



CONCIERGE GUIDE



EXERCISE
— THOUGHT —



EXERCISE
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Open the practice

- Put the flappy signs and the blackboard out
- The elastic on the flappy signs goes around the handrail
- Turn 'on' lights and set the heater to 18dg
- Bring devices out of the kitchen cupboard
- Play music using Spotify (ensure that Spotify is playing through "Clinic" and not any other speaker)
- Vacuum
- View the 'to do' list on Reminders app (available via MacBook, iPad and iPhone)
- View the diary and consider the needs of each incoming client
- Return all missed calls
- Check diary for any room clashes (add note on appt if client is using the gym)
- Check for text msg cancellations
- Put 1 plant outside
- Reconcile the previous day's payments with the HICAPS machine print-out (see below)
- Set 3 priorities for today (in addition to everyday transactional tasks)

Close the practice

- Finalise all Cliniko notes (Tip: you can view incomplete notes via the Dashboard)
- Check that today's clients are either scheduled or on the Red/Green lists
- Finish outstanding tasks or handover to Concierge Reminders
- Ensure all invoices are created and all payments entered
- Create a "payment summary" in the Reports section of Cliniko for that day
- Enter the total received into the "Budget" spreadsheet in Numbers
- Turn Spotify 'off' before laptop is put away (otherwise it keeps playing)
- Ensure the devices that need to be charged are on charge
- All devices are put away and out of view
- Tidy desk
- Vacuum
- Turn heater 'off'
- Empty bins
- Bring in signs
- Tidy kitchen
- Turn 'off' all lights
- Lock and bolt door



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Reconciling the previous day's payments

- Cliniko → Reports → Transactions → Daily Payments
- Specify the date
- Create report
- Gather the chits for the same day
- The large HICAPS print-out is produced overnight
- The "Net amount" on the large print out should match total of Credit Card & EFTPOS payments in Cliniko
- If net amount doesn't match, cross check the large print out with the individual chits and the payment summary (ensuring that each client's payments match the chits)
- Staple all chits together with the large print out
- Put the stapled chits into the envelope in the black drawers

Tip: The most common errors that need fixing are:

1. Payment were recorded in Cliniko in the wrong type e.g. Credit card payments accidentally entered into HICAPS; OR
2. Payments were received but were not entered into Cliniko at all

Client consultations

- On arrival, make the offer of a cold or warm drink
- After offering a drink, invite client's to stow their shoes in the planter box
 - Reasoning (if client's ask): Research indicates that removing our shoes so that our feet contact the ground can reduce pain and inflammation, and stimulate healing. Sam is happy to discuss the science.
- (New clients) Record patients details in Cliniko
- Ask the client to complete the "Check-in form/welcome/new patient" form
- After consultation, ask the client "How did you go?"
- Receive a handover form the physio or ask the physio "what is the plan?"
- "Would you like to claim a private health rebates?"
- Create and email an invoice (for private **and** group consultations)
- If a client does not rebook, make a Reminder for to call them on the Red list
- Write client's name on any chit(s)

Operating the practice

- Keep the practice looking and feeling both relaxing and light
- Complete reminders on the Concierge, Recurring and your personal lists
- Respond to emails and Instagram messages within 24hrs



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Traffic light system

- Learn about the traffic light system @ <https://www.exercisethought.com/tls>
- Begin Red and Green calls with * [physio] asked me to call you"
- Before calling:
 1. Check the latest treatment note
 2. Verify whether or not they have an upcoming appt
- After calling:
 3. Write treatment note (unless it's a simple booking/rescheduling)

Cancellation policy

- Clients who cancel with **less than 24 hours** notice and do not re book a consult for the same week will pay a cancellation fee
- The cancellation fee is the price of the consultation
- If clients have a good reason (unexpected illness, relative recently hospitalised), the Concierge is empowered to waive the fee and is encourage to tell the client "we usually have a late cancellation fee if clients within 24hrs, but I will waive that for you today."
- We only waive cancellation fees once per client unless exceptional circumstances apply
- Clients have agreed to the cancellation fee when signing the registration form

Printing documents

- Client registration form is saved as "Check-in form/welcome/new patient"
- Blank handout papers are saved in Pages as "Exercise Thought Physio | Physio Treatment Handout 2020 Dec"

Roster

- Requests for a change to the Concierge roster are emailed to lilydale@exercisethought.com at least 7-days before the rostered shift

New TAC or WorkCover case

- Record the following in the client's file:
 - WorkCover claim no;
 - Date of injury; &
 - Email address for submitting invoices.



