

## “Journey With DBC- Perspective from Patients”

Dear stakeholders,

DBC is in year nineteen and I believe we are progressing on the right path and journey towards par excellence in the physiotherapy rehabilitation based on the concept of evidence based active functional strengthening and conditioning.

Over the years, we have our set of challenges as an outpatient physio operator but we managed to overcome this by getting continuous feedback from our patients, medical practitioners and payers. Every feedback given is reviewed and analysed to make us more efficient and effective in delivering our benchmark outcomes.

Honesty, sincerity, simplicity, humility and readiness to serve others- these are the qualities which are within our work ethics and reach of our physiotherapists and supporting staff. This is the foundation of DBC values and philosophy.

By recognising our weaknesses and strengths, we are able to raise the bar and develop better treatment and service for our clients.

Conversations, feedback and 360 assessments had been archived. This archive is now accessible to you and we hope by sharing our journey, we are able to sustain the needs and expectations of our stakeholders.

Thank you for sharing your experience with DBC. Your reviews and suggestions were received with much gratitude and appreciation. We have sanitised the names to protect the identity and confidentiality of our patients. All the comments are in verbatim to ensure transparency and disclosure.

We hope this quality control 360 exercise would drive us to be the standard bearer in the physiotherapy field.

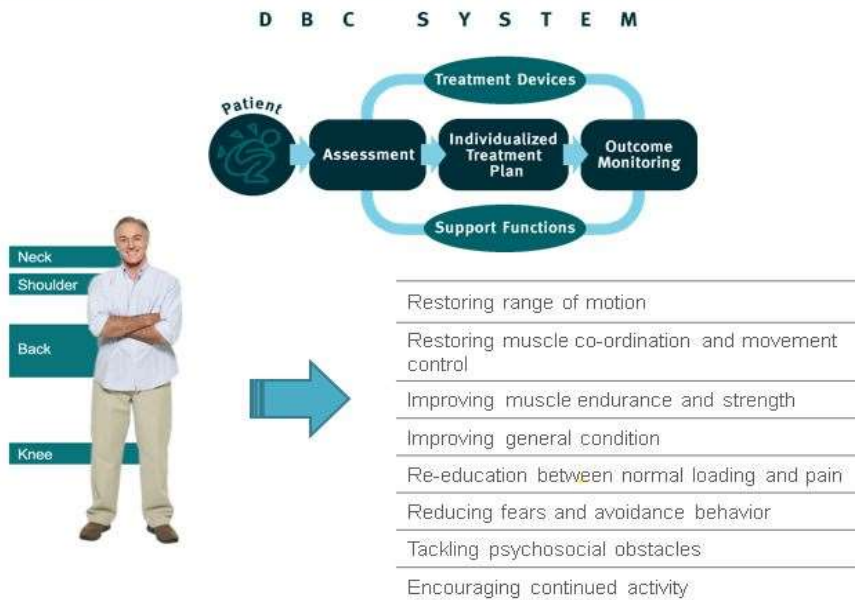
Thank you once again and keep in touch.

Regards,

WEE Hock Kee

CEO DBC MALAYSIA

## DBC SYSTEM METHOD & PROGRAM AIMS:



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## 3Ps of DBC Malaysia

### People, Process & Positioning



## Continuous professional development for DBC physiotherapists by

**Peter Halen**

Sports physiotherapist (cert.) OMT

Director of physiotherapy at the High-Performance Unit of the Finnish Olympic Committee NOC

Chairman and head of education at the Finnish Sports Physiotherapists Association



## Our Patients & Their Journey With DBC

### DBC AMPANG

Written by Mr PL

Physiotherapist: Parvinder

Parvinder was very knowledgeable and professional. She focused straight away on my problem and got me to be pain-free from the first session. She gave me great exercises which strengthened the relevant muscles and allowed me to return to my previous daily activities without pain. I can recommend Parvinder and the clinic to everyone.

Written by Mr AB

Physiotherapist: Vejay

Thank you DBC for helping me to recover from my injury. Thanks to the kindness of my physiotherapist, Vejay, I am able to return to back to football. His jokes never fail to cheer me up. DBC is very clean and has well maintained machines and the accommodations are really good too.

Thank you!!

Written by Mr Mo

Physiotherapist: Resh

After the doctor's opinion saying that it would be better to have a surgery, I started my physio as an alternative way to avoid the surgery. Now, after few sessions, the pain has decreased and most importantly, I have learnt the basic exercises I need to do on my own in order to improve my posture. I have not fully recovered yet as I know it will take more time for my injury. Unfortunately, I will be moving out of Malaysia soon and I won't be able to continue my physiotherapy with DBC but it was really an important piece of my recovery progress.

I am really thankful for Resh as she has been really caring about my progress and specially very helpful to rush as much as possible, knowing that I was leaving, it was really a nice experience to be a part of DBC.

Written by Mr WN

Physiotherapist: Vejay, Nadia

Dear DBC, especially Vejay and Ali, thank you for being accommodative and supportive throughout my sessions at DBC. I have received good advice and explanations about my injury. It has educated me better about the shoulder impingement syndrome. The same goes to the treatment and support for my wife (Siti Aisyah) on her back-pain issues.

Nadia, her physiotherapist, has treated her well and managed to improve her condition. Thank you and best regards.

Written by Anonymous

Physiotherapist: Nadia

I am quite pleased with the treatment and service I received here at DBC Ampang. What I liked most was the thorough assessment at the beginning of the treatment and how every treatment was well explained. The staffs are generally friendly and helpful and I appreciate that they follow up with me for appointment bookings and any issues with my insurance. Facilities are clean and comfortable. I would definitely come back if I have any issues requiring physio treatment in the future and would recommend others to visit DBC for treatment, provided DBC Ampang maintains its good service.

Written by Anonymous

Physiotherapist: Vejay

I would like to say thanks to Mr. Vejay and all DBC staff because they are very patience with me and take care about me when I am here in DBC.

If any injury happens to me in the future, definitely I would like to do physiotherapy at DBC.



