

*Creative Speech Solutions, LLC*  
*Pediatric Therapy Center*

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**We always strive to provide our families with the highest quality therapy and services. So, please take a moment to answer the following questions to help Creative Speech Solutions, LLC best serve each child.**

**When you are finished, please give this form to someone at the front desk. Thanks in advance for your time.**

*Rate the following on a scale of 1 to 5 (1 being the worst and 5 being the best). Please explain any great or not-so-great ratings!*

**OFFICE:**

1. Is our office staff knowledgeable with answering billing and appointment questions? 1 2 3 4 5
2. Does the office staff appear to be organized and reliable? 1 2 3 4 5
3. Are your bills clear, timely, and correct each month? 1 2 3 4 5
4. Are insurance questions and needs being met? 1 2 3 4 5

Other suggestions/ comments pertaining to our office staff:

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**FACILITY:**

1. Is the bathroom usually clean? 1 2 3 4 5
2. Is the waiting room comfortable and clean? 1 2 3 4 5
3. Do therapy rooms appear to be meeting the needs of your child? 1 2 3 4 5

Other suggestions/ comments pertaining to our facility:

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**INDIVIDUAL THERAPIES:**

1. Are you seen promptly for your therapy appointments? 1 2 3 4 5
2. Are your child's goals and progress made clear to you? 1 2 3 4 5
3. Are you given clearly – presented, regular homework assignments? 1 2 3 4 5
4. Is your therapist making sessions enjoyable and productive for your child? 1 2 3 4 5
5. Is your therapist available to address questions and concerns? 1 2 3 4 5
6. If your child is being co-treated at Creative Speech Solutions, does it appear that therapists are working together and communicating? 1 2 3 4 5
7. Does your therapist work corroboratively with outside therapists on your child's team when appropriate? 1 2 3 4 5

Other suggestions/ comments pertaining to individual therapy sessions:

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**SMALL GROUP THERAPY:**

1. Do groups appear to be made up of an appropriate mix of children? 1 2 3 4 5
2. Are small groups meeting the objectives that were initially presented? 1 2 3 4 5
3. Are you getting clear and regular updates of goals and progress? 1 2 3 4 5
4. Would you recommend small group therapy to others? 1 2 3 4 5

Other suggestions/ comments pertaining to our group therapies:

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Please offer ANY suggestions or ideas you may have to improve your experience at Creative Speech Solutions!

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