



West Monroe: 107 Summer Lane, WM, LA 71291 Ph 318.396.1969 Fx 318.396.-1970  
Ruston: 1004 Center Street, Ruston, LA 71270 Ph 318.232.1969 Fx 318.232.1970  
Monroe: 4401 Sterlington Rd. Monroe, LA 71203 Ph 318.388.1989 Fx 318.388.1992  
Shreveport: 1800 Buckner St. Suite C249 Shreveport, LA 71101 Ph 318.934.1969 Fx 318.934.1960  
**Our Mission: To joyfully use our gifts to brighten the lives of others.**

## Patient Satisfaction Survey

We would like to know how you feel about the services we provide so we can make sure we are meeting your needs. Your responses are directly responsible for improving these services. All responses will be kept confidential and anonymous. Thank you for your time.

Your Age: \_\_\_\_\_

Your Sex: \_\_\_Male \_\_\_Female

Therapies Received (*circle all that apply*) PT OT ST

Please circle how well you think we are doing in the following areas:  
GREAT: 5 GOOD: 4 OK: 3 FAIR: 2 POOR: 1

### Ease of getting care:

Ability to get in to be seen: 5 4 3 2 1

Hours Clinic is open: 5 4 3 2 1

Convenience of Clinic's location: 5 4 3 2 1

Prompt return on calls: 5 4 3 2 1

### Waiting:

Time in waiting room: 5 4 3 2 1

### Clinical Staff:

Therapist/Staff Listens to you: 5 4 3 2 1

Provides a warm friendly experience: 5 4 3 2 1

Answers your questions effectively: 5 4 3 2 1

Gives you good advice and treatment: 5 4 3 2 1

**Administration:**

Friendly and helpful to you: 5 4 3 2 1

Answers your questions: 5 4 3 2 1

Explanation of charges: 5 4 3 2 1

Collection of payment/money: 5 4 3 2 1

**Facility:**

Neat and clean building: 5 4 3 2 1

Ease of finding where to go: 5 4 3 2 1

Comfort and Safety while waiting: 5 4 3 2 1

The likelihood of referring your friends and relatives to us: 5 4 3 2 1

What do you like best about our clinic?

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What do you like least about our Clinic?

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Suggestions for improvement?

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If you feel Comfortable in saying, who was your treating therapist.

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Thank you for completing our Survey!

The staff of Melanie Massey Physical Therapy, Inc