

PHYSIO4ALL

revitalise – bounce – be healthy

Welcome to *PHYSIO4ALL*,

Thank you for choosing us as your physiotherapy practice of choice and for giving us the privilege of working with you to enhance your healthcare outcomes. You're taking an exciting first step toward solving your condition and better health. We've helped a wide variety of people with a range of different musculoskeletal disorders and today we will begin to help you. We've prepared this information so you'll know what to expect during your initial consultation.

Soon you'll meet your physiotherapist after filling out some brief paperwork describing you, your health history and your health goals.

Your physiotherapist will consult with you and discuss your problem and conduct an examination. The examination may include physical, orthopaedic and specific physiotherapy tests to help locate your problem. Our examinations are thorough and will put you at ease. We will then discuss and commence a recommended physiotherapy treatment and action plan.

Finally, the majority of our clients are self-referred. They come to see us because they are pleased with the outcomes we've achieved for them in the past or because they have family and friends who were so pleased with our service they've sent others to us. We would be delighted to receive referrals from you and would gladly receive your referral as the greatest compliment.

Please complete the attached forms and I will meet with you shortly.

Yours Sincerely and in Health,

Steve Felsher and Associates.

Our 100% Money Back Guarantee – Expert Care Every Time at Exceptional Value!

Our guarantee to you is: If you are not completely satisfied with the service we offer after your first visit we will refund your money in full within the first 7 days of your initial treatment. Furthermore your next consultation will be complimentary

Shop No. P16, NorthPoint, 100 Miller St. North Sydney. NSW – 2060

T – (02) 99222212 F – (02) 99225577 W: www.physio4all.com.au E: info@physio4all.com.au

ABN: 77 548 297 578

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PRACTICE POLICY DOCUMENT

PATIENT DETAILS

Surname: _____ First Name: _____

Home Address: _____

_____ P/Code: _____

*Phone:

(W) _____ (H) _____ (M) _____

**Please provide more than one contact number if possible*

*E-mail Address: _____

**Your email address may be used for PHYSIO4ALL's electronic newsletter and emails pertaining only to PHYSIO4ALL, and will not be disclosed outside of our business.*

Date of Birth: ____/____/____ Sex: Male / Female Health Fund: Yes / No

Occupation: _____ Company: _____

We are on Facebook! Come and join the PHYSIO4ALL Facebook Community!

Accepting our invitation is your choice and will update you further with exciting physiotherapy information. Click 'Like' on our Facebook Page

<http://www.facebook.com/Physio4All> or scan the QR code on your Smartphone!



HOW DID YOU HEAR ABOUT THE PRACTICE? *(Please tick)*

Family/Friend Recommendation: Location: Doctor: Podiatrist: Personal Trainer:

Brochure on Practice Door: Practice Window Video Display: PHYSIO4ALL-Website:

Mongo Football: Promotional Email:

Internet Search Engine *(Please circle)*: Google, Yahoo, NineMSN, Yellow Pages, Other: _____

Free Promotion: Gift Certificate: Other: _____

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INFORMED CONSENT FORM

Physiotherapy treatment is generally an effective and safe form of treatment however like any treatment there are benefits and risks. The purpose of this form is to let you know what your rights are and how we address the issue of collaborative decision making and informed consent between physiotherapist and patient.

Physiotherapists in this practice will discuss your condition and options for treatment with you so that you are appropriately informed and can make decisions relating to treatment. You may choose to consent to or refuse any form of treatment for any reason including religious or personal grounds. Once you have given consent, you may withdraw that consent at any time.

Please read and sign the following:

Questions of a personal nature

Your physiotherapist may ask personal questions relating to your injury and how your injury impacts on your 'activities of daily living'. The more information you provide, the more likely it is that the physiotherapist can provide an effective treatment. It is your choice as to what information you choose to provide. If you feel uncomfortable with a particular question or group of questions, please let the physiotherapist know and they will cease.

Physical Contact

During the examination, assessment and treatment it may be necessary for your physiotherapist to make physical contact. Your physiotherapist will ask your permission before making physical contact with you in any way. Wherever possible, contact will be made using a towel or other forms of screening. Physical contact requires your express consent. You may withdraw consent at any time at which point, all physical contact will cease immediately. Please inform your physiotherapist if you feel uncomfortable at any time.

Risks related to treatment

As with all forms of treatment, there are risks and benefits. The physiotherapist will discuss any foreseeable risks with you prior to administering treatment. In some cases, the physiotherapist may ask you to read information related to a particular treatment and they may request that you sign a further consent form. This is to ensure that you fully understand any risks involved. You may withdraw your consent at any time even if you have previously signed a consent form.

