



QUALITY ASSURANCE SURVEY

We hope we have fulfilled our mission to provide you with extraordinary therapeutic care and rehabilitative service. We feel it is important to hear the voice of whom we serve.

How did you find out about us? _____

Your therapist / trainer: _____ / _____ Date: _____

Your name (optional): _____ City: _____

Place of service: Kapolei Clinic Pearl City Clinic Mobile Services

Please circle the appropriate grade for your response and by all means, feel free to make as many comments as you wish (use back of form if necessary.) Your input is greatly appreciated. Mahalo!

Questionnaire	Excellent = 5			Poor = 1	
1. Friendliness of staff on phone and in-person when dealing with our company.	5	4	3	2	1
Comments:					
2. Your overall experience with in-home / clinic physical therapy.	5	4	3	2	1
Comments:					
3. Ease in dealing with paperwork (i.e., insurance forms, medical release, etc.)	5	4	3	2	1
Comments:					
4. Satisfaction with scheduling appointments to accommodate your time constraints.	5	4	3	2	1
Comments:					
5. Quality of educational handouts and materials received during the course of therapy.	5	4	3	2	1
Comments:					
6. Knowledge of Physical Therapist regarding your condition and planning your treatment.	5	4	3	2	1
Comments:					
7. Results of the physical rehabilitation I received to enable me to recover.	5	4	3	2	1
Comments:					
8. Your overall satisfaction with your Physical Therapist.	5	4	3	2	1
Comments:					
In one or two sentences, what would you tell a relative or friend about our practice if he/she asked you for a recommendation? Any suggestions to improve our service? (use back of form)					

May we use your comments / opinions in our literature? Yes. No.

I did NOT know Elam Sports O'ahu provided the following services: (Check as many as apply)

- Kapolei Clinic Therapy
- Custom bracing / orthotic devices
- Group Therapy
- Pearl City Clinic Therapy
- Beyond Rx Maintenance
- Therapy products for purchase
- Mobile Out-Patient Therapy
- Liquid PT (Pool Therapy)
- Natural posture footwear (Earth shoes)

Please send me more information about: _____