Written by MS AS

Physiotherapist: Resh

When I first started coming to DBC, I was in pain from a knee injury. Resh, my therapist instructed me to do very basic exercises. At the beginning, I could not even do the simplest exercises. Through her guidance and therapy plan, I am now able to do most of my normal activities. She has helped me to improve my overall physical well-being. She points out areas that I can also improve to help my knee recovery. The progress has been difficult but I am very thankful for Resh and DBC and I do attribute much of my improvement to them.

Thank you!!

Written by Anonymous

Physiotherapist: Nash

One of the best things here that I truly appreciate is how thorough the treatment has been. Not only that, I also appreciate how quickly I have bonded with my physiotherapist (Nash). This place has made me feel like this is my second home. Thank you for the superb service from each and everyone here.

Written by Anonymous

Physiotherapist: Vejay

After I have completed my physiotherapy with DBC, I surely feel much more relieved. I was very weak when I came and couldn't expect to be lifting so heavy weights by now. I also almost stopped feeling the pain in my lower back which was my main issue at the beginning of treatment.

The atmosphere created here in DBC made me more keen to run here and immediately start my treatment. The staff is the biggest contribution to the quality of this place, as they were motivating me to keep going and never give up.

Thank you, guys,!

Written by Anonymous

Physiotherapist: Vejay

One of the reasons why I keep coming back is that I know I will leave DBC feeling better than I walked in. It is very friendly here with the staff (reception and therapists). Accurate appointment with notification, clear explanation of the case and how to progress and also clear instructions on how to maintain the current condition after the session.

It was a good decision to come to DBC for therapy. Thank you very much.

Written by MS IT

Physiotherapist: Nashreen

My physiotherapist was Nash. She is the best! Here's why. I came here to treat my back pain. During the consultation, I told her that I have frequent migraines which I have no idea why. She told me on the spot that my spine was not aligned and one of the things that can help me with migraines is to focus on my neck treatment. What a difference it made! After 4 months of treatment all together with the spine and neck, I am fully recovered and I hardly have any migraine anymore!

Thank you so much Nash. I love you to the moon and back.

Written by MR PRB

Physiotherapist: Vejay

I am 50 years old and I have been attended by man physiotherapists since I first started playing sport in junior school. I have found my therapist at DBC to be extremely committed, competent and 100% professional.

I had keyhole rotator cuff surgery on 17<sup>th</sup> February and I have found the recovery to be quite difficult and stressful apart from the fantastic assistance I have had from my DBC physiotherapist.

I have had great assistance with my recovery with all the aspects including pain management, range of movement activities, safe activities of the shoulder during rehab, guidance with posture and preferred sleeping position and also rebuilding muscle strength.

I feel that without my therapist's expert attention and guidance, I would be a long way behind in recovery from my surgery.

I have no hesitation in recommending my DBC therapist to friends and family.

Written by MR TC

Physiotherapist: Vejay

I am so pleased that I have gotten better though your physiotherapy. I was so impressed with your professional treatment. If my friends need physiotherapy, I would introduce to you.

Thank you so much.

Written by Anonymous

Physiotherapist: Sam and Vejay

Great experience with DBC. Thanks to Sam and Vejay. Now I know a better way to have a healthy posture and movement.

Thank you!!

Written by Anonymous

Physiotherapist: Parvinder

Prompt response on appointment booking.

Friendly and helpful therapist

Easy to understand instructions from therapist

There are few information on back pain illness displayed on the wall. It could be better if the therapist can brief or explain to the patient as awareness even if it is not related to the patient's current condition as friends or family of the patients may have the symptoms or problem.

Written by MS FY

Physiotherapist: Vejay

Vejay was very friendly and helpful from my very first appointment/session. He explained my condition and everything he was doing was very clearly explained and concise. Overall experience was very good. Definitely would recommend!

Thank you so much!!! So glad that I've finally recovered.



Written by MR KG

Physiotherapist: Vejay

Had a good treatment and good improvement. Been going for treatment 3 times a week and the outcome is good. Doctor also praised on the recovery. Hope will recover 100% soon.

Thanks for all the team.

Written by Anonymous

Physiotherapist: Nashreen

It has been 2 years since my knee injury, been to other physio center and ended up at DBC. The attention paid by the physiotherapist and systematic training really help up my recovery.

Thank you so much

Written by MR MG

Physiotherapist: Parvin

For many years, I thought I have to live with my condition forever. A miracle happened when I came to DBC. I fully recovered. Special thanks to Parvin, Ali and the rest of the team. You guys are awesome.

Written by MR TCS

Physiotherapist: Vejay

I would like to thank Vejay for his excellent service and care for me. He is very knowledgeable and he tailored the programme for me which I can follow in the center, as well as I can do it at home/gym.

Thanks again and good job, Vejay.

Written by MS SW

Physiotherapist: Parvin

Dear Mr Wee,

I would like to thank Ali for his patience with helping me with the appointments. He is also very helpful and friendly.

Also my physiotherapist, Parvin, who advised me on my condition on my first day in DBC. Thanks Parvin and hope you have a good rest. Wishing you will have a smooth delivery.

I also would like to thank Nash for her professionalism, care and friendliness in treating me. She has taught me a lot on how to recover from my sickness. I would like to thank the whole DBC family including the helpful trainees.

You all are so helpful and friendly. I'm sure I will recommend DBC to my friends and family.

Written by MS EG

Physiotherapist: Kate

I am a desk-bound job person and I think it is a norm to have back pain, neck pain disease due to long hours work in front of the computer. It started worrying me when I suffered a severe neck pain since a year ago and the situation got worse when my upper arm started to get numb. I've seen a few orthopaedic specialist and was lucky enough to be referred to DBC to undergo the physiotherapy treatment here.

Thanks to Kate, my physiotherapist who helped and guided me to do a series of exercise over the year. She is friendly, caring and put a lot of effort to design different types of exercises that cured my neck/back pain. I feel better everytime after I've had the weekly physiotherapy session in DBC. Also, not to forget her powerful massage hand that I feel so difficult to let go with.

It has been a year and my treatment is just over on 28/3/17. I feel much better now. I'm so glad to know you as a friend and I'll treasure our friendship in DBC. Not to forget other buddies like Ali, Vejay, etc that always create a lot of fun here. Will miss you all.

