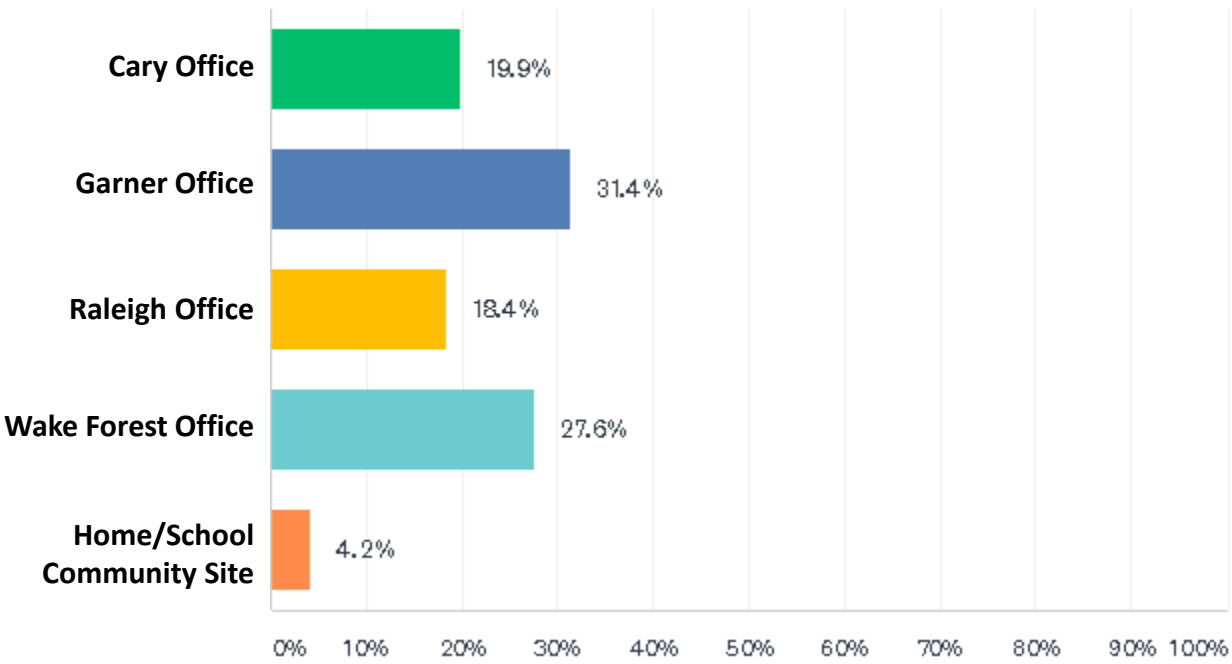


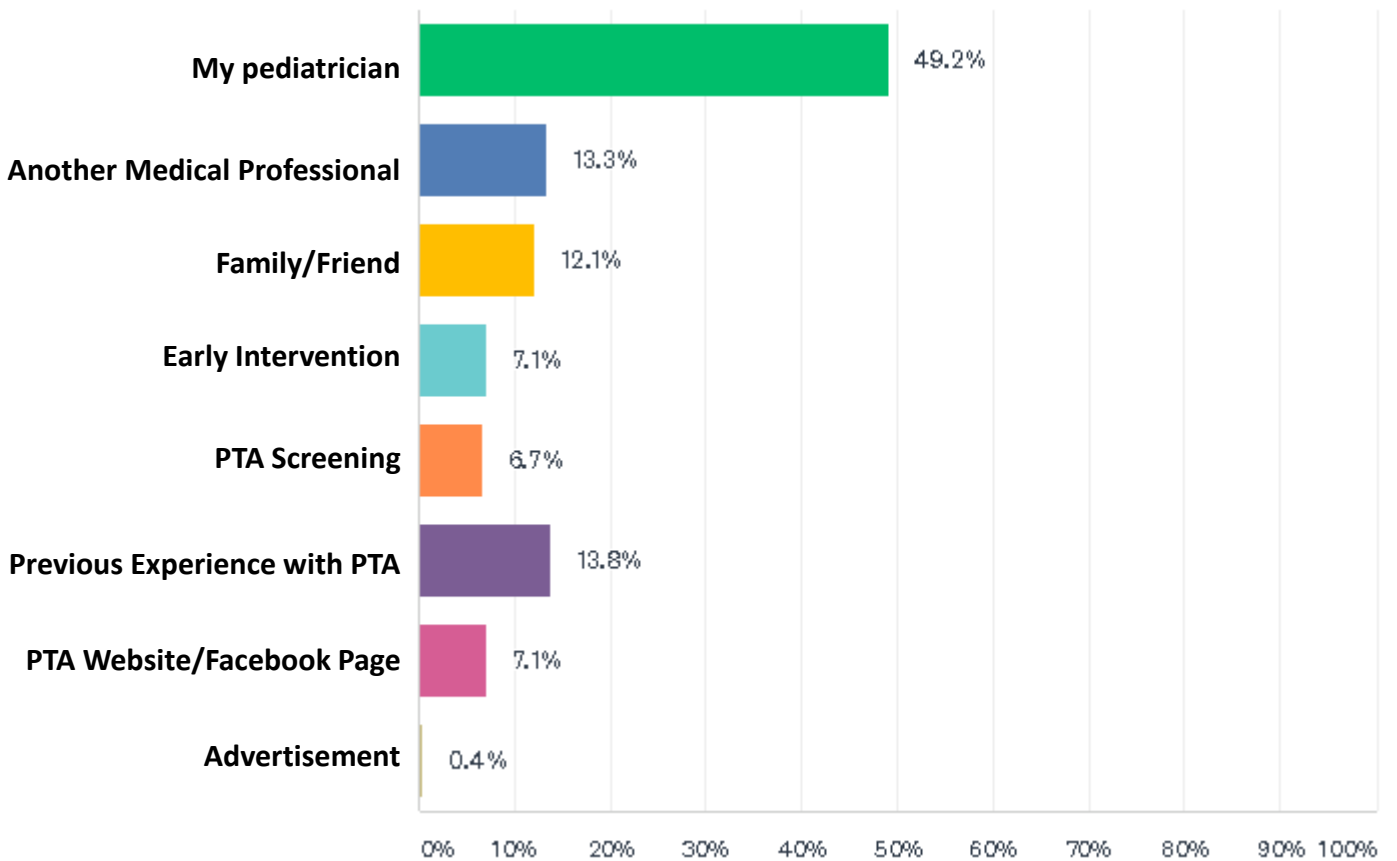


Patient Satisfaction Survey Results 2018

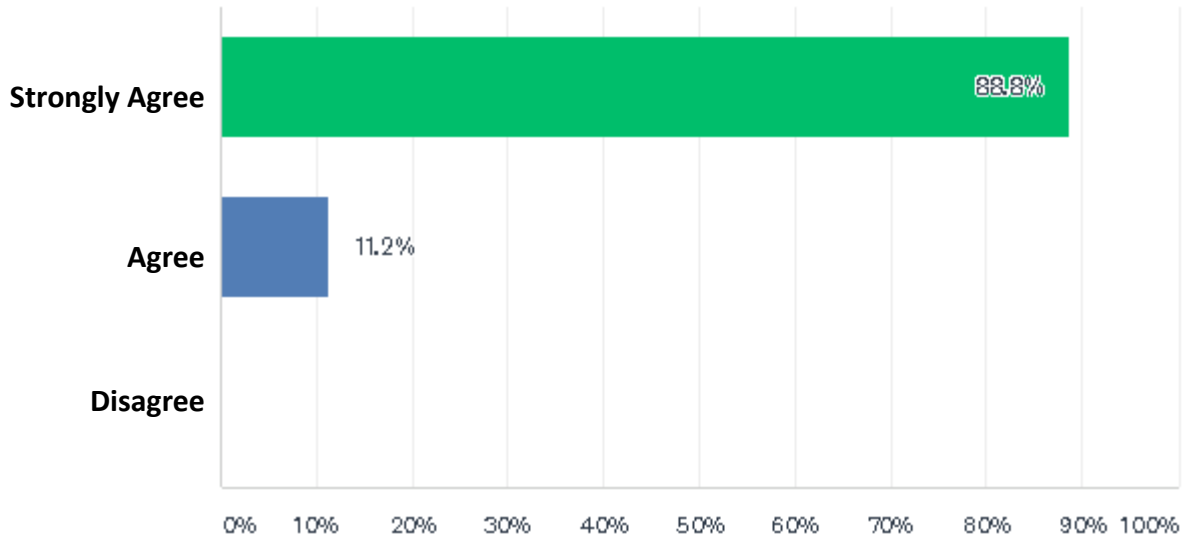
