

REHABILITATION ASSOCIATES, INC. PEDIATRIC CLIENT SATISFACTION SURVEY

In order to improve our services we would appreciate your feedback. Thank you for your time and for choosing REHABILITATION ASSOCIATES, INC. as the provider of your child’s therapy services.

What service(s) have your child(ren) receiving at REHABILITATION ASSOCIATES, INC.?

- Physical Therapy     Occupational Therapy     Speech and Language Therapy     Play Therapy/Social Work

At which office did your child(ren) receive services?

- Fairfield     Milford     Shelton     Stratford     Westport

Please use a scale of 1 to 5 to rate your level of satisfaction with 1 being “not satisfied” and 5 being “very satisfied”. **If you score 3 or less on any item, please comment on your reasoning below in order that we can improve our services.**

	Satisfaction level				
	Not.....				Very
1. Clinical knowledge and professionalism in the evaluation and treatment of my child.	1	2	3	4	5
2. Therapy staff’s ability to answer my questions and involve me in goal setting.	1	2	3	4	5
3. Home activity suggestions were helpful and reasonable.	1	2	3	4	5 not provided
4. Therapy has made a difference in my ability to care for my child and understand my child’s current skills.	1	2	3	4	5
5. My child is making progress because of the therapy provided.	1	2	3	4	5
6. I am aware of community resources/support groups/programs for my child.	1	2	3	4	5
7. Business office staff were courteous and helpful.	1	2	3	4	5
8. The facility was clean and conducive to rehabilitation.	1	2	3	4	5
9. Overall I have been satisfied with the services my child has received.	1	2	3	4	5

Additional comments: \_\_\_\_\_  
 \_\_\_\_\_

Thank you for taking the time to complete this survey. Please return it to *Ali Gilbey, Director of Pediatrics* at: *Rehabilitation Associates, Inc. 1931 Black Rock Turnpike Fairfield, CT 06825* or drop it in the Customer Satisfaction box at any of our offices.

You can also give it to our business office or your therapist and have it forwarded to *Ali Gilbey*.