

Appendix 1

MedTel Outcomes Satisfaction questions asked for all MedTel Facilities

Response choices: Strongly Disagree, Disagree, Agree, Strongly Agree, N/A Not Applicable

1. My social activity level is similar to prior my rehab stay.
2. I was involved with decision making during my rehab program.
3. The rehab program prepared me for going home.
4. The progress I made in rehab met my expectations.
5. The rehab program improved my quality of life.

PM&R/URMC Custom Additional Questions

Response choices: Strongly Disagree, Disagree, Agree, Strongly Agree, N/A Not Applicable

1. Did the Rehab staff address your emotional/spiritual needs?
2. Did the Rehab staff respond to concerns/complaints made during your stay?
3. Are the nurses prompt in response to your call bell?
4. If you had a problem with communication, (speech, and language or hearing difficulty, did the staff make every effort to help you communicate effectively?
5. Did the Rehab staff make every effort to help control your pain?