1. At which location(s) does your child receive services from Pediatric Therapy Associates?



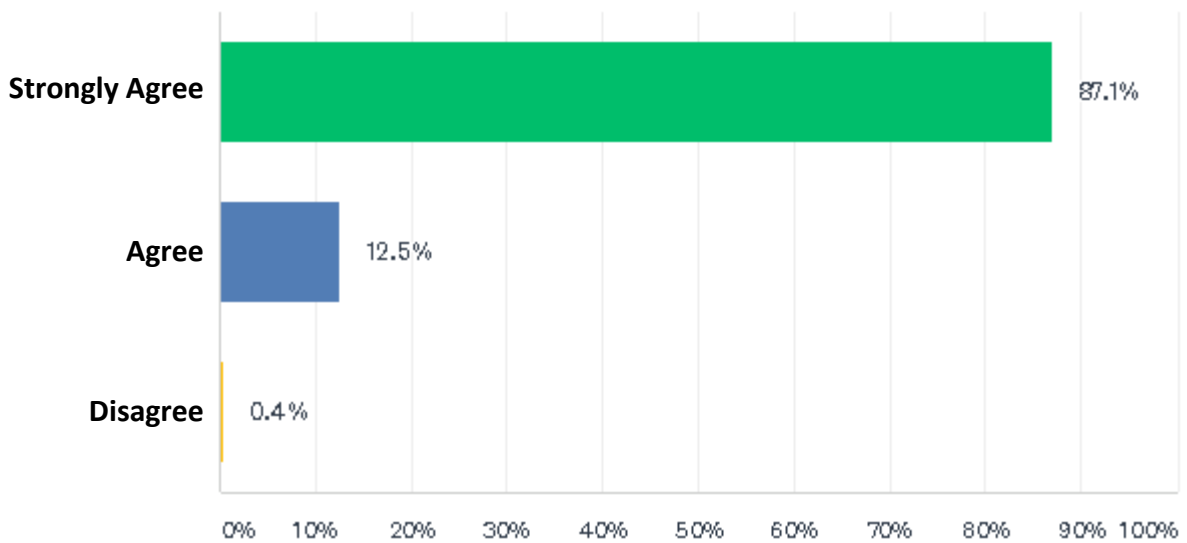
2. How did you hear about Pediatric Therapy Associates?



