



AMERICAN HOMEPATIENT®

## **High Satisfaction with Sleep Therapy Customers**

May 15, 2013 -- Each year, American HomePatient enlists Edge Healthcare Research, an accredited third-party research firm to survey our patients to determine their satisfaction with our program. In 2013, sleep therapy patients reported an overall satisfaction level of 92%, consistent with findings for the last few years.

Additionally, many other important service levels were rated in the mid-90's and above, including importance of our product knowledge, overall friendliness, and how quickly calls are answered. Customers shared that they value our outreach to them, knowledgeable, caring staff, and great overall customer service.

We value the feedback of everyone who participated in the survey and those who regularly provide feedback on their interactions with us. We use this input to continually improve our processes and services. We appreciate all of the people who continue to rely on American HomePatient for sleep therapy support.