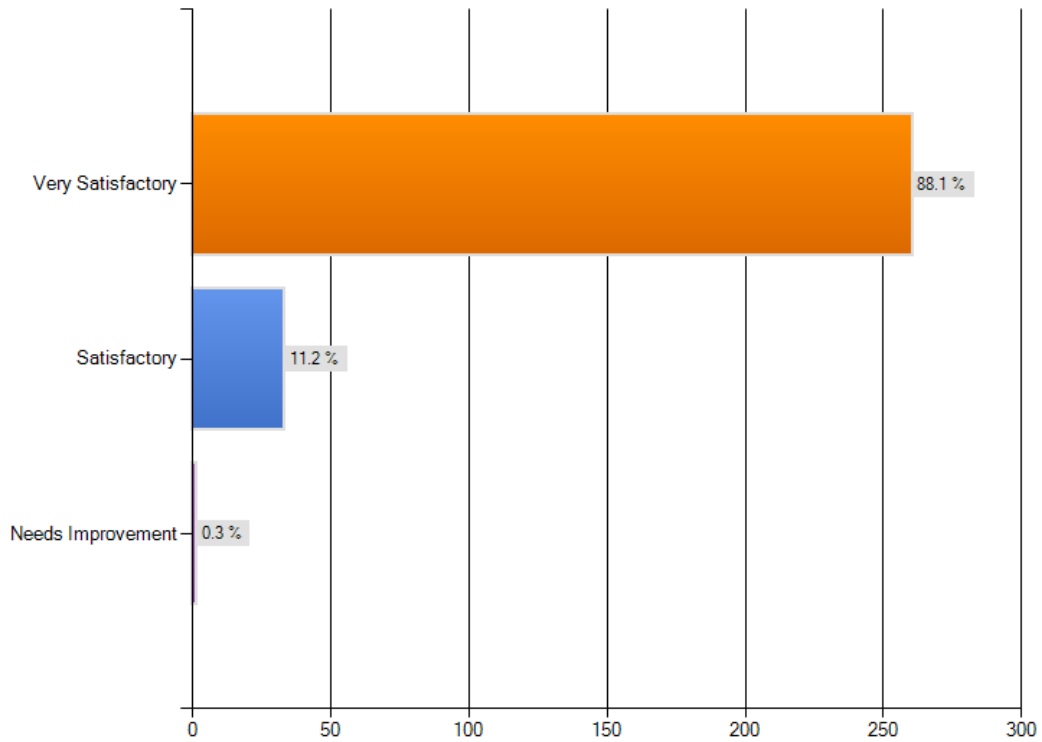
Are your questions regarding appointments, insurance, and other matters handled efficiently and effectively?



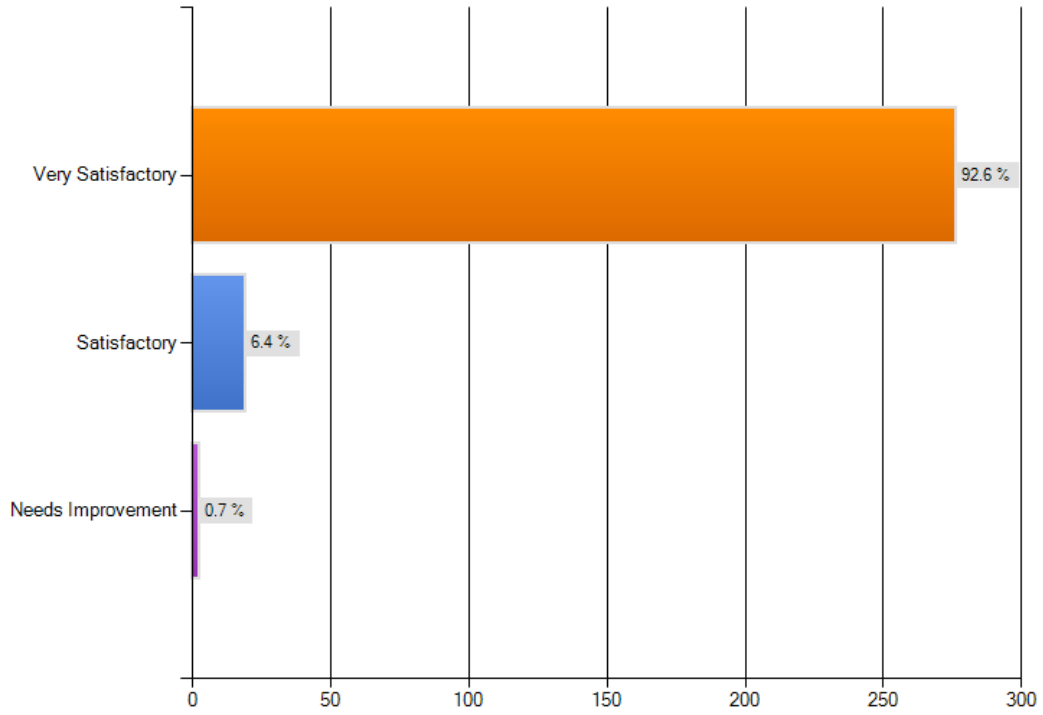
Do you feel your therapist(s) understands your child and has appropriate expectations for his/her program?