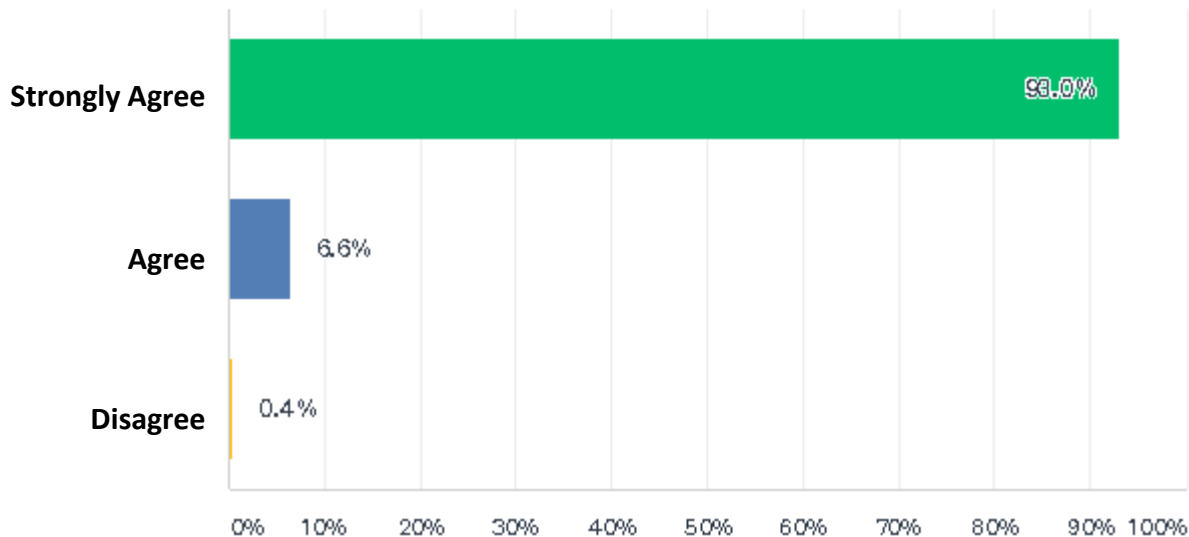
3. I am treated with care and compassion by the administrative staff.



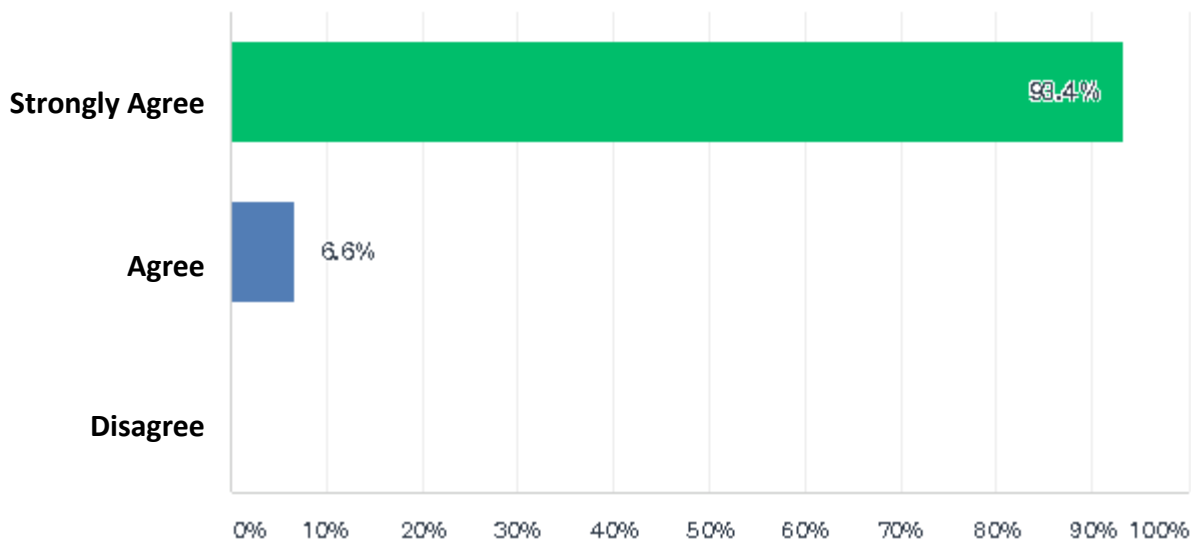
4. My questions regarding appointments, insurance, and other matters are handled efficiently and effectively.



