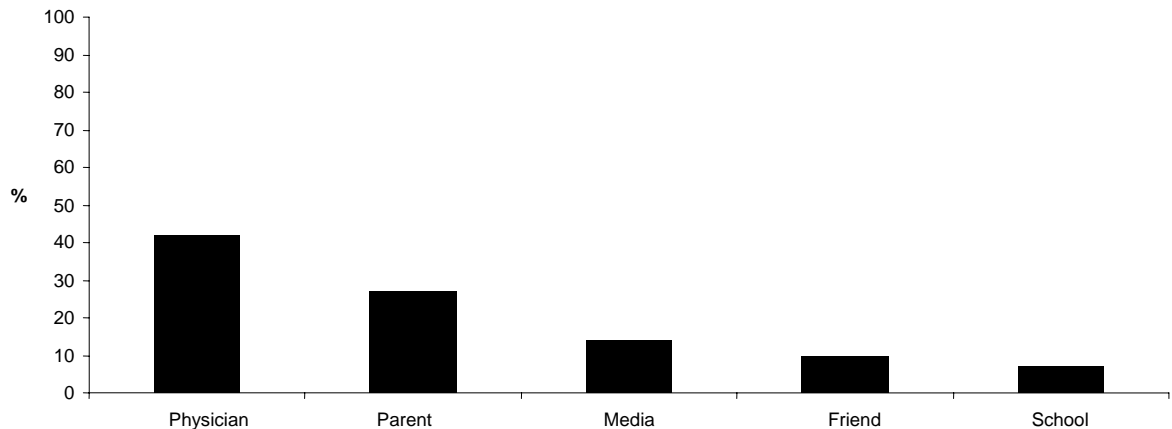


Patients' Satisfaction Survey

A group of 49 randomly selected patients at the Mandometer® clinic were asked to participate in a satisfaction survey in December 2008 and 47 patients responded to the survey. The patients were informed that this survey is performed yearly to help improve the treatment for eating disorders. Patients were asked to rate their treatment, their own role in the treatment, and they were also asked to suggest how the treatment could be improved. Some questions had multiple choice answers, while other questions asked patients to rate their response on a 10 cm visual analogue scale, ranging from 0 indicating 'very poor' to 10 indicating 'very good'. Of the participating patients, 62% considered themselves to have anorexia, 6% bulimia, 15% thought that they had both anorexia and bulimia and 17% did not think that they had an eating disorder.

Figure 1. How did you receive information about the Mandometer® clinic and the Mandometer® method of treatment?



Slightly less than half of the patients received information on the Mandometer® method of treatment from a physician or school health service. Approximately half of the patients received Mandometer® treatment following a referral from a doctor.

Figure 2. For how many months have you been in treatment at the Mandometer® clinic?

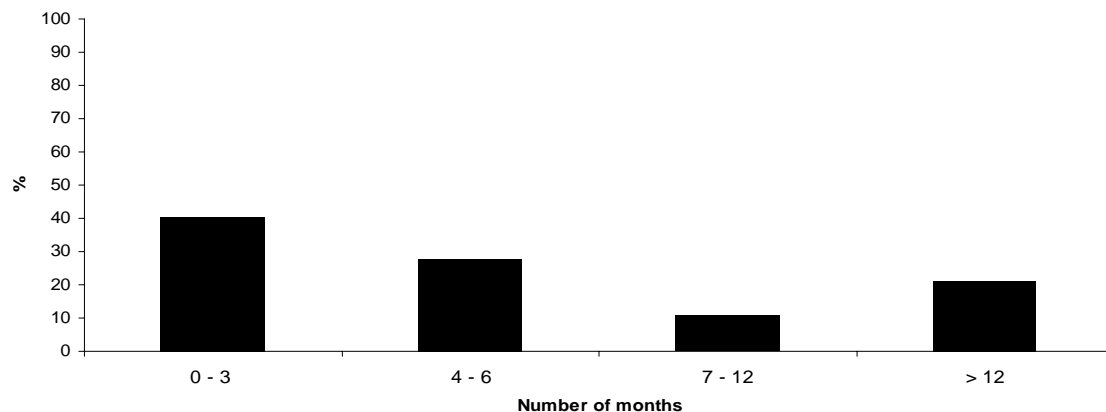


Figure 3. How did you feel when you started your treatment at the Mandometer® clinic and how do you feel today?

