

Skilled Nursing Facility Customer Satisfaction Survey



MedX Health conducted a customer satisfaction survey and compiled feedback from **33 of the largest skilled nursing facilities within a leading chain**. This chain had purchased MedX phototherapy units for 130 of their facilities. All these facilities had incorporated MedX phototherapy into their treatment programs within the previous 12 months.

The **survey** rated a) **product performance and reliability**, and b) **MedX customer service and training**. The survey also compiled information on the conditions most frequently treated with MedX phototherapy, the average number of treatments required to achieve positive outcomes, the impact MedX phototherapy has on the marketing efforts of the facility and the impact MedX phototherapy has on staff retention and employee satisfaction.

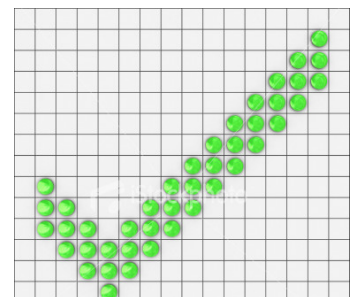
Survey Results:

- ✓ The results of the survey were outstanding and validate the **merits of MedX phototherapy** to the patient and the facility.
- ✓ On a customer satisfaction scale out of 5, with 5 being the highest, MedX phototherapy products were **rated** by its customers as **4.2 or "excellent"** when it came to their satisfaction with **both product performance and the customer service/training** they received.
- ✓ Most of the facilities stated they used the product **for pain relief** and **wound healing** of pressure ulcers. These facilities reported that on average, after 3 to 5 treatments, positive outcomes were being achieved.
- ✓ Over half of all the facilities, 17 out of 33, stated that having **MedX phototherapy significantly helped** with their **marketing efforts to attract new residents**.
- ✓ 19 of the 33 facilities reported that MedX phototherapy had a **positive impact of staff retention** and **employee satisfaction** since treatments were quick, easy to administer and had positive therapeutic effect on patients, many of which had high degrees of pain discomfort and long standing pressure wounds.

*"We are very excited that our facilities will be the first to offer **MedX Phototherapy** to our patients. This partnership with MedX Health will give Extencicare clinics effective healing alternatives and a competitive advantage over other regional care facilities."*

"Adding MedX Phototherapy to our facilities has proven to be an effective method to treat a variety of patients."

Phil Small
CEO
Extencicare Health Services Inc.



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