



# Happy Holidays from the entire Elite family!

This special issue of our newsletter is devoted to our goal of **WORLD CLASS** patient care and **EXCEPTIONAL** patient and physician satisfaction. The following was gathered from a recent survey of previous and current patients. Thank you for trusting your care to Elite!



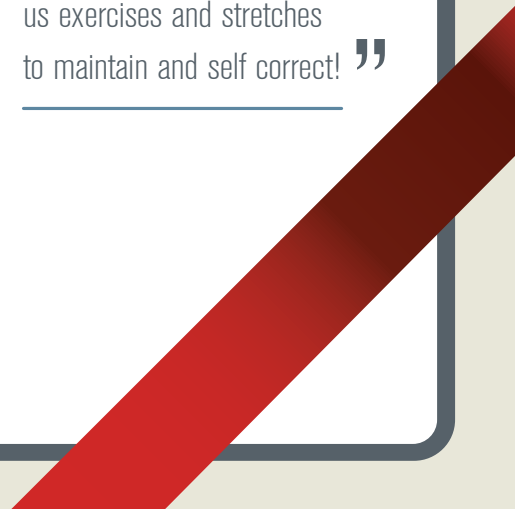
Results from a survey of previous and current clients found that

**97%** of patients surveyed rated **SERVICE** satisfaction as **Excellent** or **Very Good**

**98%** of patients surveyed rated **QUALITY** of care as **Excellent** or **Very Good**

**100%** of patients who would **RECOMMEND** us to **Family** or **Friends**

“ We are so thankful [for] your help in giving us our lives back by properly addressing the true source of the problem and giving us exercises and stretches to maintain and self correct! ”



# In our pursuit of world class care and exceptional satisfaction, Elite surveyed previous and current patients. **Thank you for your wonderful compliments and continued support.**

From the front office staff to the care I get from my PT—Elite exceeds our expectations!

Everyone who worked with me at Elite was wonderful.

I can tell that the therapists keep up with the latest information in the field.

Great care, evaluation, and understanding conducted by a fabulous staff!

The PTs are incredibly talented. Their compassion, patience and commitment are praiseworthy.

You have saved me :-))

We have been very, very pleased!

My PT was skilled, knowledgeable, and personable. He significantly helped me master two areas of chronic pain and taught me tools (exercises) that help me quickly resolve returning discomfort.

Unfortunately, I've had a lot of PT. I won't go anywhere else. You are the best.

My PT was EXCELLENT! He is a great PT who helped me a lot and was a pleasure to see at each appointment. He is kind and friendly, professional, and personable. I have recommended you to my friends & wouldn't hesitate to do so in the future. I couldn't be more pleased with my experience at Elite.

I do not know how it could be any better than what I have received from Elite.

I always felt like my well-being was important to the therapist. Our sessions were beneficial to me and I never felt like the therapist had to rush to see the next patient.

I received attentive, personalized care.

I would compliment not only the professional PTs, but your receptionists. They are wonderful! I don't know that I have ever seen such great performance in this vital role!!

I always felt like I mattered. Everyone was friendly and helpful.

Personal attention, caring attitude, professional manner, feedback from me and adaptation as needed.

All of you are friendly and helpful at all times.

I always felt "part of the family" whenever I walked in the doors.

Everyone is so nice and helpful. Kind & professional service at all times. Thank you for being so great to work with! Everyone that I have work with has been outstanding.

The support staff at Elite is very personable and easy to deal with.

I am immensely grateful every day for having strength and range of motion in my shoulders without having had surgery. We have recommended you to countless friends and family members! We are so thankful to your help in giving us our lives back by properly addressing the true source of the problem and giving us exercises and stretches to maintain and self correct! We are eternally grateful for all you have done for both my husband and I!!!

I have gone back to running without pain, something I haven't been able to do for almost 3 years!

Oh my goodness! Now that I am an Elite patient/customer, I can't imagine PT anywhere else! The ladies that take care of me in the office couldn't be more helpful or friendly! And my therapist is the best ever - he has tailored my care specifically for me and saved me from needing surgery. He is overflowing with patience and expertise!

The best therapy I ever had was at Elite. Everyone was friendly and helpful and my wait for an appointment was never long. The environment was clean and pleasantly appointed which also gave confidence that I was in good hands.

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## “ I couldn't be more pleased with my experience at Elite.”

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You changed my life. I thought my back pain would never end, but you guys kept at it and now I am pain free.

My PT is fantastic. Not only did she help me but also educated me so I can avoid the same condition/injury I had sustained. She made a huge impact on my health and level of pain. I will always recommend Elite because of her.

I trust my life to you.

I received excellent care to both my son and myself.

Consistently professional and friendly.

I always looked forward to my PT sessions. You have the ability to teach and provide such a clear and precise understanding of how to do each exercise/stretch has kept me doing a series of them on a daily basis.

The staff is always pleasant and helpful.

Support staff were friendly, helpful, and responsive. They were especially kind in securing appointments for me and communicating re: schedule changes. Billing was clear and timely.

Front desk staff were always very pleasant and prompt when checking me in and setting up appointments.