

Spinal Dynamics of Wisconsin, SC

Company ID: 2002860

Recent Reports

Member Name: Johanna Allen

Report Date: June 07, 2009

Category: Physical Medicine & Rehabilitation

Evaluation Done: Yes (More weight is given to a report when an evaluation has been completed)

Work Completed Date: June 03, 2009

Use this Provider Again: Yes

Description of Experience: Evaluation, physical exam and plan-of-care to manage scoliosis.

Member Comments:

Meg, the Physical Therapist, was attentive, thorough and knowledgeable in the newest research & treatments. She developed a plan-of-care with exercises and adaptations that I can implement in my daily life. My goal is pain relief, improved functioning and wellness without surgery--Meg was able to help me with these goals. Also, the office is so easy to work with and courteous--they handled the insurance part for me, they were able to offer many appointment times and had many therapists to choose from--their professionalism made it so much easier for me to work 12 physical therapy appointments into my extremely busy schedule.

Additional Questions Answered when completing this report

How does the value of the service compare to the price? **I got more than my money's worth**

How far in advance did you schedule the appointment? **Within a week**

Did you find the practice through Angie's List? **No**

If no, what was the other source? **Physician**

Why did you choose this practice? **Location, Reputation, in my network, Referral from another physician, hospital, etc.**

Have you used this practice before? **This is the first time I've used this practice**

Did you require a referral from another physician for your initial visit? **Yes**

Was the office staff helpful and courteous? **Yes**

Were the waiting and examination areas clean and comfortable? **Yes**

Did the office staff file insurance claims for you (if applicable)? **Yes**

Has a physician or office staff assisted you in ongoing issues with your insurance provider (if applicable)? **Yes**

How soon after your scheduled appointment time were you admitted to an examination room? **5 minutes or less**

How soon after being admitted to the examination room did you see the physician? **5 minutes or less**

How would you rate the communication between the office staff and the physicians regarding the reason for your visit? **Excellent. Communication is extremely thorough.**

Did the office staff and/or physician explain things in a way that you could understand? **Yes**

Did you feel you could make your concerns understood to the physician? **Yes**

Did the appointment allow enough time to address your concerns? **Yes and I will be returning for additional appointments per the plan-of-care.**

Did a physician or office staff discuss preventive care techniques with you? **Yes**

Did a physician or office staff encourage you to share in the decisions made for your treatment? **Yes**

If tests were needed, were they performed? **On-site**

Did a physician or office staff encourage you to buy generic drugs (if possible) or did he/she insist on a specific company product? **N/A**

Did a physician or office staff follow up with you to determine if the treatment was effective? **Yes**

Have you followed the recommendations made by the staff at this practice (and if not, why not)? **Yes.**

What did you like most about this practice? **This clinic has an extremely courteous & knowledgeable staff. I'm also impressed w/ how well they handle insurance claims on my behalf. They worked w/ my insurance company to get therapy covered.**

What did you like least about this practice? **N/A**

What words of advice would you give other members considering this practice? **This is a top-notch therapy provider and they have excellent customer service which makes it so easy to work appointments into one's schedule. Very easy to work with.**

What words of advice would you give this practice? **Keep up the awesome work!**

Is there any additional information you'd like to share? **I wished I'd found this therapy provider a long time ago. If you have scoliosis, look no further for care.**

Angie's List "Page of Happiness" Nominee:

Overall – A

Availability – A

Office Environment – A

Punctuality – A

Staff Friendliness – A

Bedside Manner – A

Communication – A

Effectiveness of Treatment – A

Billing and Administration – A