

Loyalty Survey Short Takes
AmaZING! Principle
AmaZING! Challenge
Zingers!

Simply AmaZING!

Patient Loyalty Survey Short Takes

i like that fact that during my
appts it was not overcrowded;
makes healing easier when feeling
relaxed & not just a number

My therapist
Paul Gorman
is the best there is!
He's the greatest!

therapy team was
focused on YOU and
getting YOU better

I couldn't walk before coming to ProRehab and now I'm
able to walk with the help of a walker and sometimes
without the walker.

I have the highest praise for ProRehab due to
the excellent therapy I received and the amazing
progress I made in a short time.

*I would recommend anyone to
ProRehab because of the trained
personnel and the importance of
ROM after surgery.*

*Travis was friendly & kind.
He had time to listen to my questions.*

I FELT THAT EVERYTHING WAS DONE TO GET ME THRU
REHAB AND BACK TO NORMAL AS SOON AS POSSIBLE

All the people here are great; I hate to leave.

you are more than a 10

***the friendships
I made with the
therapists are pre-
cious & valuable
to me. I owe my
complete recovery
to them.***

*Phil treated me like I was
the only patient he had
for the day and really
encouraged me.*

I'm able to do housework now,
sleep thru the night, and my
pain has lessened!

**My therapist, Lisa Kiesel,
was great!**

Convenient location & very good service.

Good conversation
through the painful
moments.

**staff made my recovery as
smooth as it could be**

Met on time, no waiting,
went to work immediately.
Friendly; helpful in scheduling
to my convenience.

***I
can
now
function
normally.***

The care I received was
outstanding and the best I've
experienced at a rehab facility.

ZINGERS!

Henderson & KPTS Staff

Both Henderson & KPTS had their rehab agency audit in January and the auditor recommended certification with no deficiencies. Way to go!!

Andrea Baumann, Corporate

Jana had a marketing luncheon but the therapist that was suppose to attend couldn't make it. Andrea rushed over in a moments notice and spoke with the doctor and staff. She did a great job and totally saved the day!

Thomas Knox & The Vincennes Staff

The Vincennes office wanted Thomas to remember them so they sent him off with "kettle" bells on.



I got a fever and the only prescription is...



more kettlebell!!

AMAZING! PRINCIPLE

AMAZINGLY FRIENDLY IS THE DIFFERENCE MAKER.

"CUSTOMER SERVICE IS NOT
A DEPARTMENT,
IT'S THE ENTIRE COMPANY."

TONY HSIEH, ZAPPOS CEO

AMAZING! CHALLENGE

Last Month's Question:

Your patient today is a huge complainer...they never want to do the exercises and are always taking short-cuts. You know this will absolutely have an effect on their therapy outcome. How do you help to turn around their negative attitude?

Answer(s):

Turning around a patient with a negative approach can be a daunting task. Initially I would inquire into prior attempts to improve his/her current complaints. I would ask why those approaches may have failed and what was his/her role in those approaches. While explaining our current approach to improving his/her condition, I would stress the importance of the home program as a "reinforcement" to our clinical treatment. The need for a specific and focused program that fits within his/her parameters is a starting point. The program can build from there.

Tim Weinzapfel, Pearl Drive

This Month's Challenge...

The micro manager mother is on the prowl! She won't leave her 10 year olds side and doesn't agree with the exercises you are having him perform. She's not a PT, so why is she butting in?! How do you still get an effective treatment in for her son, while keeping her happy?

Email ashley@prorehab-pc.com with answers and you may win a prize!