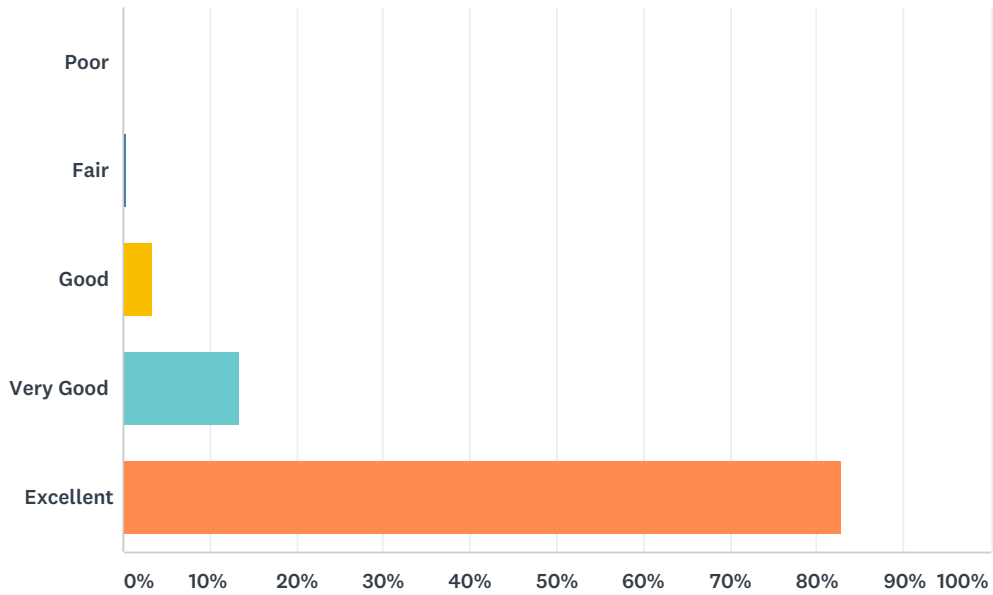


Q1 Courtesy of person who scheduled your appointment

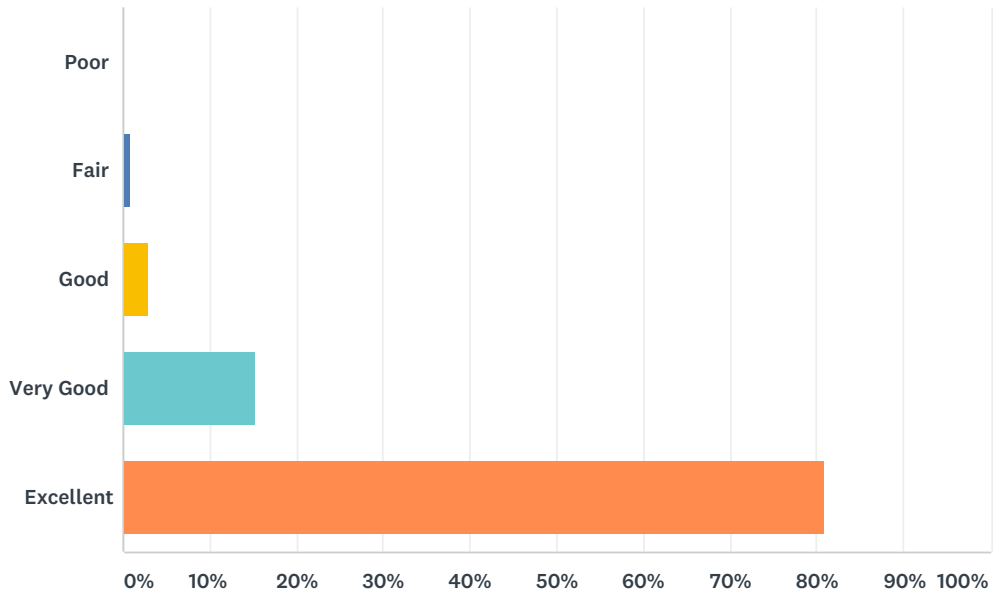
Answered: 504 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Poor | 0.00% | 0 |
| Fair | 0.40% | 2 |
| Good | 3.37% | 17 |
| Very Good | 13.29% | 67 |
| Excellent | 82.94% | 418 |
| TOTAL | | 504 |