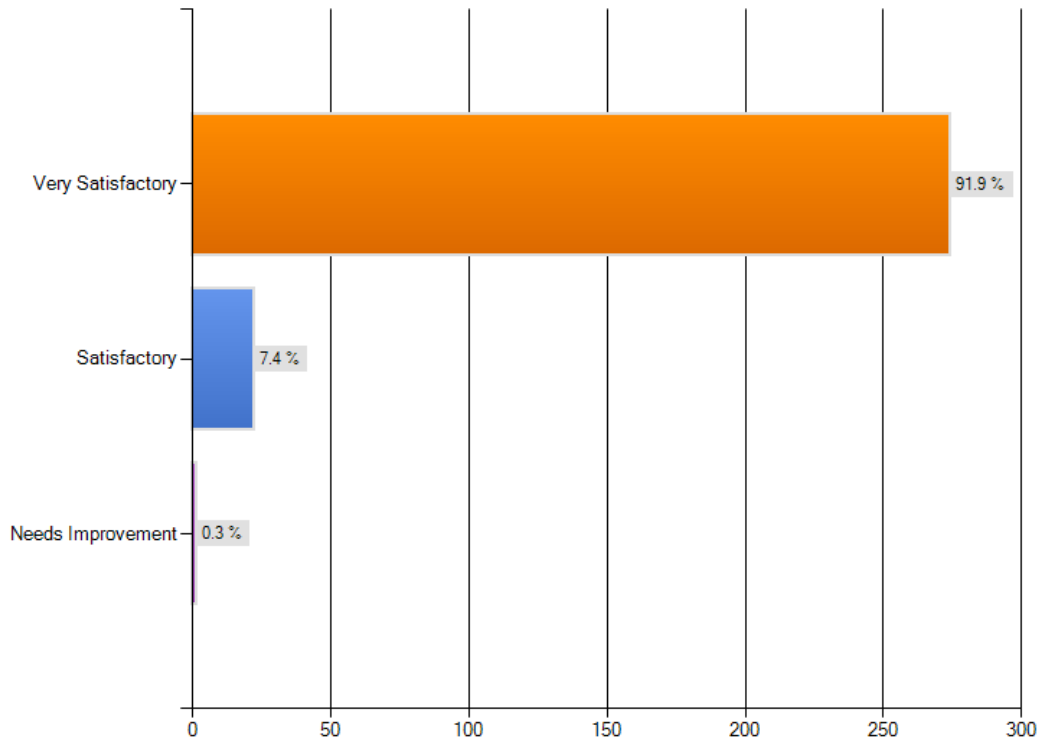
Do you feel your therapist(s) has the skills to help your child succeed?



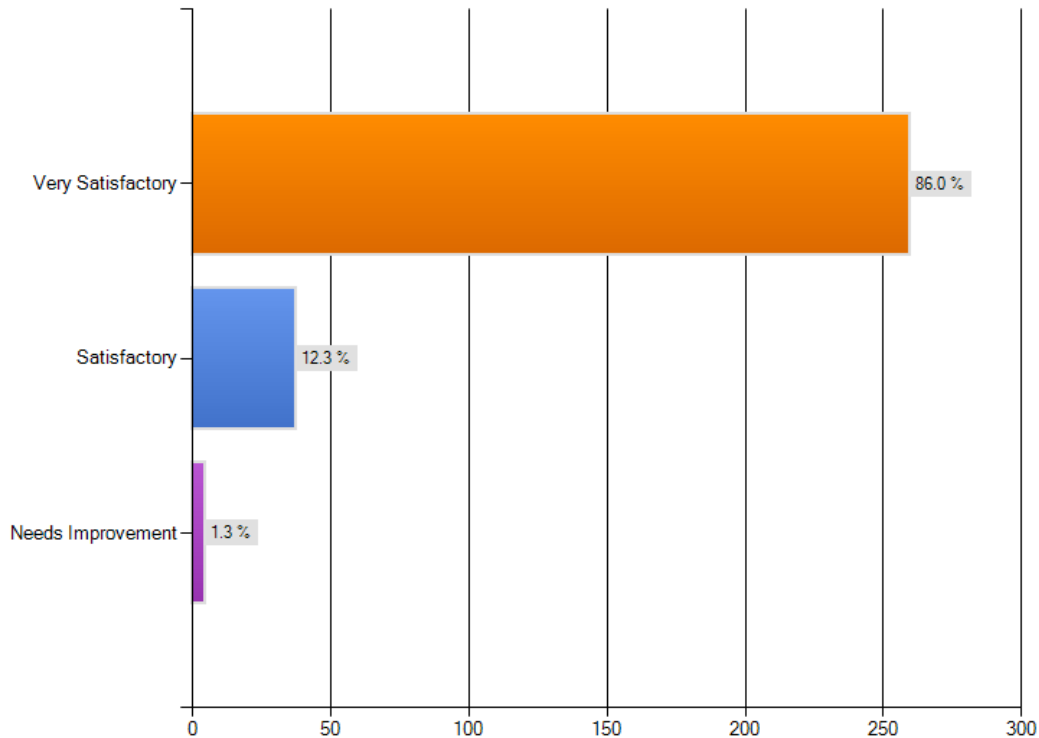
Do you feel your therapist(s) listens and communicates with you about your child's therapy program?