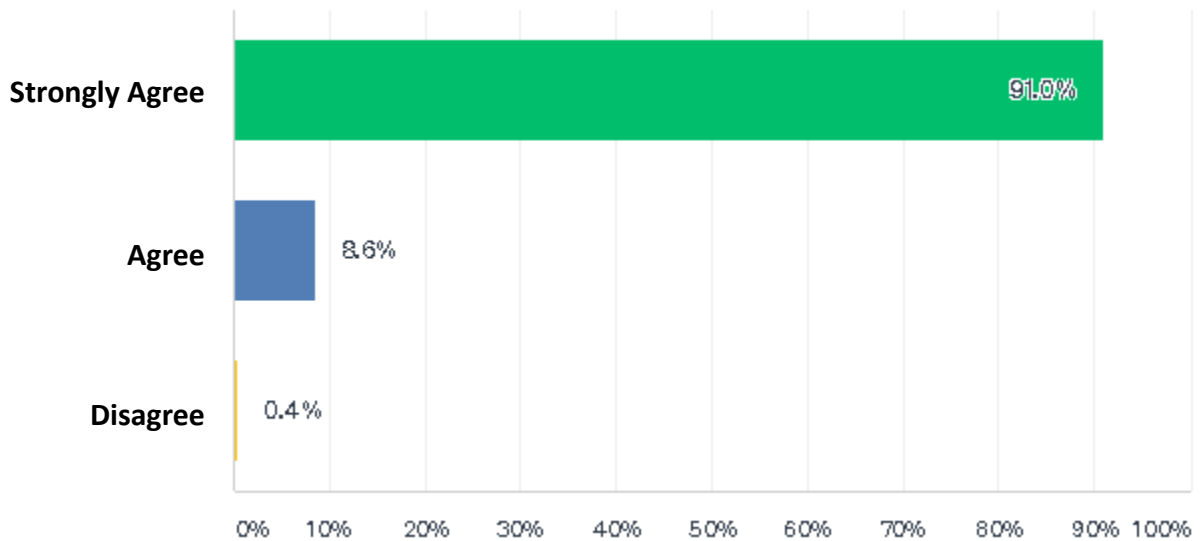
5. My child’s therapist has the skills and experience to help my child succeed.



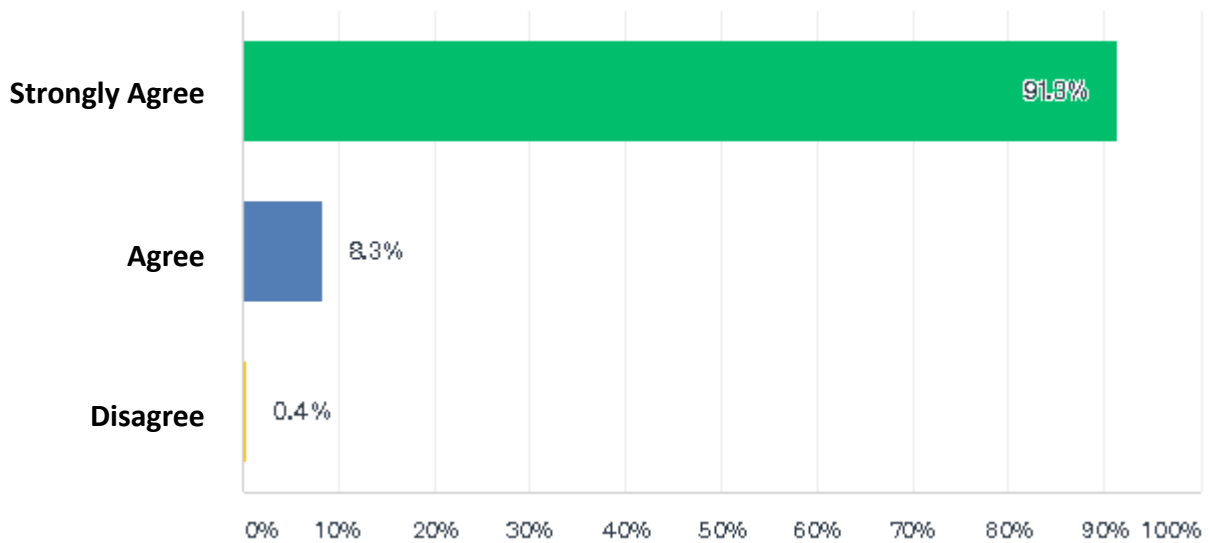
6. My child’s therapist has a positive and successful relationship with my child.



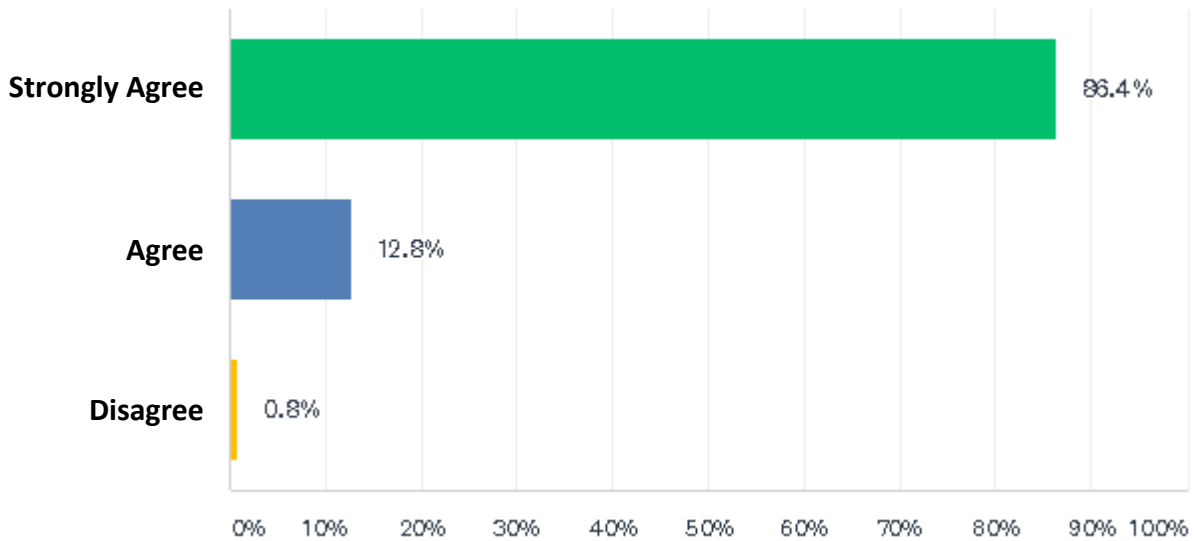
7. My child's therapist understands my child's needs and has appropriate expectations to ensure success.