Q2 Your experience when scheduling your initial evaluation

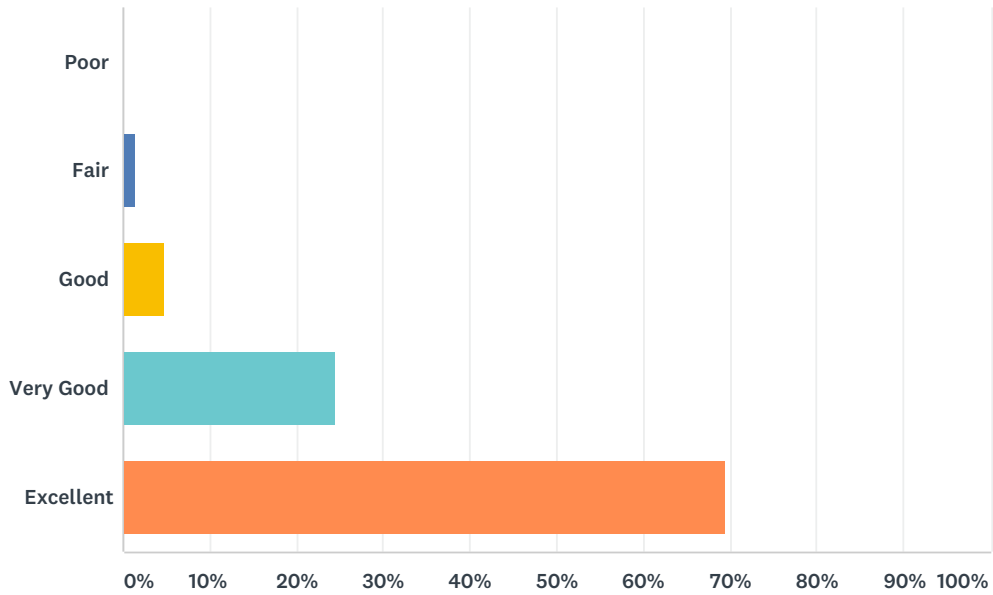
Answered: 504 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Poor | 0.00% | 0 |
| Fair | 0.79% | 4 |
| Good | 2.98% | 15 |
| Very Good | 15.28% | 77 |
| Excellent | 80.95% | 408 |
| TOTAL | | 504 |

Q3 Your appointment time requested was available

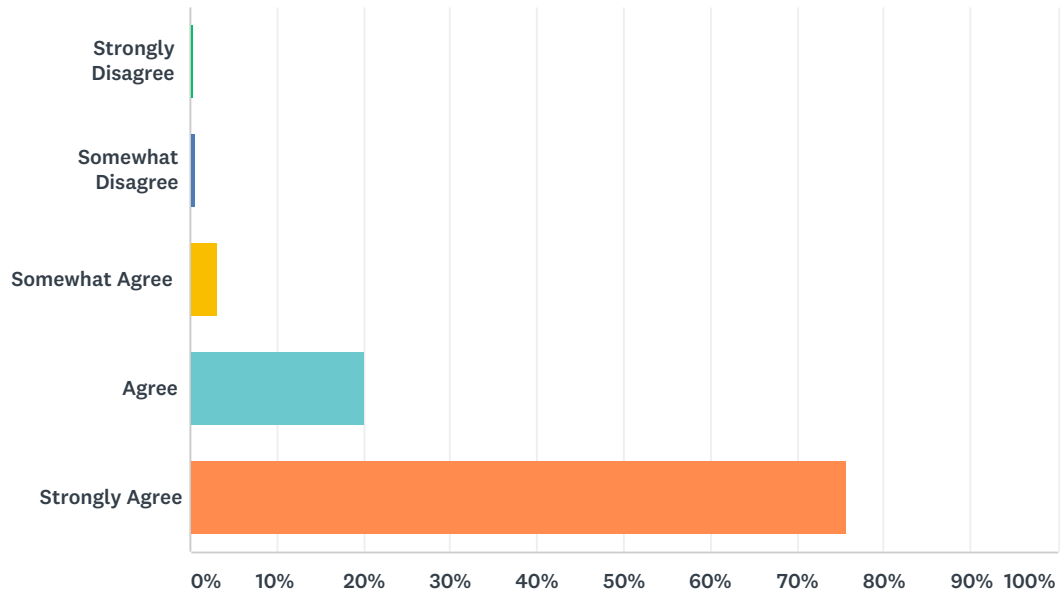
Answered: 504 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Poor | 0.00% | 0 |
| Fair | 1.39% | 7 |
| Good | 4.76% | 24 |
| Very Good | 24.40% | 123 |
| Excellent | 69.44% | 350 |
| TOTAL | | 504 |