Once again, Thank you

Written by Anonymous

Physiotherapist: Vejay

Friendly and knowledgeable staff. Very accommodating and very sympathetic to patients' conditions. When I switch from my current physio (name is disclosed for legal matters), I was barely able to walk. 7 sessions with DBC and my very capable physiotherapist, Vejay, I'm able to walk with no pain and can see improvement on a daily basis, which made me take another 14 sessions package.

I'm happy with DBC and happy with my progress and looking forward to better result in the coming weeks. I highly recommend DBC. Keep up the good work, guys.

Written by MR AN

Physiotherapist: Vejay

After going to several physio clinics (leading private hospital, established physio centre), I can easily conclude that DBC is definitely the best.

\*leading private hospital - too crowded

- horrible service

\*established physio centre - their approach is too hands off which did not match my needs.

- I experienced zero progress through a 2 months period.

Having gone through DBC for 2 months, improvement experienced is monumental. I've gone from not being able to tie my shoes without having pain to being able to lift 60kg without a sweat. Would definitely recommend!! =)

Written by Anonymous

Physiotherapist: Nadhiya

Very friendly staff and very helpful

Always ask how my recovery

Easy to fix appointments

Give an explanation how each exercise will help my recovery

I had great experience with DBC, very wonderful time and fun during my recovery.

Written by Anonymous

Physiotherapist: Parvinder

Great experience with the physiotherapist, very friendly and give good advice to improve condition. Almost 70% of my health condition improve due to the session and advice given.

Will recommend friends and family to come to DBC

Recommend putting coffee machine for patient's comfort while waiting for session

Overall ambience was great and pleasing. Thus, assisted a lot in releasing stress at work and life.

Written by MR RM

Physiotherapist: Vejay

I would like to thank all the DBC Ampang Physio staffs for their hospitality and care especially Vejay as my personal physiotherapist. I had a wonderful experience throughout my treatment.

Keep up the good job!

Written by Anonymous

Physiotherapist: Kate

It is a good experience to have any first physiotherapy in DBC Ampang and Kepong. The employees here are friendly and helpful, especially Kate who trained me for 14 sessions.

Equipment here are advanced and good. It has really helps me to cure my pain. I learned some fun physical exercises that cure my physical condition. I recommend others to come DBC Ampang as this is a good center that not only cure your pain but they train our endurance for our further muscle development.

Thank you.

Written by MR CA

Physiotherapist: Vejay

Vejay is the perfect mix of information, careful attention and push to limits! He is always checking and asking how is pain but wants maximum effort. I always feel safe but pushed to my limit. He also would not let me resume tennis until he felt my injury was properly healed. This is the best proof that he is a top-notch professional.

Written by Anonymous

Physiotherapist: Nashreen

Thank you for the service. Staff and physio are very friendly. The place is very clean and comfortable. Special thanks to my physio, Nash. She did a good job and help me to recover my back pain. The best thing is I have healed from the physiotherapy. Will definitely recommend this place to friends and family.

Written by Anonymous

Physiotherapist: Resh & Nadia

My recovery has been smooth and with the guidance and right way of exercise, I have recovered without needing any intensive treatment. The care that both my therapies have given me is outstanding and I would definitely recommend DBC to others. Thank you resh and Nadia

Written by Ms R

Physiotherapist: Vejay

Overall DBC facilities are amazing. They are in good condition and available for use all the time. Vejay is a great physiotherapist. He understood my issues and work well to develop recovery plan for me. Overall staff, admin are friendly and accommodating. Thank you DBC

Written by Anonymous

Physiotherapist: Nash

One of the best things here, that I truly appreciate is how through the treatment has been. Not only that, I also appreciate how quickly I have bonded with my physiotherapist (nash). This place has made me feel like this is my second home. Thank you for the superb service from each and everyone here

Written by Mr IR

Physiotherapist: Resh

Dear Team & Resh. Thank you so much for the service so far and the care and time provided so far. You guys are very professional, friendly and caring to your patient and myself. I feel comfortable and happy to have chosen this DBC center in Ampang. All the best and I hope to see you soon

Written by Ms N

Physiotherapist: Nadhiya

I would like to thank you Nadia for helping me to recover from my PID condition. Her attentive care and informative explanation on each of the physio routine I had with her made my experience with DBC unique and more meaningful compare to the 2 other physio centers I have been. Nadia is very keen on making sure her patient perform the appropriate exercises routine according to their current condition. She keeps track of her patient recovery progress and adapt their exercises according to the progress and condition. I have always recommended to my friends and family to seek treatment with DBC over other physio centres. My recovery progress is showing positive results. Thanks to their attentive physiotherapist, advanced equipment and friendly staff and environment

Written by Mr P

Physiotherapist: Vejay

Friendly and knowledgeable staff. Very accommodating and very sympathetic to patient conditions. When I switch from my current physio (name is disclosed for legal matters), I was barely able to walk. 7 session with DBC and my very capable physio therapist vejay. Im able to walk with no pain and can see improvement on daily basis. Which made me take another 14-session package. Im happy with DBC and happy with my progress and looking forward to better results in the comings weeks. I highly recommend DBC, keep up the good work guys

Written by Mr G

Physiotherapist: Alexis

I'm very thankful for the treatment I got. I thought I was beyond repair. But have got a good understanding of that its now in my hands and its possible for me to get back 100% to well I was before. So big thanks to Alexis and friends

Written by Mr Z

Physiotherapist: Vejay

Dear DBC Team, Terima Kasih di atas perkhidmatan,rawatan dan tunjuk ajar kpd saya sehingga dapat meredakan masalah kesihatan saya. Tanpa perkhidmatan dari anda masalah kesihatan saya akan berterusan . Kepada fisisotherapy yang merawat saya dengan ikhlas, diucapkan berbanyak terima kasih dan diberi balasan yang setimpal,terima kasih



Written by Mr A

Physiotherapist: Vejay

Thank you DBC for helping me to recover from my injury, Thanks to the kindness of my physio 'VJ' I am able to return back to my football, his jokes never fail to cheer me up, DBC is very clean and has well maintained machines and the accomandations are really good too. Thank you

Written by Mr C

Physiotherapist: Alexis

After I have completed my physiotherapy with DBC. I surely feel much more relieved. I was very weak when I came and couldn't expect to be lifting so heavy weights by now. I also almost stopped feeling the pain in my lower back which was my main issue at the beginning of treatment. The atmosphere created here In DBC made me more keen to run here and immediately start my treatment. The staff is the biggest contribution to the quality of this place as they were motivating me to keep going and never give up! Thank you guys!