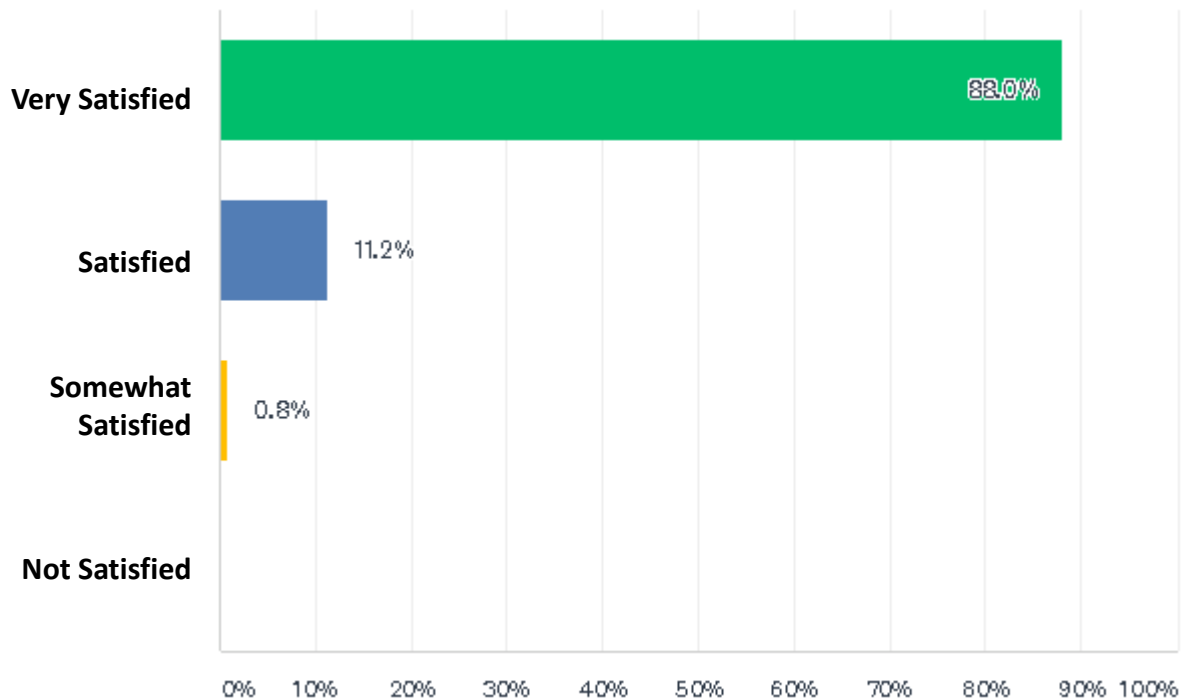
8. My child's therapist listens to me, and communicates with me regarding my child's care.



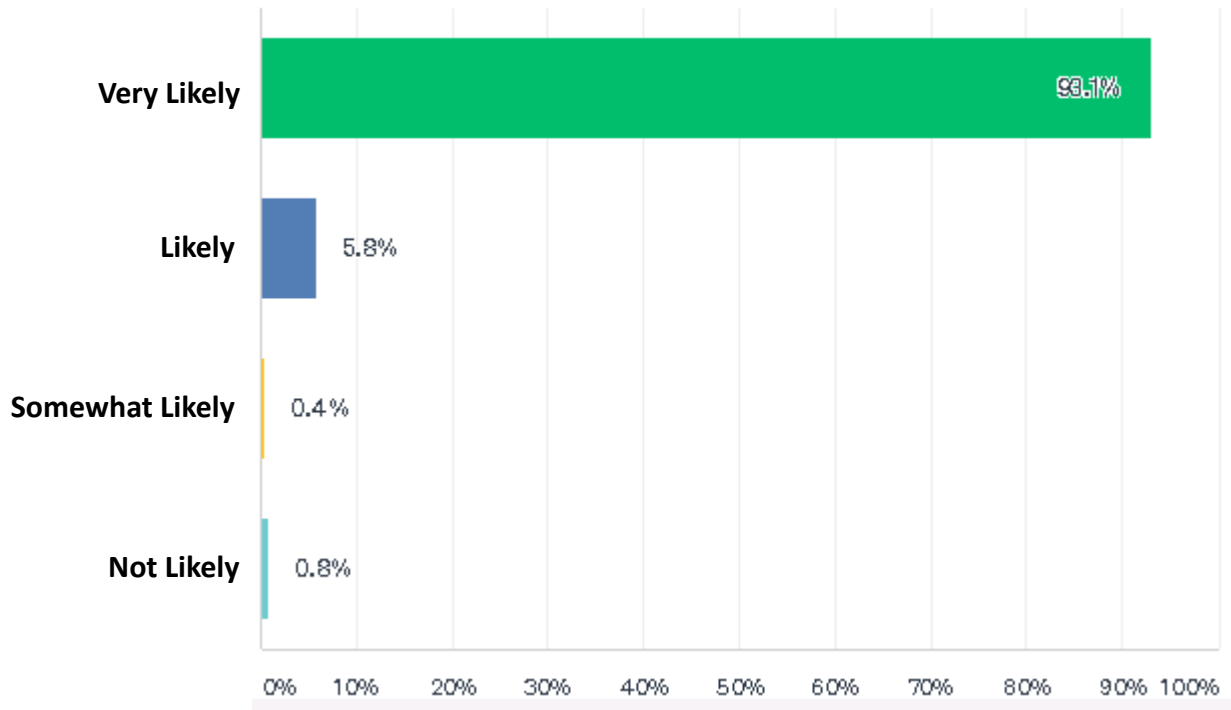
9. I am satisfied with the suggestions I have been given for working with my child at home.



