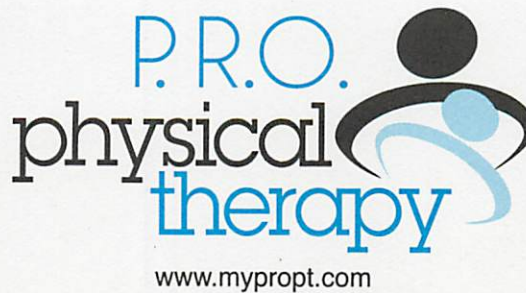


1729 N. Shenandoah Ave.
Suite 2 • United Bldg.
Front Royal, VA 22630
Phone (540) 636-6179
Fax (540) 636-8753



2051 Northwestern Pike
Suite 2 • United Bldg.
Winchester, VA 22603
Phone (540) 667-1800
Fax (540) 667-3839

Dear Patient,

I want to personally thank you for choosing P.R.O. to help you reach your goals for return to work, sports and/or life's pleasures.

Our Commitment to you:

- **Your interaction with all staff should be courteous and respectful**
- **Your therapist should do a thorough evaluation and provide you with a treatment plan and explanation of your findings and prepare the road map to help you reach your personal recovery goals**
- **Your therapist should involve you in that treatment plan upon each and every session. They should look for your feedback and try to respond to all of your concerns.**
- **Your therapist will provide your care in a patient centered, research based and compassionate manner.**
- **You will always be given our best in skills and personal interaction**

We want your feedback. We have the formal patient satisfaction survey, but we desire to hear from you each treatment session to know how you are feeling about your care and how you are progressing.

There are certain times during the day when our clinic may appear quite busy. Know, however, that *your therapist* is scheduled to care for you. Your care is our utmost concern.

If we are not living up to these standards please ask to speak with me directly. If I am not in the facility at the time, I will call you to discuss your situation as well as arrange a personal meeting time if you wish.

It is our mission that you have the very best in a rehabilitation experience.

To Your Health!

In Service to You,

**Annetta Haddox, P.T.
PRO's representative and Owner**