



*Dear Patient,*

## *Welcome to “Our” Clinic!*

Our sole purpose at SPINEgroup® is to deliver exceptional patient care. Our programs and clinical team are driven by a passionate commitment to excellence - no exceptions!

Our patients have ranked us as the “Top Rehabilitation Clinic in Vaughan in 2012 and 2013”. We have also received a 92% satisfaction rating in our most recent 2013 Patient Satisfaction Survey.

Although this is nice, it means nothing if you do not feel we are meeting or exceeding your health needs or the needs of your family.

During the course of your treatment at SPINEgroup® you will receive a confidential patient satisfaction survey to complete and return. I ask that you kindly complete the survey. You may also go online anytime and download the survey under the “Resources” tab: <http://spinegroup.ca/wp-content/uploads/2013/03/patient-satisfaction-survey-2013.pdf>

Your feedback will help us improve. It will also help us reward and recognize those staff that you feel made a difference during your treatment. You are also welcomed to leave comments and recognize staff that have made a positive impact on your health. The confidential results of our satisfaction survey are published on our website under <http://spinegroup.ca/about-us/how-well-do-we-perform/>.

As your clinical director, I will be involved in the management of your care. If you want to discuss your care or if you have any concerns please call me at 905-850-7746 ext. 22 or by email at [drdastolfo@spinegroup.ca](mailto:drdastolfo@spinegroup.ca)

Thank you for your confidence in SPINEgroup®, we will not let you down.



Yours sincerely,

Dr. Connie D'Astolfo, DC, PhD (candidate)  
Clinical Director and CEO

**OUR MISSION:**  
To be the recognized  
leader in rehabilitation  
services & healthcare  
performance management