

Physiotherapy Outcomes Study – Clinic Process



Pre-Booked Appointments

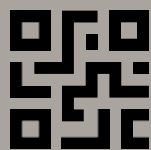
When a client books an initial appointment and meets eligibility criteria, they can be invited to participate in a study collecting information on health changes with physiotherapy treatment.

Eligibility Criteria

- Over 18 years old
- NOT referred for ACC rehabilitation contracts (Concussion Service, Vocational Rehabilitation Services (VRS), Pain Management Service, Escalated Care Pathway (ECP), Training for Independence).

If the client is booking their initial appointment on the phone, encourage them to complete the survey. This will help to increase response rates for your clinic.

Send the client the 'Physiotherapy Outcomes Study' initial appointment confirmation email. This will have information regarding the study and survey link included, as well as your usual information. We will provide you with a template for this. Ensure it is set as your default.



Walk-In Appointments OR Attending First Appointments

WALK-IN APPOINTMENTS

If the client has not pre-booked their appointment, you will need to talk to the client about participating in a study collecting information on health changes with physiotherapy treatment. Check whether they meet the **eligibility criteria**, before following the steps below for clients who have not yet completed their survey.

FIRST APPOINTMENTS

If the client has pre-booked their appointment, check with them if they have completed the survey via the link in the initial appointment confirmation email. You can also view this on the reporting portal in real-time.

If they have not yet completed their survey, you can provide them with a QR code (which is specific to your clinic) – linking them to the initial survey.

If the client does not have a QR capable device, you can provide them with a clinic device, which will have a bookmarked link to the survey.

Please note participation in this survey is voluntary.



First Session with Your Physiotherapist

The physiotherapist will check with the client at the start of their first session if they have had an opportunity to complete the initial survey.

It will increase your response rates if the treating physiotherapist also encourages their clients to complete the survey and reinforces the importance of it.



6 Weeks

Six weeks after the client completes their initial survey, they will be sent a link to complete a second survey. This will help to evaluate how they are progressing with physiotherapy.

This will come directly from our survey provider – Cemplicity. No action is required by the clinic.

This link will be sent via email or text to the client, depending on what they selected as the preferred method of contact in their initial survey.

HOW TO INCREASE FOLLOW UP SURVEY RESPONSE RATES:

It will help if the treating physiotherapist encourages their clients to complete their follow up survey rounds and explains the importance of this data to their clients.

The higher your response rates, the more valuable data you will have as a physiotherapist and as a clinic / business.



3 Months

Three months after the client completes their initial survey, they will be sent a link to complete a third survey.

This will come directly from our survey provider – Cemplicity. No action is required by the clinic.

Remember: the more the client understands about the purpose of the surveys, the more likely they are to complete their follow-up rounds.



6 Months

Six months after the client completes their initial survey, they will be sent a link to complete a fourth and final survey.

This will come directly from our survey provider – Cemplicity. No action is required by the clinic.