Q4 Your preferred therapist was available when you wanted

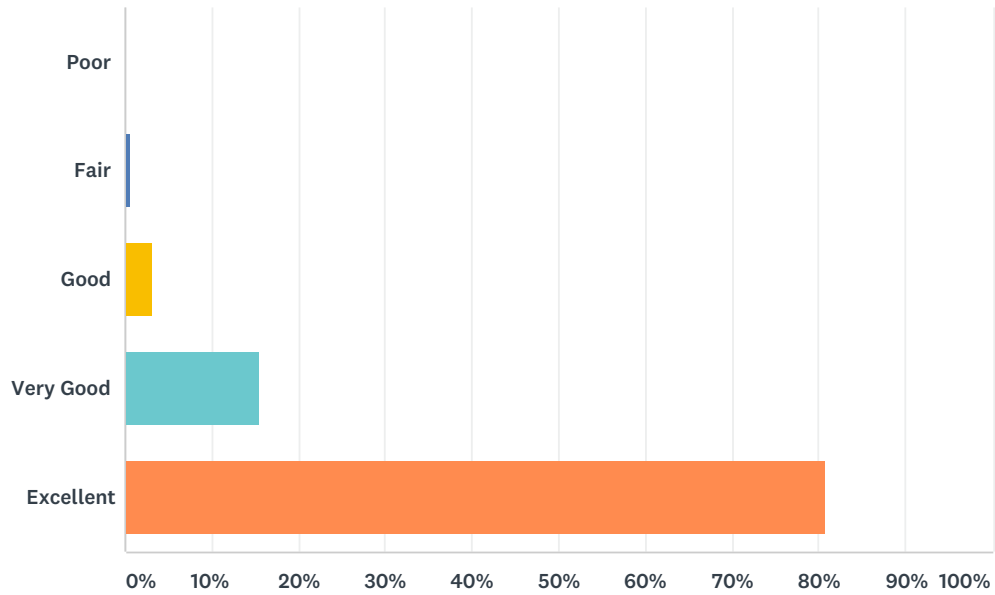
Answered: 504 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|------------|
| Strongly Disagree | 0.40% | 2 |
| Somewhat Disagree | 0.60% | 3 |
| Somewhat Agree | 3.17% | 16 |
| Agree | 20.04% | 101 |
| Strongly Agree | 75.79% | 382 |
| TOTAL | | 504 |