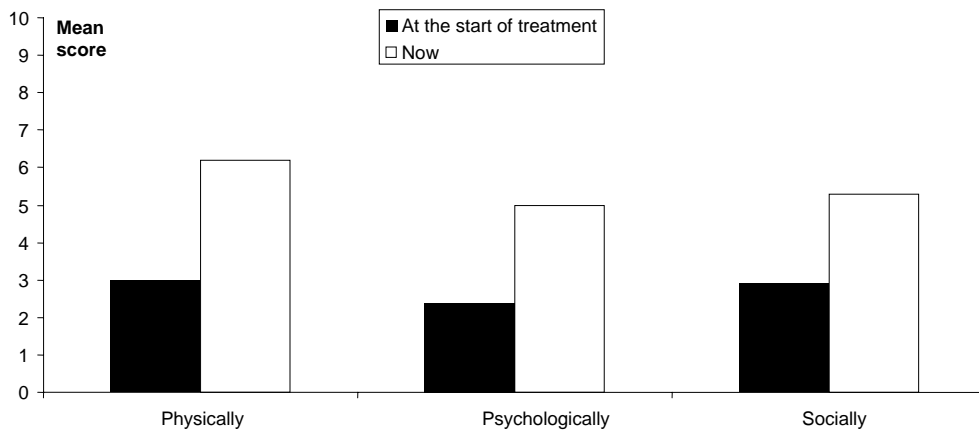


Figure 4. How do you rate the treatment at the Mandometer® clinic, how aware of the treatment model are you, how well do you rate the information given on treatment results and how engaged in the treatment do you consider yourself?

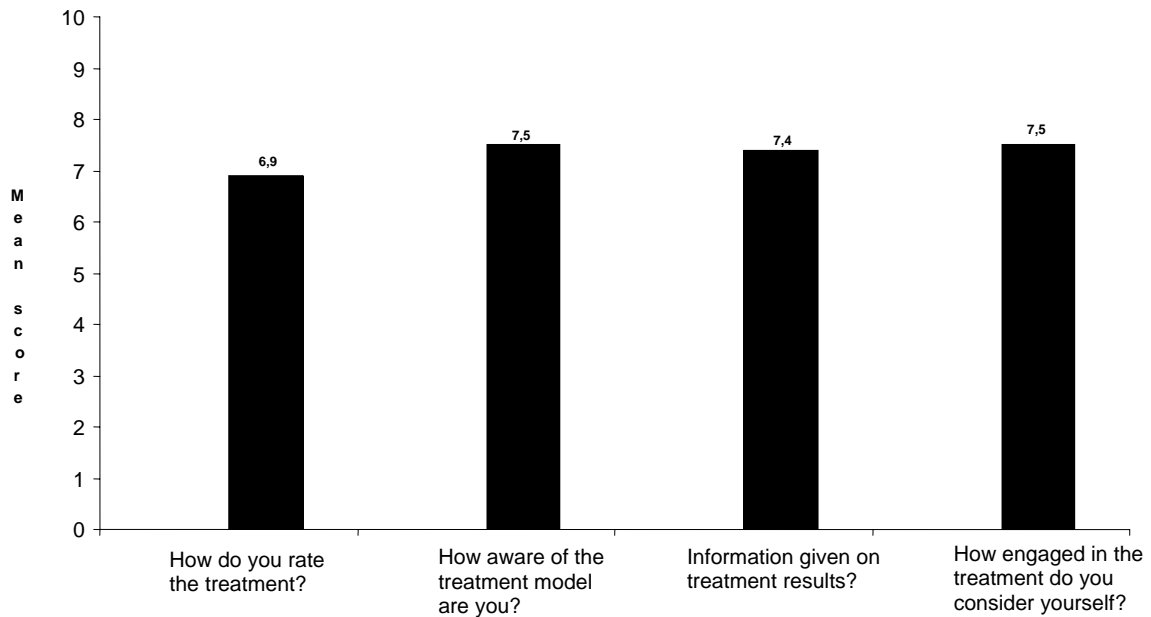


Figure 5. How do you rate previously experienced eating disorders treatment centers compared to your experience at the Mandometer® clinic?