Acupuncture

In consultation & agreement with your physiotherapist you may receive acupuncture as part of your treatment, and you will be asked for verbal consent. Acupuncture is generally very safe and serious side effects are **very rare – less than 1 per 10,000 treatments**. Minor bleeding or bruising occurs in about 3% of treatments. Fatigue, light headedness or temporary aggravation of the symptoms can occur in certain patients. In addition, if there are particular risks that apply in your case, your practitioner will discuss these with you.

Single-use, sterile, disposable needles are used in this clinic.

Women's Health(if applicable)

The assessment for incontinence and pelvic floor dysfunctions will require an external and internal examination. This is to allow the physiotherapist to correctly identify structural abnormalities as well as weakness and dysfunction of the pelvic floor muscles. In this way, an accurate diagnosis can be made and an individualised pelvic floor exercise prescription can be given that is specific to each patient. In subsequent follow-up consultations, examination of the pelvic floor will be performed to monitor improvements and progress made.

Children and minors

Consent from a custodial parent is required to treat a minor.

Substituted consent

Where a person is incapable of understanding the risks and benefits of treatment, consent may be provided by another person legally authorised to provide such consent. Evidence of legal authorization is required in such circumstances.

You need to let us know

The risk related to some treatments can increase if the physiotherapist is not aware of certain facts. Please inform the physiotherapist if you have:

- A pacemaker or heart condition
- Suffered from blood clots, thrombosis or stroke
- Suffer from diabetes
- Are currently taking medication

I _____ [full name] have read and understood the above statements relating to consent for treatment with PHYSIO4ALL. I offer my consent to receive treatment and examination within the practice. I agree to this consent remaining valid until such time as I withdraw my consent. I also agree to the terms set out in the PHYSIO4ALL practice policy document.

Please make note of our 8 hour cancellation policy. Cancellations within this time period, or any non-attendance without notice will incur a \$45.00 cancellation fee. Considerations will be given for unavoidable circumstances.

Signed _____ Date _____

CONFIDENTIAL PATIENT CASE HISTORY

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As a Physiotherapy practice providing comprehensive care, we focus on your ability to be healthy. Our goals are: firstly, to address the issues that brought you to this practice; secondly, to treat the cause of your condition (not just treat the symptoms or place a temporary patch over your condition); and thirdly, to offer you the opportunity of improved health potential and wellness services in the future. On a daily basis we experience physical, chemical and emotional stresses that can accumulate and result in serious loss of health. Most times the effects are gradual: not even felt until they become serious. Answering the following questions will give us a profile of your health.

Print Name: _____ Date: _____

What is your major complaint? _____ Left Right

How long have you had this condition? 0-24 hrs __days __weeks __months ___years

Have you had this or a similar condition in the past? Yes No

How did your injury occur? _____

Do you do any exercise? If yes, please list. Walk Run Cycle Swim Other _____

If you are experiencing pain is it:

Constant Intermittent Refers Sharp Dull

Please rate and circle your pain out of 10 (0 = no pain and 10 excruciating)

0 1 2 3 4 5 6 7 8 9 10

Since the problem started is it: About the same Getting worse

What makes it worse? _____

Yes, it interferes with: Work Sleep Walking Sitting Exercise Leisure

Other Practitioners seen for this problem:

Physiotherapist GP Specialist Chiropractor Podiatrist Personal Trainer Other

If yes, was there anything you were not happy with? _____

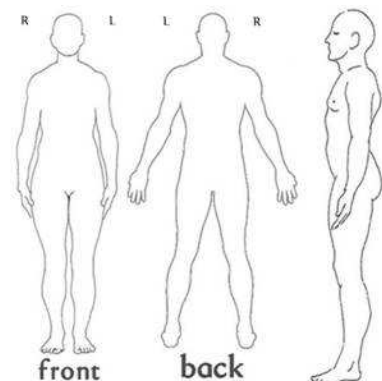
What are the two main things you would like to achieve with today's session?