Written by Ms M

Physiotherapist: Resh and buvanes

During my time with DBC Ampang, I feel I've been exposed to an extensive range of therapies. Resh has taken me through various exercises that can be done with or without equipment and taught me stretching and strengthening routines for self-maintenance. There has been a good mix of pain management treatment (IFT, Laser, etc) and massage. On the whole, a helpful holistic experience. When resh was on medical leave, I able to appreciate my substitute therapist 'buvanes' good explanations of how to manage my condition and her insights on how to facilitate my recovery. Keep up the good work and best wishes

Written by Ms D

Physiotherapist: Resh

How DBC can improve my experience here? Just continue doing your good job. I'm glad I've decided to come here for treatment. I've been having back pain for so many years and undergone so many sessions of physio around. Best thing is I find it how you guys treating your patient here suits me. My conditions improved tremendously! I can even go back to hiking which I've missed doing for more than 2 years. Thank you very much. Would be good if you have more branch that can reach out to many patient out there

Written by Anonymous

Physiotherapist: Parvinder

One of the reasons why I keep coming back is that I know I will leave dbc feeling better than when I walked in. It is very friendly here with staff (reception and therapist) accurate booking with notifications, clear explanation of the case and how to progress and also clear instructions on how to maintain the current condition after the session. It was a good decision to come to DBC for therapy. Thank you very much

Written by Ms M

Physiotherapist: Resh and buvanes

Dear Resh and Buvanes, I would like to thank both of you for your tremendous amount of help and kindness through my physio session at DBC. I came in earlier this year with pain and numbness that I have been suffering for years due to my neck and spine problem. I have recovered now and suffered no more numbness on both arms. I also would like to extend my gratitude for your effort to accommodate my busy schedule. I appreciate your experience, patience and all the advice along with the pain management therapy. I have well benefited from the therapy that you have specially designed for my physical condition. I hope you will continue to help others to heal

Written by Ms H

Physiotherapist: Nashreen

Many thanks to my dedicated physiotherapist, Ms Nashreen who has been so nice in providing me her treatment in every session. I was so impressed with DBC, especially with its sophisticated equipment's and its functionality including but not limited to the welcoming reception and interior. It's totally great to have a place for physiotherapy as cheerful like this, totally different experience from my previous physio place. Wish you all the best and more success in future

Written by Ms A

Physiotherapist: Nashreen

Thank you Nash & DBC for a great experience and recovery. After 26 sessions for my neck and back injury, I'm feeling a lot better than I was back then. Nash has been very attentive to all my conditions and worked her very best in making sure that my pain does not reoccur again. Thank you to all the physiotherapist in DBC for the greetings and smiley faces every time. Thanks to Ali for the reminders prior to my appointments every time. Hopefully I won't be back here again too soon. Till then keep up the good work and service DBC

Written by Mr DC

Physiotherapist: Reshminder

My experience during my rehabilitation process for my neck and back has been a positive one. The staffs are very helpful and make each session from start to end pleasant. My physio reshminder is incredibly knowledgeable and patient during the course of my treatment. I would not hesitate to come back in the future for the treatment if needed and dbc. Would be my first choice and happy to recommend DBC

Written by Ms Y

Physiotherapist: Reshminder

Thank you resh and DBC. After 26 session, my neck pain has recovered. Resh is an experience physio. Staff are friendly, I can make prompt appointments even late notice. Ali also send me reminder every day of my appointment time. Thanks everyone

Written by Ms F

Physiotherapist: Alexis

My father and I are happy and grateful for the treatment of DBC physiotherapy. How problem was treated in very short time. To Alexis, I personally feel you gave your best to treat my father and motivated him with so much dedication towards your work, I have found good results in my father case. Thank you, very much and good luck. Five-star service

Written by Mr A

Physiotherapist: Vejay

Nice place to have a physio session and a good physiotherapist. Will recommend to all my friends

Written by Anonymous

Physiotherapist: Vejay

My physio vejay, is an excellent physiotherapist, very knowledgeable and very patient, always keep pushing me to my limits and out of my comfort zone. As a knee injury patient, I could say that I felt much better after one session and he manage to assess the cause of the pain and take the action to release the pain. All I can say is this: when i first came to DBC I was limping and in extricating pain. Now I can walk up and down stairs and resume normal activities and going back to working out

Written by Ms F

Physiotherapist: Parvinder

I would like to thank to DBC team, especially to Ms Parvin for the treatment and exercises given here. I've learned a lot and I feel like my body is getting better

Written by Mr N

Physiotherapist: Khidir

Had a great experience with DBC. I feel I have made a lot of improvement to my body and posture as well, through the guidance of my physiotherapist. All the staff very friendly and efficient in facilities provided. Were and clean and proper arrangement of appointments. Overall DBC provides an excellent service. Thank you

Written by Anonymous

Physiotherapist: Resh

Thank you resh and DBC team! The session here has helped me understood my body better and what I have to do to stay healthy. Keep up the great work you guys do here

Written by Mr N

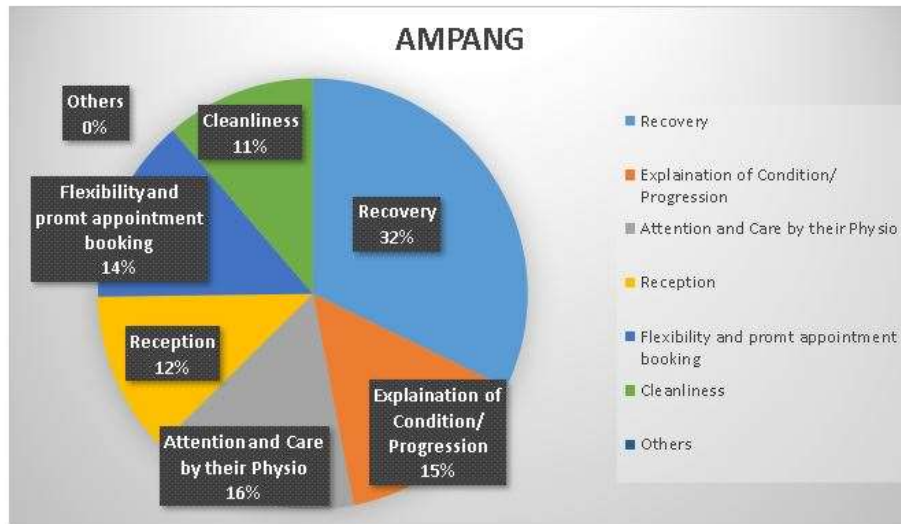
Physiotherapist: Vejay

Every of my injuries I will come here basically and this time is my third time and want to know something? Everything is still good. I mean the physio, the environment, and everything. Never regret having my treatment here. I got good advice and care from my physio. Thanks Man from giving me awesome advice on how to get me on track back, Thank you DBC for the good services!