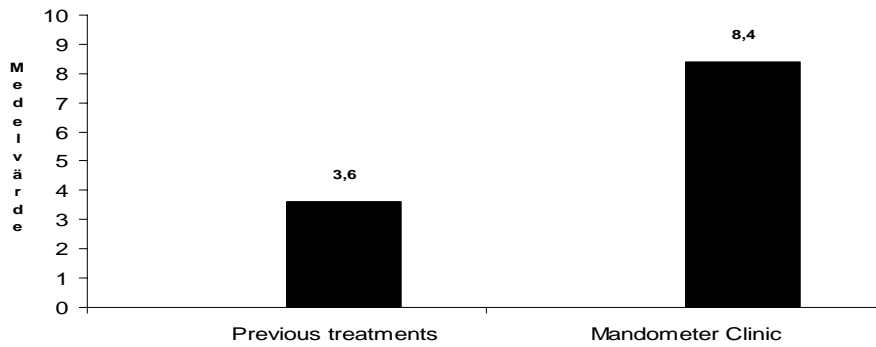


Figure 6. How satisfied are you with previous treatments of eating disorders compared to the treatment at the Mandometer® clinic?

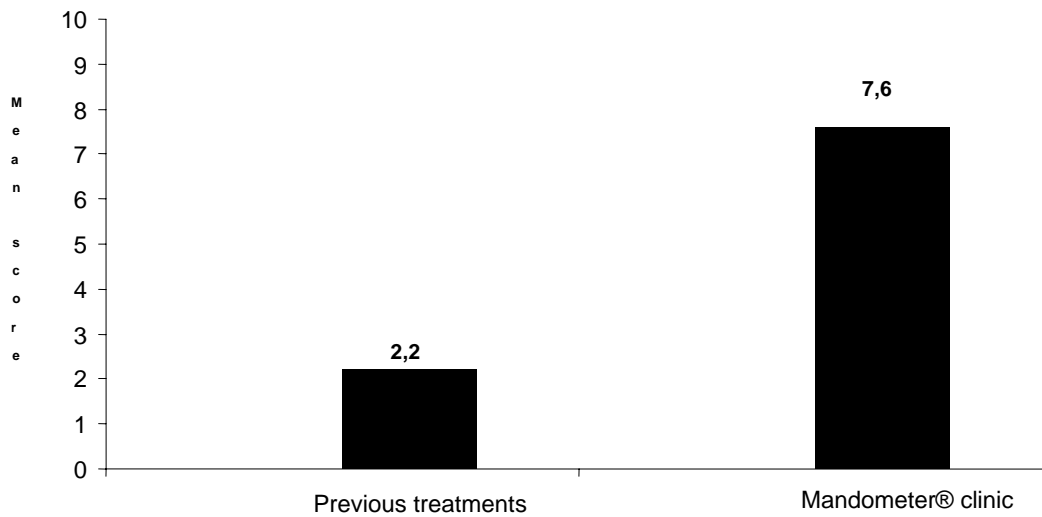


Figure 7. How do you rate your treatment at the Mandometer® clinic in comparison to other treatments that you have received?

