

You think we are in the Physical Therapy business since we are a Physical Therapy clinic? No we are not, we are in the business of transforming our patient's life through pain free body. Our patients have so much trust in us and we cannot take that lightly. We will do everything in our power to help them, like one of the patient's testimonial say's "each one of us is obsessed with making each patient pain free"

Each one of us plays a key role in the process and we should always be number one in what we do. If you need additional training or continuing ed. courses, I am happy to provide it. Education never ends, there will always be something new for you to master. Not only we will do everything in our power, we have to do it in a clean, safe environment. We have a great cleaning guy but don't wait around for him. If you see something, do something about it to fix it.

Don't think your position prevents you from doing little things. You will only be great once you start doing the little things. Always, always do what is best for the patient and not what is most profitable for the clinic because that's exactly what I would have done and you are an extension of me as long as you are part of Healing Touch, please don't butcher my reputation.

Transportation people, always let the other person go first, don't create any road rage. You would always want to be viewed as the nice guy. There will always be prejudice on the patient's part when there is a younger driver. We have to understand and respect the fact they probably got into a car accident and that is why they are coming here. If a person got into a car accident, they are more likely scared getting into a car so you have to be extra careful when transporting patients.

Transportation people always keep in mind-patient's come here because they have some kind of physical disability. Don't be so quick to judge anyone- be kind to everyone. Front desk people have to understand customers are getting angry just because they can. Don't take it personally, just brush it aside. They probably got into an argument with their spouse or something didn't go right in their business. Don't you feel bad for the poor soul! Billing person must master

the skill of people handling when explaining complex insurance issues. P.T aides must make the patient comfortable in doing the exercises and for them to actually look forward to their next visit. PT's and P.T aides should be a good team, and the P.T aide has to understand the P.T so well that the P.T aide does stuff even before the P.T asks. If a P.T has to ask the P.T aide every time to do something- why bother? It is much easier to do it themselves than to ask someone else to do something. Don't dig your own grave! P.T's must advise the patient right and honest recommendations. Do not recommend to buy something that is not useful at the same token, if a patient has a high co-pay, don't feel bad about recommending some other useful thing ex. The lumbar roll. If patient can go back to work one day earlier and make 10 times more than the cost of lumbar roll, what kind of act are you doing? Do not make any decisions for the patient; let them make their own decisions. You just provide the absolute best recommendations.

You see each one of you has a very specific job. Mine happens to be getting new patients but once they are in, everyone has to do their part well. If a patient has bad experience from one person, most likely they will go back to their referral source and say it. Do you think we will get any more patients from them? You see how even one person's act affects the total performance of the clinic so we would need an optimal performance from everyone. Together as a team we can make a difference in someone's life.