Written by Mr T

Physiotherapist: Vejay

I would like to thank vejay for his excellence service and care for me. He is very knowledgably and he tailored the program for me which I can follow in the centre, as well I can do it at home/gym. Thanks again and good job vejay!



#### What has Influenced their Level of Satisfaction at DBC?

According to our patient feedback in DBC Ampang, **RECOVERY** was the main influence in their level of satisfaction. Active conditioning with DBC protocol, holistic approach by therapists and comprehensive pain management modalities are the factors that contribute to the recovery of our patients. **ATTENTION & CARE** towards individual patients and **EXPLANATION OF THEIR CONDITIONS** by our therapists also had an important influence in their level of satisfaction.

## DBC TTDI

Written by MDM YK

Physiotherapist: Sandyeep

DBC is my place to go for physio sessions. After tearing my left ACL in 2016, the physios here helped me get back to my game. Not only that, I've learnt much about my body through the physio sessions. The attentive nature of the physios made me realize that each part of my muscles in the body plays bigger part into ensuring me to function better every day. I have not uncounted one bad episode during my sessions here, the physios are friendly and always ensure I am will taken care of during the exercises. Keep it up!

Written by MDM RZ

Physiotherapist: Haziqah

I have heard about DBC TTDI from Maybank Event. After coming here, I feel better the physio sessions and I love the environment here and the physios are friendly and professional.

Written by MS NTS

Physiotherapist: Haziqah

After DBC my back slight hurting less and I feel like it has really helped my back to improve and for me to feel less pain. I enjoy all the sessions and I can feel the differences it has made.

Written by MDMHM

Physiotherapist: Haziqah

Dear Ika,

Thank you for all the efforts! I appreciated all the hardwork in making me walk again.

Thanks Ika, hope to see you soon!

Written by MDM DM

Physiotherapist: Sandyeep

I felt strong senses of satisfaction throughout the sessions I've attended at DBC. Eventhough the recovery still much in progress right now I've much better in handling the pain management and understand the more structured ways of physiotherapy.

I will definitely continue myself to acquired DBC consultancy and services for my ongoing recovery process.

Written by MR GNY

Physiotherapist: Sandyeep

My therapist was very good and professional when she is explaining my condition to me. She helps me to realize that with exercises I can help to reduce pain at my ankle.

I would recommend DBC TTDI to all my family and friends.



Written by MS MCHL

Physiotherapist: Haziqah

I like the way it is so well equipped, very hard to find a centre like this. Equipments are kept well and clean. Treatment given is good, very progressive but with least pain. Thank you for being patient and considerate with me. Therapists are friendly and nice. New exercises every time I come, very innovative. Thank you.

Will recommend to my friends and family.

Written by MDM LPK

Physiotherapist: Janice

The treatment provide by DBC is fulfilling and professional.

I can feel much improved physically and the confidence in myself.

Keep up the good work. My thanks to the physiotherapists.

Written by MDM NRZ

Physiotherapist: Janice

I would recommend DBC TTDI to all my colleagues as I can feel the improvement in my back and neck. Thanks to the physio-in-charge of me, Janice.

Keep up the good work!

Written by MS NA

Physiotherapist: Haziqah

They were very professional and help me with my pain and the exercises are good as I can see improvement in myself. Love to recommend this to other colleagues of mine. Keep up the good work.

Written by MS JNNF

Physiotherapist: Sandyeep

Thank you for all of your hardworking, patience and wisdom that helped me recover through my back pain. I can carry out more activity now with less trouble and with more confidence.

Written by MDM LCF

Physiotherapist: Sandy

I know I am in good hands with Sandy!

She is such an asset to the company.

Written by MR CHVR

Physiotherapist: Sandyeep

After done my physio with DBC, I feel better at my lower back and neck. I feel stronger than before and able to sits longer period in the office. Pain was reduce and manageable with the DBC treatment.

I enjoy all the session and can see the improvement.

Written by MR RV

Physiotherapist: Janice

I would like to express my appreciation for the quality of DBC and it's staff for professional treatment receive so far.

I came at DBC on 19<sup>th</sup> January 2018 with lower back pain (facet joint inflammation, arthritis, stiffness) which also travelled down the legs sometimes. After a good intake procedure with explanation of treatment plan Ms. Janice has guided me with the rehabilitation; on average 3x per week.

After nearly 3 months I can say this has been very successful so far. Back strengthening, core muscle use, leg muscles, stability exercises, posture erect. My back pain has reduce anomalously, feel more flexible than before and have learned again how to take care of the muscles and body parts in order to maintain good health. Ms. Janice has done a great job so far and I am very happy with her as my physiotherapist. She is very handle and professional, very astute of my situation and progress. Also the other staff and students have played their part in helping this place successful and clean and enjoyable. If patient enjoys going to his/her physio than you do it very well.

Congratulations!

Written by MR SR

Physiotherapist: Sandy

Recommended by my friend to try out DBC Physiotherapy for my back pain.

Very happy and grateful to know this place, my therapist 'Sandy' is very professional and treats me well. I reduced progressively. I know my body better. Love DBC!!

Thank you and keep up the good work.

Written by MR Pvn

Physiotherapist: Sandyeep

My condition got so much better since I came to DBC TTDI. I feel much relieved and the exercises are really working out for me, my therapist is also a very good guidance in my better treatment.