1. _____ 2. _____

Please tick the appropriate box if you have or have ever had any of the following conditions:

- | | |
|---|---|
| <input type="checkbox"/> Rheumatoid Arthritis | <input type="checkbox"/> Asthma/Allergies/Psoriasis |
| <input type="checkbox"/> Osteoarthritis | <input type="checkbox"/> Heart Disease/Angina |
| <input type="checkbox"/> Osteoporosis | <input type="checkbox"/> Stroke |
| <input type="checkbox"/> Spinal Surgery/Fracture | <input type="checkbox"/> Diabetes |
| <input type="checkbox"/> Spinal Disc Problems | <input type="checkbox"/> Cancer/Malignancy |
| <input type="checkbox"/> Scoliosis/Scheurmanns | <input type="checkbox"/> Depression/Mental Illness |
| <input type="checkbox"/> Dislocations | <input type="checkbox"/> Gastrointestinal Reflux |
| <input type="checkbox"/> Ligament rupture/instability | <input type="checkbox"/> Headaches |
| <input type="checkbox"/> Joint Replacement | <input type="checkbox"/> Pins & Needles/Numbness |

Please Circle the area of injury:



List any medications you are taking _____

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PRACTICE POLICY

Our goal is to deliver an exceptionally friendly and prompt, professional service providing you with the best in physiotherapy care. Our experience tells us that there are some key areas we need to focus on to ensure that you receive the **greatest benefit** from our services.

Mobile Phones

Out of respect for others, please turn off your mobile phone.

Recovery

Remember that healing and recovery takes time and not everyone heals/recovers at the same rate. If at any time during your care, you do not feel that you are responding as well as expected we would ask that you discuss this with your physio. We want you to get the most from your care at *PHYSIO4ALL*.

Excellence in Physiotherapy

In order to continue to provide the best, most up to date physiotherapy care available we travel periodically to conferences and seminars. To keep your progress on schedule we will attempt to give you appointments around those times or provide another highly qualified physio to continue your care.

Privacy Policy

We are committed to preserving and respecting your privacy and complying with the Australian Privacy Act 1988, the Privacy Amendment (Private Sector) Bill 2000 and amendments

Fees and Your Account

Fees for **private** patients are due at the time of service. **HICAPS** and **EFTPOS** facilities are available at the front desk for automatic claiming through your private health fund. *PHYSIO4ALL* has never turned anyone away due to financial hardship. Please discuss any concerns you may have with your Physiotherapist who in turn will work out a plan for you with our Principal Steve Felsher. **Workcover** and **DVA** patient accounts will be sent directly to the appropriate body once we have received all the appropriate documentation from you. *Until such time as liability has been accepted by your Insurance Company, you will be responsible for payment of all accounts on the day of treatment.* *Prices subject to change without prior notice

Referrals

The greatest compliment we can receive is the referral of a friend or family member. We appreciate you entrusting us with the care of your close ones. The referral of your family and friends is much appreciated as it assists in their own wellbeing and plays a vital role in the success of our business.

Appointment Scheduling / Missed Appointments

Your physiotherapist will outline a recommended physiotherapy action plan to achieve the best outcome for your injury. To receive the most out of your care, we ask that you schedule your appointments in advance. We offer an SMS reminder service but it is your responsibility to keep track of all appointments. Missed appointments will set you back in your recovery, if an appointment must be changed, 8 hours notice is appreciated. All missed appointments or cancellations made within 8 hours of the scheduled appointment must be made up later in the same day or within 48 hours, or a full fee may be charged. **This fee is not covered by compensable bodies and must be paid by the patient.** People who repeatedly miss or reschedule appointments will regretfully be discharged from care as we realise you will not reach your health goals and we do not wish to waste your time.

Bathroom Facilities

The bathroom is located at the next entrance of the Northpoint Plaza; ask our friendly staff to direct you.

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Our Guarantee

We are committed to providing quality evidence based physiotherapy services and are happy to back up our service with a guarantee. Our Guarantee is three fold:

1. Assessment & diagnosis

PHYSIO4ALL Physiotherapists will assess your complaint and provide you with a diagnosis along with a detailed explanation.

2. Treatment

Based on the diagnosis and your aims a treatment plan will be developed to achieve your aims.

3. Maximum satisfaction Every Appointment

We aim to meet and exceed your expectations every appointment. If you are in any way unhappy with the treatment we provide for you at PHYSIO4ALL then call our practice Principal Steve Felsher on (02) 9922 2212. The following action taken will involve:

- a) Refunding you any private fees you paid for that consult.
- b) We will offer the next appointment for free at which time we will fix the original problem.

