

Poor**Fair****Good****Very Good****Excellent**

Ease of administrative admission procedures

Courtesy and helpfulness of secretary

Simplicity of scheduling and time to get first appointment

Ability of physical therapist to put you at ease and reassure you

Explanations about what will be done to you during treatment

Quality of information you received at the end of treatment regarding future

Feeling of security at all times during the treatment

Extent to which treatment was adapted to your problem

Ease of access of physical therapy facilities

Indications to help you find your way around and in hospital buildings

Comfort of the room where physical therapy was provided

Calm and relaxing atmosphere in physical therapy rooms

Your physical therapy overall

Certainly not**Probably not****Not sure****Yes, probably****Yes, certainly**

Would you recommend this facility to people close to you?

Thank you for your help