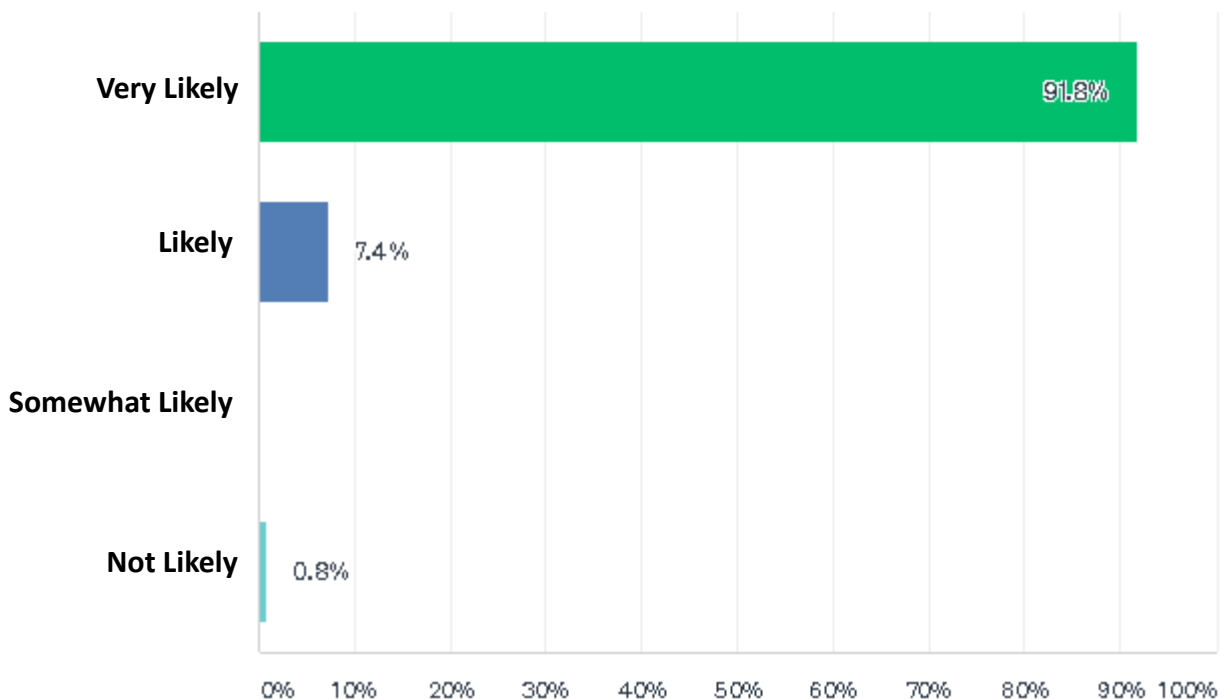
10. Overall, how satisfied are you with your experience with Pediatric Therapy Associates?



11. How likely are you to return to Pediatric Therapy Associates in the future should your child need services again?



12. How likely are you to recommend Pediatric Therapy Associates to another family that is seeking services for their child?



Here are some of the many comments from our families that were included in our survey responses this year. (Some comments have been edited to remove identifying information):

If only there were adequate words to describe how much Kate (and Ashley) helped to shape, grow and develop our children's lives. Kate has helped them grow into the confident and successful kids they are today. She has a very special "touch" and really understands how to motivate & push them to be their best. I have referred many friends to PTA (and Kate specifically), when it comes to working with ADHD/Dyspraxia/SPD she understands how to push just far enough to challenge - and then help them develop strategies for the real world. She is a blessing to our kids - and our community!!

My son has made incredible improvements in his speech since starting therapy with your office. We are so happy that we were referred to you. He started out behind in speech development for his age and is now working on "age appropriate" speech development. We have many friends and relatives who comment on how well he is speaking!

