



## Patient Satisfaction Survey

The Atlanta Falcons Physical Therapy Centers values your feedback, as it allows us to improve our services and to provide better care. Your answers may also be used for marketing purposes.

**INSTRUCTIONS:** Please rate your experience as a patient at the Atlanta Falcons Physical Therapy Centers. For each question below, select the answer that best represents your feelings.

### Support Staff

	Excellent	Good	Neutral	Fair	Poor
1. Professionalism and friendliness	5	4	3	2	1
2. Ease of scheduling appointments	5	4	3	2	1
3. Timeliness in responding to questions	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

### Your Therapist

	Excellent	Good	Neutral	Fair	Poor
1. Professionalism and friendliness	5	4	3	2	1
2. Educating you on your injury or condition	5	4	3	2	1
3. Responding appropriately to your concerns	5	4	3	2	1
4. Beginning treatment at your scheduled time	5	4	3	2	1
5. Overall quality of your therapist	5	4	3	2	1

### Clinic and Facility

	Excellent	Good	Neutral	Fair	Poor
1. Location	5	4	3	2	1
2. Condition and cleanliness of clinic	5	4	3	2	1
3. Quality of equipment used during treatment	5	4	3	2	1
4. Overall comfort and appeal	5	4	3	2	1

### Overall Impression

	Excellent	Good	Neutral	Fair	Poor
1. Overall quality of this clinic	5	4	3	2	1
2. Overall quality of other professional staff	5	4	3	2	1

### General Questions

	Yes	No
1. Were your goals for seeking treatment met?	_____	_____
2. Did your therapist provide a home program?	_____	_____
3. Does our clinic offer sufficient hours?	_____	_____
4. Would you return to this clinic for future care?	_____	_____
5. Would you recommend this clinic to others?	_____	_____

Please provide additional comments below and feel free to include your therapist's name. What did you like best about your experience? What would you like to see us improve?

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Please submit this survey by handing it to a team member, faxing this page to (404) 367-2099 or by emailing your comments to [wecare@afptc.com](mailto:wecare@afptc.com). We sincerely thank you for sharing your time and comments with us!