Q5 Length of wait time before your treatment

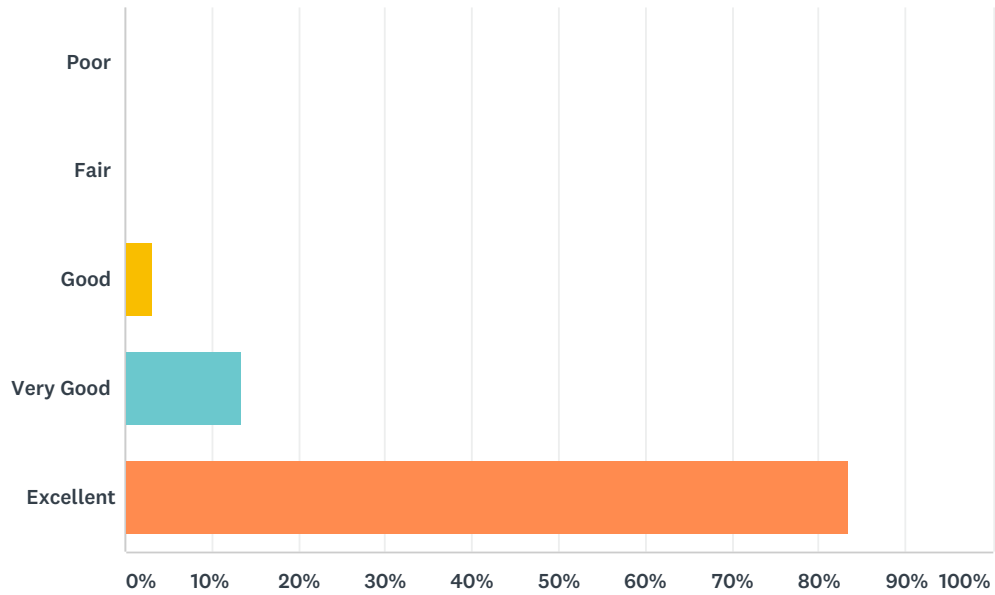
Answered: 491 Skipped: 13



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Poor | 0.00% | 0 |
| Fair | 0.61% | 3 |
| Good | 3.05% | 15 |
| Very Good | 15.48% | 76 |
| Excellent | 80.86% | 397 |
| TOTAL | | 491 |

Q6 Treatments that were performed for my condition

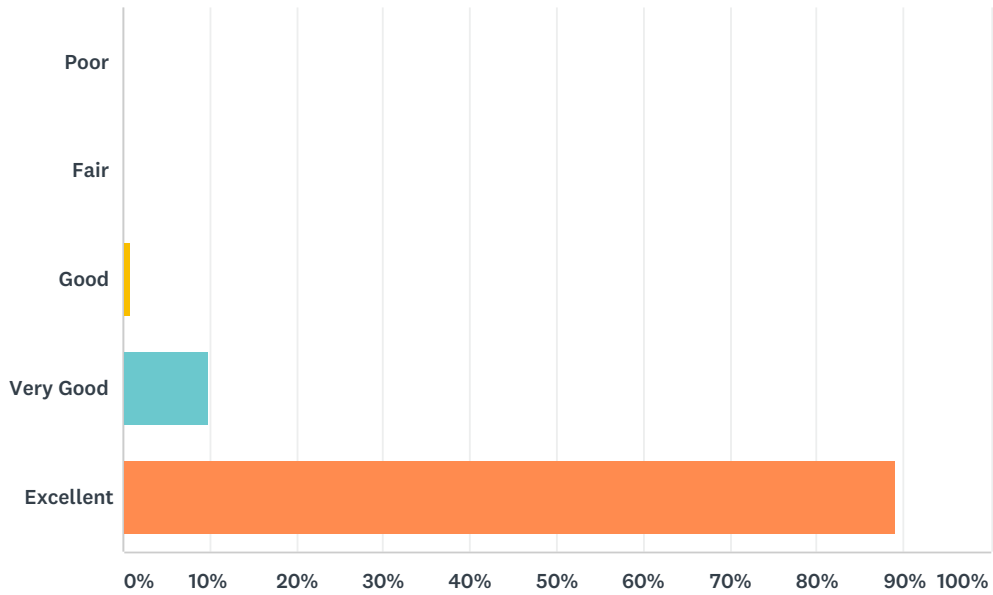
Answered: 491 Skipped: 13



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Poor | 0.00% | 0 |
| Fair | 0.00% | 0 |
| Good | 3.05% | 15 |
| Very Good | 13.44% | 66 |
| Excellent | 83.50% | 410 |
| TOTAL | | 491 |