Written by MS Way

Physiotherapist: Janice

Couldn't have been better, really like it here. Condition is almost disappeared. Love the treatment and the therapists, so friendly and considerate. Different from other centers I have been to. Exercises given are well tailored for my limits and comfort zone, makes me feel I'm in good hands. Have recommended this place to a few of my friends. Also love the way it's nearby to my place. Thank you for the treatment. Will sure recommend to more.

Keep up the excellence!

Written by MS EV

Physiotherapist: Haziqah

Been to so many therapist, never got better. After visiting Dr. Deepak who recommended DBC, I made the right choice. My neck pain has reduced and all therapists here are very knowledgeable. I really like coming to TTDI. Thank you for treating me and making me feel better again.

Written by MR HSW

Physiotherapist: Sandyeep

I feel so much better at my knee after doing treatment with DBC TTDI. I'm able to do a lot of things after doing exercises as thought at home.

Written by MR NK

Physiotherapist: Sandyeep

The treatment so effective for my back. I feel so happy and satisfied with the services that provided by DBC.

Will recommend my friends to come here.

Written by MR RFR

Physiotherapist: Sandyeep

I'm so happy with the treatment at DBC. My ankle recovers very well. I would like refer this centre to my family members and friends. DBC is the best physio center.

Written by MS RZT

Physiotherapist: Haziqah

Recommended by one of doctor from KPJ Hospital. Done for my 12 weeks for program DBC Neck. The pain is reducing and the neck muscle strength improved a lots. Now I aware about my posture after my physio educate me. During my sessions, I enjoy and very motivated.

Thank you DBC.

Written by MR BL

Physiotherapist: Janice

My experience with DBBC has been quite positive. From Day 1 Janice has been very helpful and flexible with appointments and I feel comfortable here. I've seen massive improvements since my first consultations at DBC and I have to credit that to Janice & team.

Overall, a positive experience and would recommend for future consultations.

Written by MR NG

Physiotherapist: Janice

DBC is a very good and ethical physiotherapy centre. Very protocol and documented based. My pain over the knee region post operation improved. I'm able to walk and carry out more activity.

Thank you DBC!

Written by MS HPT

Physiotherapist: Sandyeep

DBC treatment is holistic. The treatment does not only focus on my problem areas but also improves my overall fitness and strength. During the sessions, I learn a lot about my body posture and become more aware of any tightness/strain and immediately able to correct my posture and movements. The physio therapists are very experienced and knowledgeable. They are able to customize the treatment sessions according to my overall progress. They are very kind and supportive on my physical limitations at some exercises.

Would definitely recommend DBC TTDI to my family and friends.

Written by MS CLA

Physiotherapist: Sandy

Thank you, Sandy!

You're the best physiotherapist I ever had. My back feels great. Thanks to you! I promise to do my exercises everyday.

Written by MR SHR

Physiotherapist: Haziqah

Very good work. I like the exercises given. All now, other centers always use the same. Therapists very friendly, always greet me with wide smile. Love the atmosphere, so well lighted and good music. Equipments well kept.

Good work!

Written by MDM VHMV

Physiotherapist: Janice

A very good place, my pain is almost gone. Therapists are very friendly and good, facilities are good. I got very good advice from my therapist on how to live with my condition. Keep up the good work!

Written by MS LVC

Physiotherapist: Janice

Love the treatment given as I more aware of my posture and my body. When I first came, the pain on my neck was very bad. After finishing the 1<sup>st</sup> module I feel better at my neck.

I would recommend this to my family and friends to come for physio in DBC TTDI in future.

Written by MR BL

Physiotherapist: Janice

My experience with DBC has been quite positive. From Day 1 Janice has been very helpful and flexible with appointments and I feel comfortable here.

I've seen massive improvements since my first consultation at DBC and I have to credit to Janice & team.

Overall a positive experience and would recommend for future.

Written by anonymous

Physiotherapist: Haziqah

My husband, anonymous had a middle cerebral artery stroke at the age of 54 years old. He was bedridden and physically damaged on the whole right part of his body. After his discharge from the hospital, we found DBC to proceed with his physio rehabilitation. We were so impressed and overwhelmed with his tremendous improvement with training provided by the professional, and well trained therapist. The training had strengthen his core muscle and successfully facilitate his recovering smoothly and securely. He could barely walk when we first join the centre, and today he is walking confidently without supervision. Even his shoulder and arm have better movement as when he came there was no movement on the whole right top part of shoulder and arm. The therapist have also perfected his posture & walking movement.

Thank you so much from the bottom of our hearts.

Written by anonymous

Physiotherapist: Haziqah

I have heard about DBC TTDI from my husband. He recommends me to do physio for my back. I have done 4 session and I feels my back is getting better. Very good work and I like the exercises given. I can see improvement on my back. Less tired and able to do daily activity with minimal pain. I got very good advice from my physio Iqa on how to live with my condition. Keep up the good work.

Written by anonymous

Physiotherapist: Janice

I know about DBC TTDI from my husband but I went to see Dr and he recommend me to do physio in DBC. I have knee pain and after coming here, I feel better. I like the way my physio treat me. Treatment given is good, very progressive but with least pain. I like the way it is so well equipped, very hard to find a centre like this. Equipment are kept well and clean. Therapist are nice and friendly. Thank you. Will recommend to my friends and family.

Written by Ms N

Physiotherapist: Janice

I am very satisfied after coming to DBC TTDI. Exercising makes me feel better. Since I am studying, I selalu rasa 'lenguh' because I have to sit for hours. My back feel better after massage and it lasts for 2-3days.



Written by Ms K

Physiotherapist: Haziqah

After 3 years of physiotherapy with DBC TTDI, I can travel more and walk longer as my back and neck problem does not disturb me at all. Thank you so much and keep up the good work.

Written by Ms S

Physiotherapist: Haziqah

My back is stronger and able to walk for longer distance and stand for longer duration after coming for physio in DBC TTDI as I work in the PR department which requires me to stand and walk a lot.