PHYSIO4ALL STAFF

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PHYSIO4ALL Accredited Professionals

Steve Felsher



Principal & Director

B.Sc. Physiotherapy (Hons)

Member of APA. OHPA. PBA

Cert IV Assessment and workplace training

WorkCover Approved & Qualified Clinical Pilates Instructor

Steve is our principal physiotherapist, whose impeccable physiotherapy results have earned him the right to treat athletes at the Sydney 2000 Olympic Games, the South African Olympic Soccer team and the Natal Sharks Super 14 Rugby team. He is a highly experienced professional having also owned his own Sports Physiotherapy practice in Durban, South Africa. Steve is known by his clients as a “stand out” for getting positive results, quickly.

Steve has years of experience consulting to the corporate sector in injury management and prevention. Due to spinal dysfunction and injury at the work place, Steve has designed a number of prevention programs that provide a safe, productive, healthy and enjoyable work environment that delivers a measurable return on investment.

Anouska Symons



B.Hlth.Sc (Physiotherapy)

Workcover approved & Clinical Pilates Instructor

Anouska is a graduate of Auckland University of Technology in New Zealand, and has been working as a physiotherapist in the Hills District since relocating to Australia.

Having competed in both Martial Arts and AFL, Anouska has a passion for Sports Physiotherapy, and how a person’s biomechanics contribute to injury. Anouska also enjoys treating women with pre and post natal pain, and helping them get back to their previous level of strength and flexibility.

Raymond Chen



B.App.Sc (Physiotherapy)

Workcover approved & Clinical Pilates Instructor

Ray is a graduate of the University of Sydney and has been working as a physiotherapist in the public health system and a private practice in the western suburbs before joining PHYSIO4ALL recently.

Having worked with a range of post surgical, musculoskeletal and chronic pain patients. Ray is very interested in how spinal pain and dysfunction relate to posture and the biomechanics movement of the the lower limbs. Ray is also interested in the treatment, rehabilitation and prevention of sports injuries, having personally experienced injuries while playing social and competitive sport.

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Don't take our word for it...

Customer Feedback:

“A marked improvement in my injury after just One treatment... Good advice on how to prevent injury reoccurring”

Maddie Livesey

“Extremely grateful for putting my mind at rest and taking my pain seriously”

Carol Martin

“Very professional. Staff made extra effort. Looking forward to my next visit”

Alison Martin

“Up front with what I may need to do. It made me feel confident in him and that he really was interested in my wellbeing”

Denise Pereira

“Fantastic, very informative and answered all of my questions. Very clear with what further action is to be. I feel 100% better after just one session”

Luke Burton

“The service was friendly and fast... Asked all the right questions and got to the root of the problem immediately.”

James Thompson

“I felt I was listened to.”

Georgie Cobb

“The treatments during my first session gave me surprising improvements and relief from pain. Fantastic!”

Steve Willis

“A+++++”

Vikash Karan

“Very informative and helped me understand how the exercises will assist in prevention of reoccurrence.”

Andrew Wise

“You fitted me in at short notice when I was in agony”

Catherine Pattinson

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“Very friendly, caring, explained the physical problem well and the plan forward. Clear exercise instruction. Practice documentation excellent.”

Kerri Maddrell

“No-nonsense attitude. Found my problem, explained it, and stopped the pain for the first time in over a week - oh blessed relief! Very much appreciated.”

Antony Rogers

“Thorough and complete examination and treatment plan outlined and executed that demonstrated knowledge that inspired confidence. Advice given re pain management really appreciated. Thank you.”

Jean Middleton

Corporate Feedback:

“Invisalign have found the staff at PHYSIO4ALL to be highly skilled and professional in their approach... Invisalign has had an excellent relationship thus far with PHYSIO4ALL and would not hesitate in recommending their services to any corporate clients.”

Mark Van Weelde

Invisalign

“Very efficient and spoke to each employee to see what their concerns were. Nettleton Tribe would recommend Physio4All and Steve Felsher to any company – It really was a simple task to organise, but one that every company should do in this OH&S savvy world.”

Amy Lyden

Nettletontribe

“Has been greatly beneficial... a great way in becoming OH&S compliant, as well as preventing injury... providing us with the appropriate information. We have also used PHYSIO4ALL on an on-going consultancy basis to help us with any OH&S issues which may arise. An excellent experience and would be very happy to highly recommend their services.”

Hugh Ross

The IUS Group

Doctor's Feedback:

“The PHYSIO4ALL Self Managed Program is very helpful, and compliments their hands-on work well. The advantage is that firstly the PHYSIO4ALL physiotherapists take photos of what you are doing whilst performing the exercises... so that it is clear what to do and easier to remember. Secondly, you are able to do much more specific exercises in a tailored studio.”

Dr L.Soper

Miller Street Medical Practice

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