Q7 Friendliness and courtesy of Aides and Support Staff

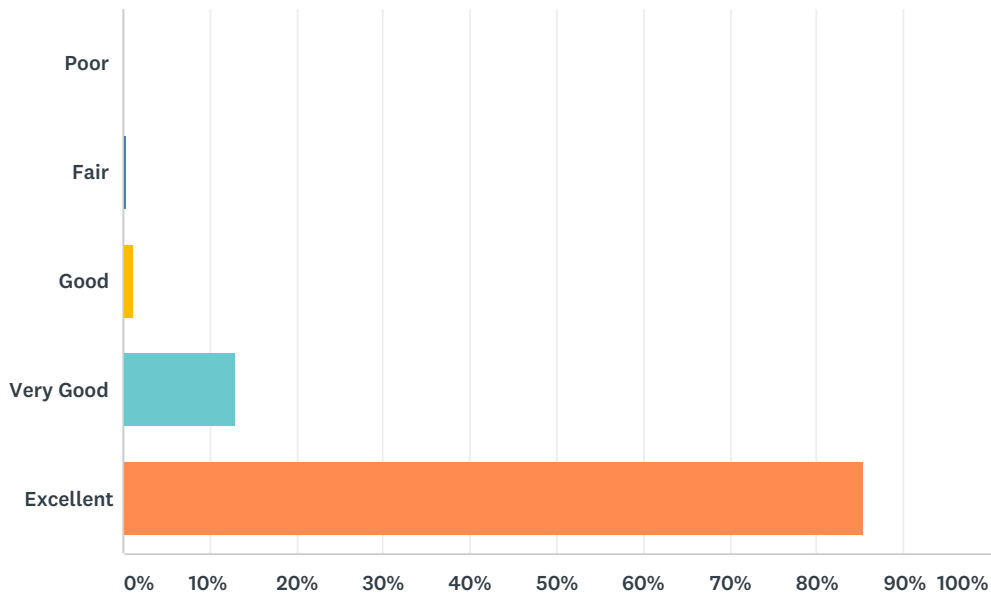
Answered: 491 Skipped: 13



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----|
| Poor | 0.00% | 0 |
| Fair | 0.20% | 1 |
| Good | 0.81% | 4 |
| Very Good | 9.78% | 48 |
| Excellent | 89.21% | 438 |
| TOTAL | | 491 |

Q8 The way in which my questions and concerns about my condition were explained to me

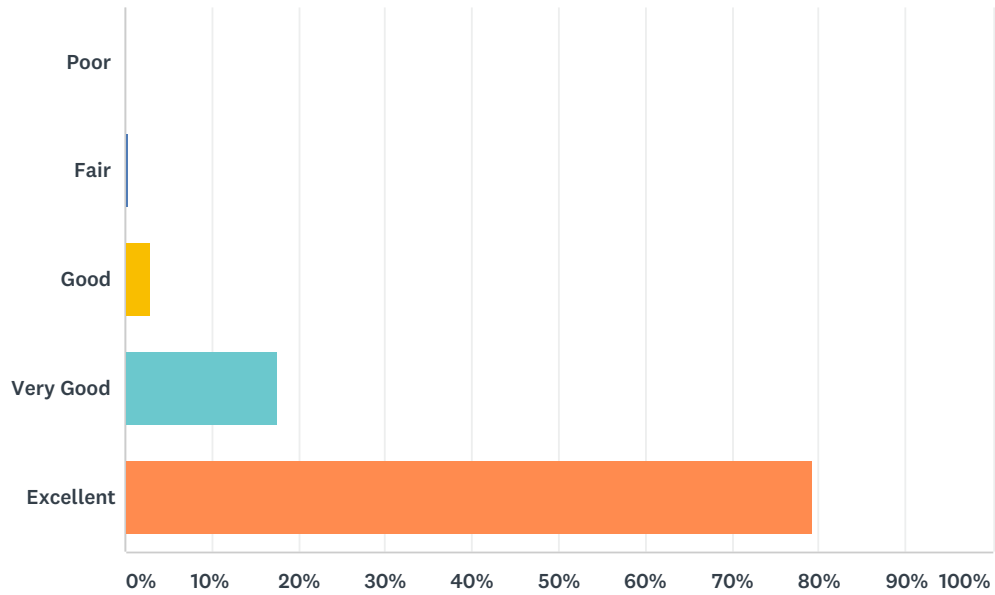
Answered: 491 Skipped: 13



| ANSWER CHOICES | RESPONSES |
|----------------|------------|
| Poor | 0.00% 0 |
| Fair | 0.41% 2 |
| Good | 1.22% 6 |
| Very Good | 13.03% 64 |
| Excellent | 85.34% 419 |
| TOTAL | 491 |

Q9 The Cleanliness of the clinic

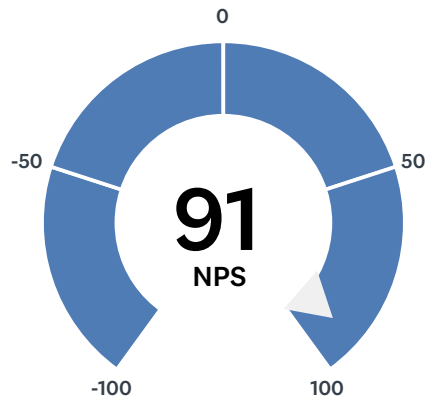
Answered: 491 Skipped: 13



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|------------|
| Poor | 0.00% | 0 |
| Fair | 0.41% | 2 |
| Good | 2.85% | 14 |
| Very Good | 17.52% | 86 |
| Excellent | 79.23% | 389 |
| TOTAL | | 491 |

Q10 How likely is it that you would recommend Metro Physical Therapy to a friend or colleague?