Written by Mr A

Physiotherapist: Janice

I suffered from a bad pull to the lower back a few months back and after seeing doctor, he recommended me to come to DBC TTDI for physiotherapy. I was skeptical because I have tried other options but my pain is still there. However, after coming here and learn more about my condition, the pain has disappeared and I do not fear of walking and doing the activities that I love any longer. Keep up the good work

Written by Ms K

Physiotherapist: Haziqah

My pain around the shoulder, neck and back is constantly there previously but after coming to DBC TTDI and started exercising, I feel my back is stronger, and the pain around my shoulder blades has reduced tremendously. I also learn to properly activate my muscles and maintain a good posture.

Written by Ms M

Physiotherapist: Haziqah

After exercising in DBC TTDI, my knee pain has reduced and I am able to walk for longer distance without discomfort or needing to take a break and sit. My physio also explained to me about my condition in much detail so I understand clearly. Keep it up and good job to the physios here.

Written by Mr W

Physiotherapist: Janice

I know I have a hunchback problem but did not realise that it will affect my back until recently. After coming to DBC TTDI, I understand my problem and how my posture is affecting my back. After exercising and stretching properly, my pain has disappeared and I am satisfied with the service here as the time is flexible for me.

Written by Ms A

Physiotherapist: Jeya

I was post-operative for cervical ACDF and disc prolapsed with limited neck movement and sharp pain at upper back causing in difficulty in driving and travel in the car. After coming here, the pain has resolved and I am able to drive to work myself. I am satisfied with the treatment provided that I have recommended my mother-in-law for cervical spondylosis

Written by Mr B

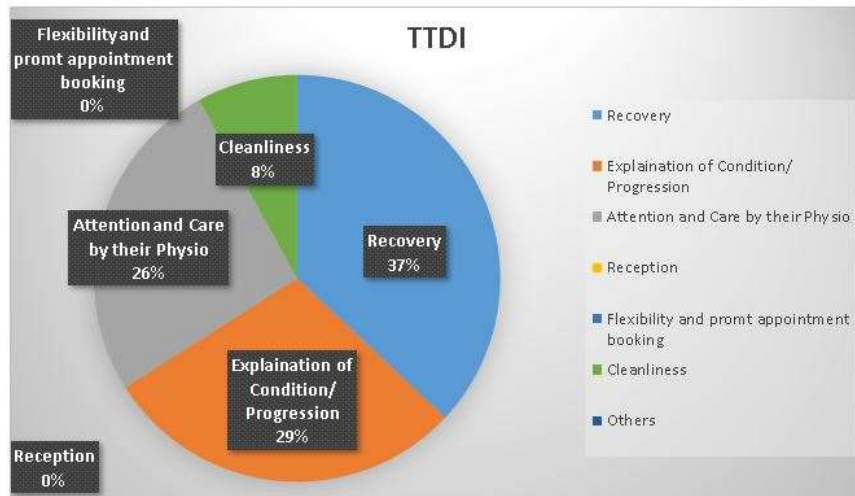
Physiotherapist: Jeya

I was diagnosed with lower back pain and referred here. I gained strength and flexibility over my lower back and legs. Currently, I am able to do all my daily activities without any complaints. I am satisfied with DBC TTDI and continued my physio for 2 modules here.

Written by Ms C

Physiotherapist: Jeya

I have minor scoliosis and doing physiotherapy at DBC has reduce my pain significantly. I used to have sore knees after walking a little bit but recently I am able to walk for a long distance without feeling pain and soreness. Exercises definitely helped in the process.



#### What has Influenced their Level of Satisfaction at DBC?

According to our patient feedback in DBC TTDI, **RECOVERY** was the main influence in their level of satisfaction. Active conditioning with DBC protocol, holistic approach by therapists and comprehensive pain management modalities are the factors that contribute to the recovery of our patients. **ATTENTION & CARE** towards individual patients and **EXPLANATION OF THEIR CONDITIONS** by our therapists also had an important influence in their level of satisfaction.

## DBC AirAsia

Written by Ms W

I had pain on both my knees and it was affecting my day to day activities. Regularly going for physio has reduced the pain on both my knees, I'm able to walk longer distances with minimal discomfort now. I also feel much healthier now and I believe physio has also helped improved my overall health.

Written by Ms S

I had a chronic shoulder pain for some time and could not lift my arm. Decided to go to Physio Lab to seek assistance on how to reduce pain management. For now, I am yet to go back to my usual activities as after the OP on my shoulder, however my therapist has changed my exercises to muscle strengthening. It has gained better results now. Looking forward to a 100% recovery. Do not wait for the pain to be worst and then seek help.

Written by Mr H

Disebabkan sakit urat belakang badan semasa mengangkat beg didalam hold kapal..menyebabkan pinggang saya sakit.. Melalui Physio Lab, saya diajar cara senaman dan memberi tunjuk ajar cara yang betul untuk mengangkat beg atau barang yang berat didalam hold kapal.. dengan mengikuti

Physio Lab anda semua akan diajar cara yang betul bagi mengendalikan kerja agar dapat mengelakkan daripada berlakunya sakit belakang dan “ JANGAN BERASA MALU UNTUK MENGUBATI PENYAKIT YANG DIALAMI KERANA SETIAP PENYAKIT ADA CARA UNTUK DIUBATINYA”.

Written by Ms M

I was told by my orthopedic surgeon that I had to continue with my intense physiotherapy sessions even after getting back to work. After my surgery, I started my physiotherapy sessions every day at the hospital for 2 weeks consecutively and subsequently reduced to 3 times a week towards the end of my 2nd month after my surgery. Hence, by not being able to attend the sessions during the weekdays at the hospital, very fortunately, I had a choice to come to Physio Lab. And have been continuing to do so as required. It has not been the same after the injury and I doubt it will ever be the same again. However, by committing to the rehabilitation program here and also at my hospital, there has been progress in my condition albeit slowly and consistent pain. The exercises and various therapy routines have strengthened my muscles and the limp has reduced quite substantially. To date, unfortunately although close to almost a year since the incident, I am still not able to participate in an active lifestyle. Doing sports, travelling long journeys, running, squats, even climbing up & down the stairs or strenuous walking is not possible as the pain is still pretty unbearable. Patience, Endurance, Persistence and Discipline.

Note:

A good, patient, experienced and dedicated physiotherapist is important in this long rehabilitation process plus the on-going motivation given to the patient helps the patient to form a more positive mindset and healing.