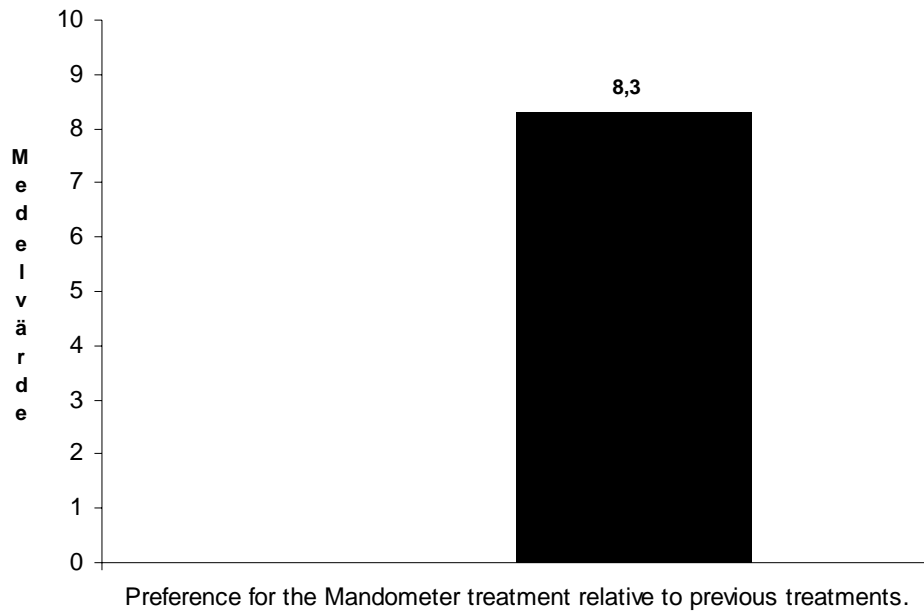


Figure 8. Would you recommend the Mandometer® treatment to a friend with eating disorders?

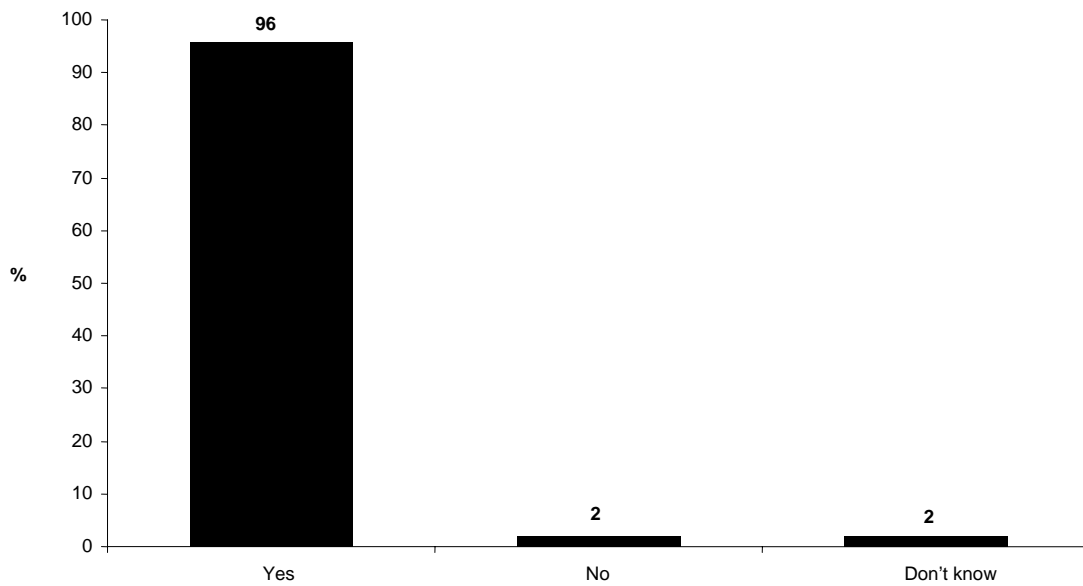


Figure 9. Should Mandometer® training be available for use at home?

