



HELPING TO **BUILD A BETTER YOU**

1664 Lafayette Street
Denver, CO 80218

T (303) 832-7287
F (303) 830-0327
E info@reboundprx.com

Client Satisfaction Survey

In thinking about your most recent experience with Rebound Restorative Prosthetics, was the quality of customer service and patient care you received:

Very Poor Somewhat Unsatisfactory About Average Very Satisfactory Superior

If you indicated that the service was unsatisfactory, would you please describe what happened?

The process for getting your concerns resolved was:

Very Poor Somewhat Unsatisfactory About Average Very Satisfactory Superior

Now please think about the features and benefits of the prosthesis itself.

How satisfied are you with the prosthesis:

Very Poor Somewhat Unsatisfactory About Average Very Satisfactory Superior

Would you please take a few minutes to describe why you are not satisfied with the prosthesis?

**The following questions pertain to the clinical experience you most recently had.
Please indicate whether you agree or disagree with the following statements**

The practitioner was professional and courteous

Strongly Agree Agree Neutral Disagree Strongly Disagree

The prosthesis was fitted and functioning properly at delivery

Strongly Agree Agree Neutral Disagree Strongly Disagree

The practitioner was very knowledgeable

Strongly Agree Agree Neutral Disagree Strongly Disagree

Are there any other comments about the practitioner you would like to add?

**The following questions pertain to your most recent appointment.
Please indicate whether you agree or disagree with the following statements.**

The waiting time for my appointment was satisfactory

Strongly Agree Agree Neutral Disagree Strongly Disagree

The practitioner addressed my questions and concerns appropriately

Strongly Agree Agree Neutral Disagree Strongly Disagree

A plan was formulated concerning my future care

Very Satisfied Somewhat Satisfied Neutral Somewhat Dissatisfied Very Dissatisfied

Overall, how satisfied are you with your experience at Rebound Restorative Prosthetics?

Thank you for your feedback. We sincerely appreciate your honest opinion and will take your input into consideration for your future visits. If you have any comments or concerns about this survey please contact:

Rebound Restorative Prosthetics
Christopher W. Jones, C.P.O.
1664 Lafayette St., Denver, CO 80218
303.832.7287