

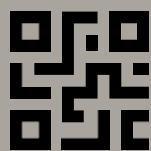
Physiotherapy Outcomes Study – Client Journey



Pre-Booked Appointment

When you book your initial appointment - your physiotherapist / clinic will send you an email confirmation. The email will also invite you to participate in a study collecting information on health changes with physiotherapy treatment. Your physiotherapist will be able to use this information to guide your treatment. Clicking on the survey link in the email will take you to an initial survey to complete.

Participation is voluntary.
If you choose to participate, select 'yes' on the consent box on the first page of the survey.



Walk-In Appointment OR Attending First Appointment

If you have not pre-booked your appointment, your physiotherapist / clinic will talk to you about participating in a study looking at how your health changes with physiotherapy treatment.

If you have pre booked your appointment, your physiotherapist / clinic will check if you have completed the survey.
If you have not yet completed a survey, you will be provided with a QR code – linking you to the initial survey.
If you do not have a QR capable device, a device will be available for you to use.



First Session with Your Physiotherapist

Your physiotherapist will check with you at the start of your first session if you have had an opportunity to complete the initial survey.



6 Weeks

Six weeks after you completed the initial survey, you will be sent a link to complete a second survey. This will come from our survey provider – Cemplicity.

This link will be sent to you via email or text depending on what you selected in your initial survey.

You will not be sent any other messages from Cemplicity other than the Physiotherapy outcomes study surveys.



3 Months

Three months after you completed the initial survey, you will be sent a link to complete a third survey. This will come from our survey provider – Cemplicity.

This link will be sent to you via email or text depending on what you selected in your initial survey.

You will not be sent any other messages from Cemplicity other than the Physiotherapy outcomes study surveys.



6 Months

Six months after you completed the initial survey, you will be sent a link to complete a fourth and final survey. This will come from our survey provider – Cemplicity.

This link will be sent to you via email or text depending on what you selected in your initial survey.

You will not be sent any other messages from Cemplicity other than the Physiotherapy outcomes study surveys.