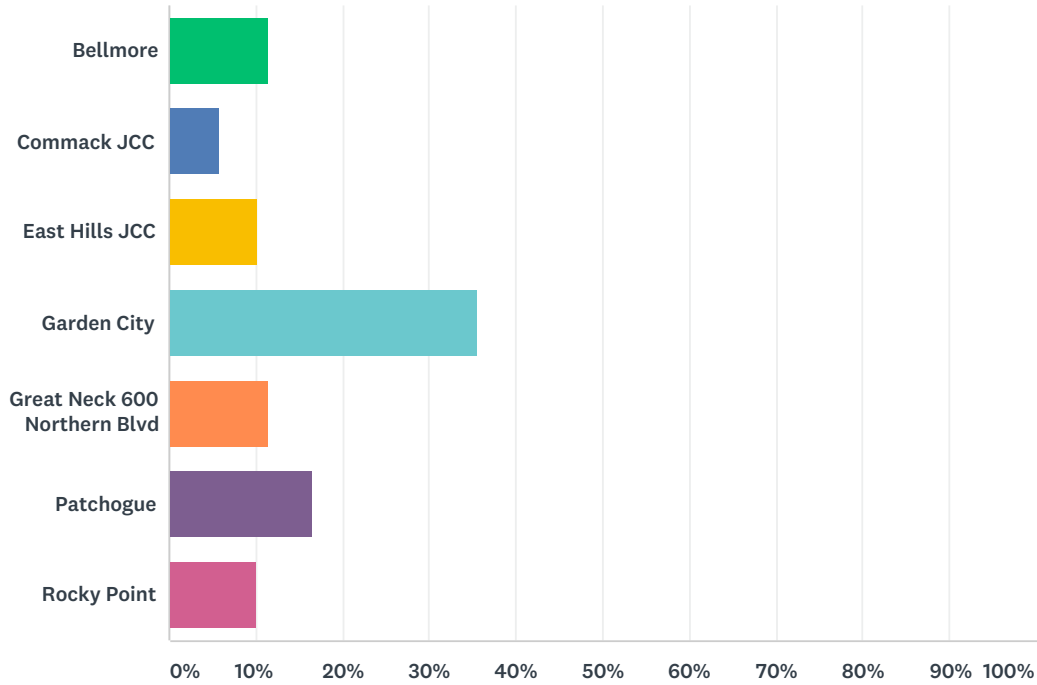
Answered: 475 Skipped: 29



| DETRACTORS (0-6) | PASSIVES (7-8) | PROMOTERS (9-10) | NET PROMOTER® SCORE |
|------------------|----------------|------------------|---------------------|
| 1% 3 | 8% 39 | 91% 433 | 91 |

Q11 Which office location are you primarily seen at?