Pediatric Therapy Associates, specifically Brian Gentry, at the Wake Forest Office has helped my daughter recover both physically and emotionally from her cancer and its treatment. Brian has helped her regain strength, learn to stand, walk, jump, and climb stairs again. His positive energy, patience, and compassion make physical therapy a joy that my daughter looks forward to every week. He is engaged in her medical care and adjusts exercises and expectations as her treatment progresses. PTA is flexible, accommodating, and proactive about scheduling, and the office staff in Wake Forest is wonderful. I can't say enough good things about our relationship with Pediatric Therapy Associates.

We have been working with PTA for about 6 years, but recently (within the past year) switched all of our therapies (ST, OT, and PT) to PTA and in-clinic. We love our experiences with all of our therapists and they all continue to work with our son to make progress, challenge him with new goals, and work together with us for home goals combining with in-clinic goals. Plus, everyone we interact with genuinely loves our son, which is extremely important to us.

PTA / Carly has helped my son in so many ways. When he first started seeing Carly he would have horrible outburst and he could not calm himself down or express what he was feeling. With Carly's help his outburst have pretty much completely ended and my son is happy and able to express himself. My son looks forward to coming to "Ms. Carly's office" twice a week and that speaks volumes!

The services that the facility and staff provide to our children are invaluable. Caring for special needs children can be very challenging and rewarding, and it is a true help to have others who wish to help us along our journey. Thank you for the special interest you have in assisting me with the needs of my special child!

Since coming to PTA my daughter has learned a lot from all her therapist. She has learned to walk, speak in full sentences. She has had one of her occupational therapist since she was one year old and she is now 5. She has bonded with all her therapist and loves coming to see them. She tells me when I say we are going to see who ever is for that day that she loves that person. It's a great place and I'm glad we feel so welcomed when we come in.

We have been coming here for over 2 years and have two children seen by the therapists at PTA Kids. This is a WONDERFUL practice, and the multiple therapists we see - Kelsey, Morgan and Cathryn, and Megan are all incredibly awesome. They all do an amazing job with my kids, and we have seen so much progress over the last few years. The best thing is that my kids are happy to go to therapy, and that makes life so much easier when you have multiple appointments. The office staff is so friendly, helpful, and knows us well, so we are thankful for their above and beyond service for our family!

I have been very happy with the program and everything you offer here. It's been very affective for both kids, and benefited our entire family. Comparing your office, and all skills, games and activities you offer to the Las Vegas therapy center the kids visited is like comparing night and day. I am so happy to be here and have my kids exposed to everything you offer. It keeps them engaged, excited about coming, and constantly learning and improving.

Erin, Meaghan & Courtney have been such blessings to my family, this is so much more than a job for each of them, they go above & beyond for each individual child. Three of my four children have seen one or all of these therapist for different reasons & we have been so happy with the care they have received & continue to receive from PTA.

I've recommended lots of friends to see Jessica. She is such warm and loving towards my child. She has always made him feel comfortable, smart, and confident. I also appreciated that for the first several months, she let me and my 1 year old tag along with my 4 year old to her room for therapy. My son was not ready to go by himself and I was so worried he would have to go alone and being upset about the separation would give him bad feelings about speech therapy. She met him right where he was and welcome us in the room for weeks (even when we were distracting) and even offered my one year old games to play while they worked. It was such a relief for me as a mother to have her be so understanding and caring. When he was ready, he went back by himself and now asks regularly if he can go visit Jessica.

Even though it's hard to get appointments, I wouldn't go anywhere else. From walking in the door and being greeted by Jill and April...what a great experience. They get to know the families personally. They are definitely welcoming. And the therapists, they are top notch, and so caring. Ms. Cindy will call me, after a bad day, just to check in. My child loves them both!

Carly is amazing. She really takes her time to explain what she is doing, why she's doing it, and what it is helping with. Her rapport with my son is incredible.

Amy Michael continues to be one of the best therapists we have ever had. She goes above and beyond every single time we see her. She gives us homework to do, collaborates with my child's school and is all around helpful. My daughter has gone from not talking but a single word, to not being able to keep her mouth shut at times. I am mean that in a GREAT way! :-)
So thankful for Amy!

My child struggles with having confidence in his reading abilities. Having reading delays and learning disabilities really has an impact on how "smart" he believes that he is in comparison to other kids. I cannot begin to tell you how much of a difference it makes in having such a positive relationship with his therapist, Taylor Chewing. Taylor is able to make reading exercises and lessons fun and exciting. He also presents learning material in a way that boosts his confidence. Taylor also understands the need to build a relationship of trust, positive reinforcement, and comfort within their relationship so that my child understands it is a safe place to make mistakes and learn from each session.

It has helped with her interactions with others. the therapists are extremely helpful and responsive to any questions that I may have and also help to keep pushing my daughter forward in a compassionate way. she has made so much progress since she started coming here. we are very pleased with the goals and expectations of my daughter.

We have been beyond thrilled with the therapy Anna has provided for our daughter. She has formed a wonderful relationship with our daughter and gives clear advice on what to practice at home weekly. She is quick to answer any question and respond to any concerns we may have. Our daughter looks forward to her sessions and for the first time feels excited about speech!

The therapists have made a huge difference in my son over the years. Both his therapists communicated with his teachers and psychologists this year while having his testing updated and his IEP. I would receive emails from his speech therapist at school letting me know she had talked to Megan via email on his speech, she had a question on an evaluation date and told me she called the office and they were able to her and it is such a great feeling to know everybody is working on all ends to help my son improve!