Do you feel your therapist(s) values your opinion about your child's needs?



Does your therapist(s) give you specific ideas for helping your child at home?



Pediatric Therapy Associates Satisfaction Survey **2009-2010**

Sample of Written Survey Comments

In what ways have Pediatric Therapy Associates' services helped your child the most?

“They really care about my child and my need to help him. I would not go anywhere else. I could get some of these therapies at home and I choose to drive 30 minutes to see these therapists.”

“I think what has been most helpful to our family is observing the way our therapist works with our son to improve his development. We try to apply the techniques she uses on a daily basis and I think that has been a tremendous help. In other words, Mom and Dad are learning just as much as our son.”

“We have been coming to PTA for about 3 years now. The assistance that has been provided is invaluable. The therapy that we receive is top notch. I love the collaboration between the therapist and the family. The office staff is superb as well.”

“Most of all, I've received training through their example on how to teach my son. It has helped me focus my attention on helping strengthen his weaknesses.”

“His speech has excelled. I can understand him better and communication with teachers has improved beyond my expectations. He also understands that speech is very important.”

“She is speaking in full sentences and most of the people she encounters can understand her with little interpretation from me! She is happier and more confident. Her behavior has improved immensely since she's been able to express herself.”

“Our therapist always comes up with new ideas and approaches for learning. Her positive attitude and energy help keep us going.”

“Our child's therapist has been a blessing to our family. She is patient, kind, and knowledgeable with Natalie. She has helped Natalie excel in everything physical.”

“Our therapist has really given my son the push that he needs. He shows him that he believes in him and helps him to never give up.”

“He enjoys the bonus of music therapy. He has several therapy appointments per week and the music provides nice variety along with learning.”

“My child has improved in so many ways! Friends and family can barely get over the change shown in my child.”

“My son has blossomed under their guidance. They show so much understanding and patience with him while encouraging his growth and development.”

“Identifying my son's condition. Setting appropriate goals. Giving us exercises to do at home. Writing letters for insurance and school. Helping him build confidence. Keeping him challenged.”

“PTA has helped my child reach many of her developmental milestones earlier than her doctor expected her to be able to do them. All her therapists help to instill confidence in herself and her abilities. She enjoys coming to her therapy sessions and her therapists are very loving and encouraging to her.”

“Our therapist has been amazing with our son. She has not only helped him with the skills he needs to communicate, but has greatly improved his self-esteem in regards to speech. He loves her so much and considers her as a member of our family! We could not ask for more from a speech therapist. She is doing so much for our son and our entire family!”

Please include any additional comments or information you would like to share.

“I've very much appreciated how punctual and regular his therapists are. Isaac's relationship with his therapists has been very personal and caring. They have been excellent at communication.”

“We chose PTA because you are accessible, have appropriate expertise, and nice staff.”

“We just adore our therapist! She's our "miracle worker" and we will forever be grateful for the love and care she has given our child.”

“Everyone here is very nice and very friendly. They make you feel welcome and comfortable. Thanks for everything.”

“Your staff has gone above and beyond with appointments, insurance, and other matters.”

“The therapists and staff are top notch and so great. We have been to several companies for therapy and the staff and care here at PTA has resulted in many referrals to family and friends.”

“We appreciate their personal touch. They go beyond the job and truly care for our daughter. She looks forward to coming.”

“Your people have true compassion for the family as a whole. When a child has special needs it effects the whole family and everyone should help with therapy. I feel as if we are in this together.”

“The staff at PTA are awesome! They are so friendly and supportive. I've come in before having had a tough morning and they totally cheered me up!”

“The therapists we have are a blessing to us. To see how our little boy has grown since he has been going to PTA is amazing. They kept telling me there was a light at the end of the tunnel but I did not realize how bright that light would be...it is the smile of success on our little guys face. Thank you for this. -A very happy family!”

“Thank you for adding the new therapies - yoga and music. Thank you for being here. You guys are great!”

“I really love this place and would recommend it to anyone. Just sitting and watching the kids come in and out and how well the therapists talk to the parents and the children; it's a great environment. Thank you so much for helping my son.”

“Your therapists are some of the most optimistic and enthusiastic therapists I have ever encountered. Their love for children really shows in everything that they do. For parents who encounter so many obstacles and negativity, this burst of optimism makes all the world of difference in helping us face our daily challenges.”

“Special thanks to all of you for running a very professional office filled with very caring therapists.”