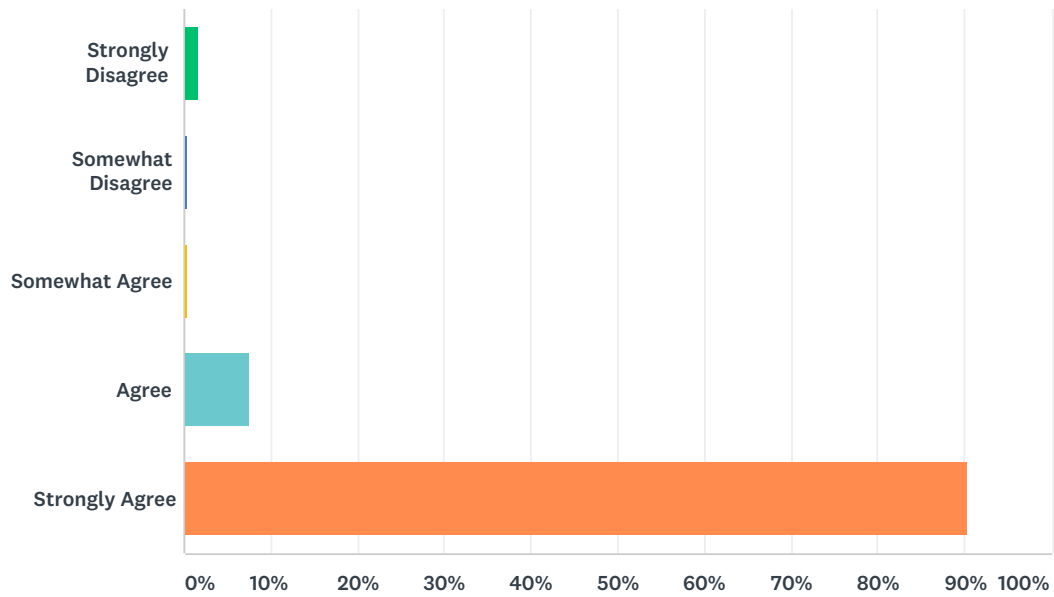
Answered: 480 Skipped: 24



| ANSWER CHOICES | RESPONSES | |
|------------------------------|-----------|-----|
| Bellmore | 11.46% | 55 |
| Commack JCC | 5.83% | 28 |
| East Hills JCC | 10.21% | 49 |
| Garden City | 35.63% | 171 |
| Great Neck 600 Northern Blvd | 11.46% | 55 |
| Patchogue | 16.46% | 79 |
| Rocky Point | 10.00% | 48 |
| Total Respondents: 480 | | |

Q12 Do you feel your therapist is skilled and knowledgeable in the area are being seen for

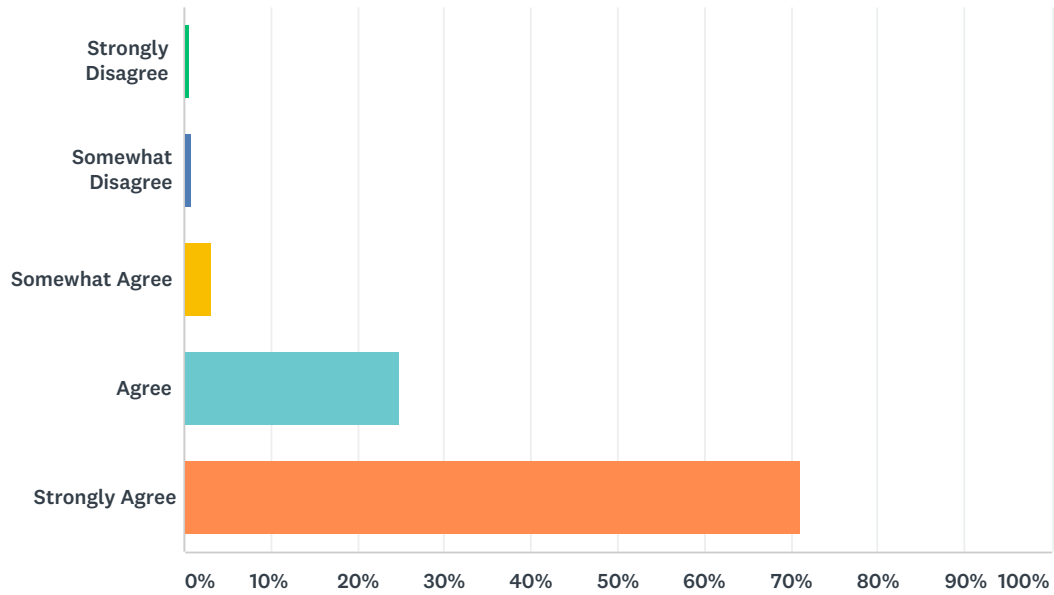
Answered: 480 Skipped: 24



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----|
| Strongly Disagree | 1.67% | 8 |
| Somewhat Disagree | 0.42% | 2 |
| Somewhat Agree | 0.42% | 2 |
| Agree | 7.50% | 36 |
| Strongly Agree | 90.42% | 434 |
| Total Respondents: 480 | | |

Q13 Do you feel your cost for treatments is worth it?

Answered: 480 Skipped: 24



| ANSWER CHOICES | RESPONSES | |
|------------------------|-----------|-----|
| Strongly Disagree | 0.63% | 3 |
| Somewhat Disagree | 0.83% | 4 |
| Somewhat Agree | 3.13% | 15 |
| Agree | 25.00% | 120 |
| Strongly Agree | 71.04% | 341 |
| Total Respondents: 480 | | |