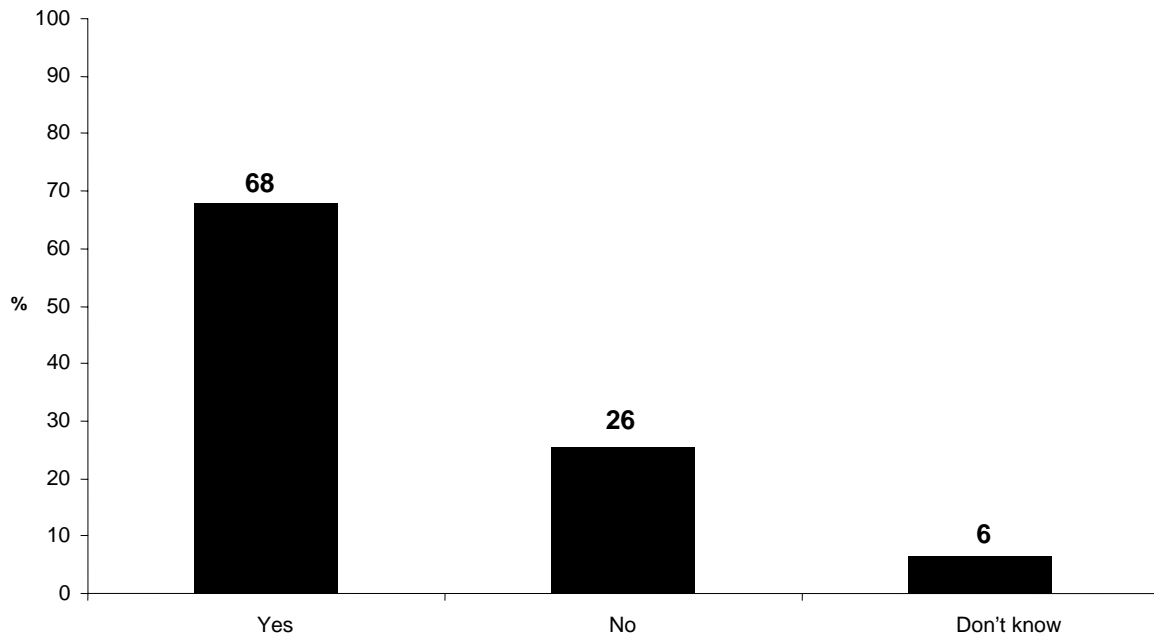
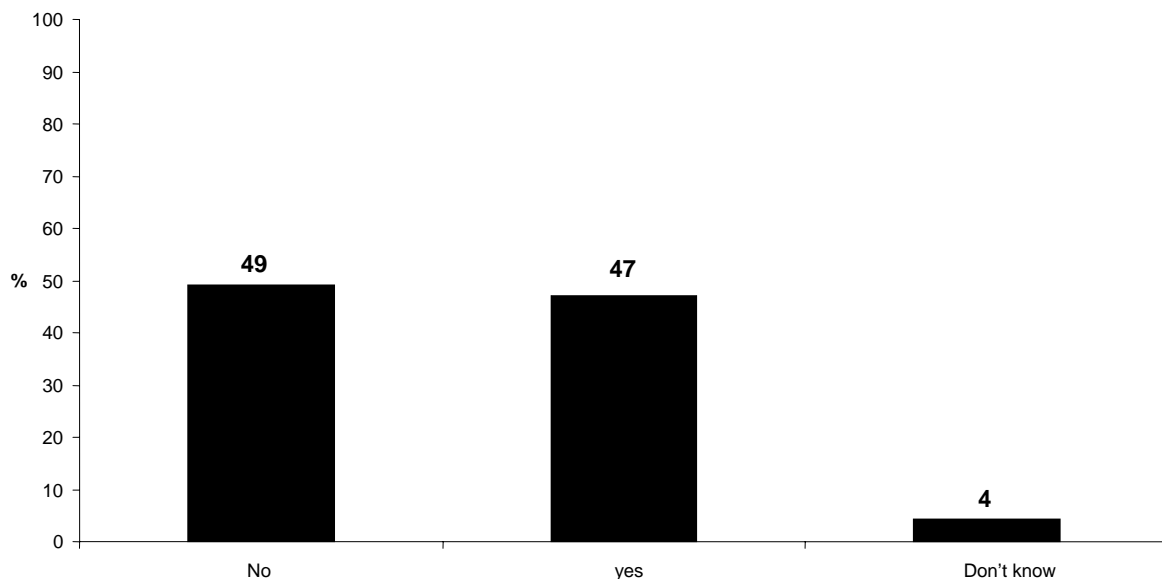


Figure 10. In your view, is something lacking in the treatment at the Mandometer® clinic?



Those patients who thought that the treatment could be improved expressed a desire to increase the duration of each motivational coaching session. Some patients suggested ways to conserve energy at the clinic by turning off some lights. Other suggested that organized social activities should be increased. Finally, some patients suggested having group motivational discussions to discuss what it means to be healthy, how to reestablish a social life and how to return to a normal lifestyle.