

Patient Experience Ratings by Clinic

June 1, 2013 to June 30, 2015 on a 5 point scale

| Clinic Type | # of Surveys | Appointment | Staff Attitude | Wait Time | Excellence Rating | Recommendation Rating |
|-----------------------------------|---------------|-------------|----------------|-------------|-------------------|-----------------------|
| Imaging Clinics | 3,433 | 4.80 | 4.80 | 4.47 | 4.81 | 4.76 |
| Minnesota Prosthetics & Orthotics | 954 | 4.73 | 4.73 | 4.37 | 4.6 | 4.6 |
| Orthopedic Clinics | 13,821 | 4.38 | 4.68 | 3.77 | 8.61 (0-10) | 4.55 |
| Therapy Clinics | 5,342 | 4.63 | 4.63 | 4.57 | 4.83 | 4.81 |
| Total | 23,551 | 4.51 | 4.69 | 4.10 | 4.51 | 4.64 |