

9/12/2014

Dear [REDACTED],

We are coming closer to the end of the year, I would like to update you on the progress of [REDACTED]'s Group Physiotherapy practices and our strategy moving forward.

Our goal is to build a stronger, robust service in which all appropriate eligible [REDACTED] clients have access to Group Physiotherapy claiming.

Throughout the year we have made significant advancements and addressed all of [REDACTED]'s patient/ clients concerns.

We have addressed:

- An individual physiotherapy assessment
- Written individual programs
- Performed an assessment with every session, with every client
- Have 6 people per group
- Have more details in our notes including progress notes for important points
- Kept copies of home exercises given
- Given questionnaires for a variety of conditions.
- Discussed client goals
- Written clinical management plans
- Written programs for the patients clinical presentations

This is just the start in fulfilling the service descriptors and requirements for [REDACTED]. We strive to continually address all points raised and go beyond the minimum requirements.

We will not be complacent.

In 2015, [REDACTED] will continue to enhance practices that support the Group Physiotherapy service descriptors, give access to affordable services and save money for clients and the health funds alike.

We will continue to communicate with [REDACTED], evolve our service, improve our systems, refine our practices and strive for affordable healthcare. .

It is because of our commitment to all [REDACTED] and [REDACTED] clients, that we can feel confident about the coming year.

I, once again, invite [REDACTED] to have a discussion about our Group Physiotherapy practices either at [REDACTED] head office or our facility.

Monte Elissa
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