Written by Ms A

I had some issues with my wrists and shoulders from my climbing activities. So, with the convenience of the Physio Lab being accessible from my office, I went there and got my injuries checked out. Get it checked up and listen to the professionals. Both of you can come to an agreement where it would work best for your body to continue doing the sport that you love injury-free. Physio Lab manages to compromise with what I want and how to best give suggestions of what to do for me to improve on my injuries, how to manage it, and how to strengthen it going forward. They consider everything that I do from work and sports, to figure out the best solution to make me a stronger and healthier athlete.

## DBC Jln Kuching

Written by Mr A

Physiotherapist: Buvannes

My therapist is highly commendable for the punctuality and attention given to the patient. She was very patient and paced the patient well.

The jln kuching branch should be commended as well for being modern and well maintained. The ampang branch needs a bit of spacing up.

Thank u for the help given.

Written by Mr S

Physiotherapist: Buvannes

1. DBC berpuas hati bagi saya
2. Pertama kali saya datang ,kaki sebelah kiri dan tangan sangat sakit bila melakukan pergerakan. Selepas membuat fisio dbc jln kuching pergerakan saya semakin pulih seperti sediakala.
3. DBC juga banyak ajarkan cara untuk membuat latihan dirumah. Latihan itu juga membuatkan saya lagi pulih dari sakit saya alami.
4. Saya juga akan syorkan kepada kawan dan family

Written by Mr N

Physiotherapist: Buvannes

Very good therapist is Ms Buvannes. She treated me well and explained to me what the problem was and how to deal with it.

Keep it up and thank you.

Written by Mrs N

Physiotherapist: Buvannes

I had very good experience with dbc. My therapist explained about my condition and treated me well. I won't hesitate to recommend DBC to all. Thank you.

Written by Mr L

Physiotherapist: Buvannes

With the 14 sessions (one course) of physiotherapy under the care of friendly and helpful physiotherapist Ms Buvannes, I have seen progressive improvement in my neck and shoulder stiffness and pain since many years ago. The physio exercise and the selected physio equipment used has indeed improve a lot my neck and shoulder muscle strength. The pain and stiffness almost seldom felt nowadays.

I highly recommend DBC physiotherapy to any others whom may have the same problem with me. Dbc specialize in physiotherapy and the personal one to one care is just no words to praise. My special thanks to Ms Buvannes.

Written by Mr K

Physiotherapist: Buvannes

I was very satisfied during my therapy here. The therapist was very helpful in my recovery. I will not hesitate to come back if required. Thank you.

Written by Mr H

Physiotherapist: Buvannes

Pertama kali saya jejak kaki disini saya dapat rasakan peluang yang baik untuk saya pulih sebaiknya. Disini pusat rawatannya lain daripada berbanding pusat rawatan fisio yang lain. Lebih progresif and komitmen terhadap pesakit.

Berbanyak terima kasih saya ucapkan sepanjang sesi rawatan saya dimana banyak improvement terhadap masalah sakit saya. Saya tidak teragak untuk mensyorkan pusat rawatan ini.thank you.

Written by Mrs J

Physiotherapist: Buvannes

Thank you Buvannes! Exactly experience with you. You are a caring and friendly person. Professional and knowledgeable too. Thanks for guiding me how to stretch and etc during my sessions and recovery journey. Appreciate it and keep it up. Thank you.



Written by Mr D

Physiotherapist: Buvannes

When I first reached dbc two months ago, all muscles, IT BAND were all tight. It got better after several sessions despite I had endured several 'ouch' at each sessions.

So now, I can compete again and use the stretching knowledge I gain at dbc.

If ever I get injured again, it is always DBC. Thank you so much Buvy, and also VJ at dbc ampang. Great job guys.

## **DBC SHAH ALAM**

Written by Mr. N

Physiotherapist: Que

Physiotherapist is excellent. She explains to me about my condition. She perform/ conduct my baseline assessment on my condition during my first day and explain the administrative matter well. She also conducts the physio sessions and explain the exercise one by one. The equipment is good and targeted to specific body part. Feels better at the end of the sessions.

Written by Mr. F

Physiotherapist: Que

Therapist sangat membantu dan memberi info-info yang berguna dari hari pertama saya sampai ke Dbc Shah Alam hingga ke hari ini, layanan yang diberikan sangat memuaskan hati. Sakit belakang saya beransur-ansur pulih seperti dahulu kala walaupun tak pulih sepenuhnya tetapi kekerapan kesakitan saya sangat berkurangan. Saya sangat mengesyorkan Dbc Shah Alam kepada pesakit-pesakit yang ingin pulih seperti orang biasa. Terima kasih kepada Que kerana merawat saya selama 6 bulan.

Written by Madam S

Physiotherapist: Que

I was recommended to Dbc by Dr. Deepak from PCMC due to back/ shoulder and neck pain. The treatment received was very impressive. The physiotherapist was very friendly and fully explanation. It make my treatment more enjoyable. Thanks Que.

Written by Mr. D  
Physiotherapist: Que

Saya telah menajalani rawatan fizikal di Dbc Shah Alam melalui PERKESO. Terima kasih kepada Que yang telah mengajar dan membantu saya dalam proses rawatan dengan berkesan. Sebelum ini keadaan agak sukar lebih2 lagi untuk berdiri lama, berjalan, naik tangga dan sentiasa berasa tidak stabil. Setelah menjalani rawatan, Alhamdulillah saya boleh menggunakan fungsi kaki seperti sedia kala. Terima kasih kepada Dbc khusus pada Que dan Puan Munirah (PERKESO) atas layanan baik terhadap saya.

Written by Mr. M  
Physiotherapist: Que

Layanan dan tunjuk ajar disini amat bagus. Saya bersyukur kerana diberi peluang menerima rawatan disini. Rawatan disini banyak membantu saya dalam menyembuhkan kesakitan yang saya alami. Saya akan mengesyorkan rakan-rakan yang ada mengalami kesakitan supaya mendapat rawatan disini. Tidak lupa kepada tenaga pengajar, Que, terima kasih diucapkan dengan layanan yang amat baik yang diberikan kepada saya semasa dalam rawatan.

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## **ENDORSEMENT**

**“This is the only comprehensive and structured  
physiotherapy program in town”**

**-From a key opinion leader in the orthopaedic field-**