

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:

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:

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:

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:

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