My son is slowly showing improvement in core strength, coordination and handwriting. He also appears to have an increase in self-confidence related to being able to perform these tasks. He has a fantastic relationship with Ansley, and he respects and admires her very much. I couldn't be happier with his progress.

My daughter has grown so much in the years we have been working with Jessica. She always has strategies to help my daughter cope with her sensory needs. She has helped her learn about appropriate space between friends (still working on that space with her sister) Her handwriting has come SO FAR, when we started we couldn't even draw a stick figure. I could go on and on about how much help we have received here. It's been a blessing. I have also received help and paperwork for IEP meetings and understanding how to help write her goals at school.

I notice some difference in my child immediately, but I think I see the most when I follow up with his homework. I think the education, awareness, and feedback I get here is at least as valuable as the treatment my child receives on his own with Ansley.

My child has grown significantly while working with Jessica. She is very knowledgeable and talented in applying that knowledge with him. We LOVE working with Jessica. We feel like we are a team with her and can easily discuss actions to support his development and adjust based on his progress and challenges.

Kate McGee has helped my child become more aware of herself, more independent, and physically/emotionally feel better. Kate has helped my child progress with sensory integration therapy that's paced with precision. I've been highly impressed with Kate's communication/education with me and my daughter at different levels. Kate's continuous skilled and intuitive assessment of my child's needs has led to a very thorough therapeutic approach that's been highly beneficial and improved my child's quality of life. Our family now knows how to help our 8-year old with struggles that most people on the outside couldn't tell existed.

Our daughter seems to be improving in so many ways, and it's clear music is so helpful to her - she LOVES singing, playing instruments, dancing. But I can't explain exactly how. She uses music to remember tasks, she's able to remember, plan and execute complex tasks so much easier when music is involved. It gives her confidence to tackle other complex things.

Our daughter has blossomed under Maria's care. She started with feeding therapy and is now receiving speech therapy. She loves her time with "rea" and she loves coming. Her language skills are developing and she's mastered all her eating skills. We also received PT from Brian Gentry and have since been discharged. He follows up with us regularly to make sure she is still doing well and to answer any questions or concerns.

We have had the best experience at PTA and our daughter has made great strides since we began OT with Meaghan about 6 months ago. We came from another, small physical therapy office and were doubtful occupational therapy as a whole was doing our daughter any good. Turns out OT *done well* has made all the difference! We're super grateful for you all!

He has grown more confident in his abilities, is more willing to try harder tasks and does not take a defeatist attitude, which he was prone to doing prior to his work with Kristin. Kristin was able to zero in on what he needed help with and worked the care plan accordingly. She was very communicative and responsive any time we had questions, wanted to know progress, etc. We have seen his growth and improvement under her guidance and expertise.

Taylor has shown me how to communicate with my son pertaining to reading and comprehension. It is amazing to learn how to help your child while using the simplest techniques. It is also important to have an excellent male role model to assist male children.

Thank you, thank you, thank you!!! You are miracle workers and I can't thank you enough for the impact you've made on my and my son's lives. You provide expert care that is invaluable to a child's success and without your help I would be at a loss. No matter how badly I want to help my son, I could never have the means to help him achieve the same success or spark his desire to learn without the amazing ladies here at PTA and I am so so so grateful to have found them!

The receptionists are so friendly! They are professional and help to make what can be a difficult situation (child receiving therapy) much more enjoyable. I am very grateful for PTA and what they have done for my child and for my family.

Anna has been wonderful with my girls. Each of my girls have blossomed, and my youngest was barely talking to her teachers or friends when she started, and she has built the confidence working with Anna, that now she talks all the time, and speaks her mind to her teachers at times!! We could have not have chosen a better fit for your children than PTA.

We have nothing but positive things about PTA!! I recommend this place to all my friends!! The therapists here are exceptional!!! And all the ladies who work in the front, they make you feel like family, and always welcome!

We have been so happy with Ansley from Day 1. She is very patient, kind, compassionate and knowledgeable. She is respectful and professional, and my son really enjoys working with her. I would also like to mention that everybody who works here has treated us with the utmost professionalism and kindness. The experience has been great from being greeted at the door through check-out.

We love Lauren Pardue-she is a gem! My daughter absolutely loves her, and they have a great patient/therapist relationship. Lauren is completely professional and understands and relates to my daughter completely.

The front staff is amazing- especially Diana...she is always so helpful and greets us with a warm welcome and a great big smile. It really makes a difference that the staff makes us feel like part of the family when we are here - even Brian is sure to say hello to us and gives our son high fives when he sees him in the lobby even though he is no longer a patient of his. It really is the highlight of his day when everyone at PTA says "Hello" to him.

We seriously love all of our therapists! We've been seeing Kelly Keeter the longest, and we honestly adore her, plus her demeanor, expertise, and genuine love for our son are all exceptional. Kendall and Brianna at the front desk make our kids' day every single day we're there! Their patience and excitement are a perfect greeting.

PTA has been nothing but incredible.. this starts from the front desk- the ladies up there are amazing and are always willing to help. Any interaction that I have had with staff has been nothing but positive. My son is a happy boy and this in many ways is in thanks to PTA.