

West Monroe: 107 Summer Lane West Monroe, LA 71291 PH: 318.396.1969 F: 318.396.1970

Ruston: 2309 S. Service Rd. W. Ruston, LA 71270 PH: 318.232.1969 F: 318.232.1970

Monroe: 4401 Sterlington Rd. Monroe, LA 71203 PH: 318.388.1989 F: 318.388.1992

Shreveport: 1800 Buckner Square -Ste C249 Shreveport, LA 71101 PH: 318.934.1969 F: 318.934.1960

Our mission: To joyfully use our gifts to brighten the lives of others.

PATIENT SURVEY

At MMPT, we always strive to provide the best service possible. We would love to hear about your experience with us. Your responses are directly responsible for improving our services. All responses will be kept confidential and anonymous. Thank you for taking the time to give us your feedback.

Which type of therapy did you receive?		Occupational Therapy	Speech Therapy	Massage Therapy	
Age		Sex	MALE	FEMALE	
In which clinic did you primarily receive service	West Monro	pe Monroe	Ruston	Shreveport	

On a scale of zero to ten, how likely are you to recommend Melanie Massey Physical Therapy to a friend or colleague?

Not Likely				Neutral				Extremely Li		
0	1	2	3	4	5	6	7	8	9	10

Please tell us how well you think we're doing in the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1
Ability to be scheduled for appointments in a timely manner					
Convenience of clinic location					
Promptly returned phone calls					
Time spent in waiting room					
Therapist/staff listened to your needs					
Provided a warm friendly experience					

Please tell us how well you think we're doing in the following areas:	GREAT 5	GOOD 4	OK 3	FAIR 2	POOR 1		
Answered your questions effectively							
Gave good advice and treatment							
Administrative staff friendly and helpful							
Administrative staff answered your questions							
Explanation of billing and charges							
Collection of payment							
Neat and clean building							
Comfort and safety while waiting							
What did you like best about our clinic?							
What did you like least about our clinic?							
Do you have any suggestions for improvement?							

Thank you for taking the time to complete our survey. We appreciate your feedback!