Payments

This section aims to clarify the different payment types and the processes used for each one.

| ASSESSMENT | Saving | Valued at | Client pays | Client saves | Invoiced amount |
|--------------------------------------|--------|-----------|-------------|--------------|-----------------|
| 1 private assessment (500) | 0% | 135 | 135 | 0 | 135 |
| | | | | | |
| PRIVATE CONSULT (Yellow) | Saving | Valued at | Client pays | Client saves | Invoiced amount |
| 1 private consult (505) | 0% | 120 | 120 | 0 | 120 |
| 5 private consult (505) | 5% | 575 | 546.25 | 28.75 | 109.25 |
| 10 private consult (505) | 10% | 1150 | 1,035 | 57.5 | 103.5 |
| 15 private consult (505) | 15% | 1,725 | 1,466.25 | 258.75 | 97.75 |
| | | | | | |
| GROUP CONSULT | Saving | Valued at | Client pays | Client saves | Invoiced amount |
| 1 group consult (560) | 0% | 50 | 50 | 0 | 50 |
| 5 group consult (560) | 5% | 250 | 237.5 | 12.5 | 47.5 |
| 10 group consult (560) | 10% | 500 | 450 | 50 | 45 |
| 15 group consult (560) | 15% | 750 | 637.5 | 112.5 | 42.5 |
| Re-assessment consult (500) (Orange) | N/A | N/A | 50 | N/A | 50 |

Claiming Private Health Rebates

Clients have the option of:

1. Presenting their private health card and having Exercise Thought claim their rebate (which then gets put onto their Cliniko account); OR
2. Claiming their rebate through their health fund.

Note: When clients have purchased a pack of sessions (e.g. a 10 pack of group consults), we can claim their rebate and put the money onto their Cliniko account as a downpayment on their next session.

Setting up Medipass

" NBN is upgrading our Internet, phone, and fax line. We expect the upgrade will be completed mid 2020. The best way to Purchase physiotherapy consultations and claim rebates is with Medipass. We can help you to set it up. You'll need your Medicare card, bank card, any private insurance cards and your mobile phone."



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Guiding clients to set-up Medipass

- Sit or stand with the client so that you are sharing a screen
- Clients familiar with Exercise Thought are asked whether they would like concierge to set-up Medipass on their behalf
- Open <https://my.medipass.io/index.html> and select the "go home" button
- Input the client's email address and select "continue"
- Input the client's details and select "create Medipass account"
- Client will receive a code via SMS
- Input the code and proceed
- Input bank card, Medicare card & health insurance card details as prompted
- Return to Cliniko and access the client's file
- Scroll to 'health fund billing' and select "enable Medipass for [client]"

WorkSafe

- 1st consultation: code EPA100 \$134.1
- 2nd and 3rd Consultation: code EIXTC1 \$134.18
- All subsequent consultations: code EPA102 @ the standard rate of \$125
- Certificate of Capacity: code EICERT \$53.31. Create an invoice.
- Case conference: code: EPA109 \$134.18

NDIS

Billable Item Code will auto-populate in the invoice. Cost is \$193.99/hr. Email to the Plan Manager using the "Email Other" button after the payment screen.

InjuryNet

- Initial Consultation: code INPCA (\$142.61)
- Follow-up consultation: code INPCB (\$95.11). InjuryNet will usually approve 3 follow-up consultations. If further consultations are required the practitioner will need to apply for approval from InjuryNet.

TAC

- Create the invoice in Cliniko as normal
- Request payment via Lantern Pay via lanternpay.com.au
- Username: physio@exercisethought.com; Password: Thedreamteam23!
- In Lantern Pay, create an invoice → Submit
- If the invoice is not accepted, call TAC (not Lantern Pay)

Cash

We only accept cash if clients insist. Otherwise, no because it costs us too much time to despite the cash since Westpac moved out of Lilydale.



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Entering delayed payments into Cliniko

- Some payments are made days or weeks after a consultation (e.g. NDIS, WorkSafe, TAC)
- After receiving remittance advice, record payment in Cliniko:
 - Create a new payment
 - Ensure that the correct amount is allocated to each invoice

Claiming medicare rebates

- Swipe the Medicare card or Key-In Medicare Number: Press OK/Select/Green
- Enter IRN (to the right of the patient's name on card): OK/Select/Green
- "Fully paid?": Press OK/Select/Green
- "Is patient claimant are the same person press?": Press OK/Select/Green
- Select the Provider: Press OK/Select/Green
- Enter Referring Provide Number (on the EPC referral): Press OK/Select/Green
- Enter Referral Date (on the EPC referral): Press OK/Select/Green
- Referral Period Code is "1-S-Standard": Press OK/Select/Green
- Enter Item Number "10960": Press OK/Select/Green
- Enter Item Cost as "120" (or whatever the price is): OK/Select/Green
- Key in Date of Service: Press OK/Select/Green: Select "Complete Claim"
- Insert Exercise Thought's Westpac card (stored in the draw below the printer)
- Select the cheque "CHQ" account.....Enter pin "3140": Press OK/Select/Green
- If the rebate is accepted, you will be prompted to remove the card
- If the rebate is not successful, it will usually be one of the following problems:
 - The client has already used all of their Medicare rebates
 - One or more of the details were entered incorrectly
- Enter the payment in Cliniko under "Medicare" on the payment screen
- When claiming multiple rebates, enter a different date for each rebate

EPCs

- Respond to emails same day by completing & returning forms
- Call clients same day to book e.g. "We received a referral from your doctor and can now help you find a time to see one of our physiotherapists"

EPC gap payments

- An EPC referral entitles the client to \$56 from Medicare for up to 5 consults
- When a client attends between 11am-3pm, they are only charged \$25
- Clients attending outside the above times are charged the usual gap fee

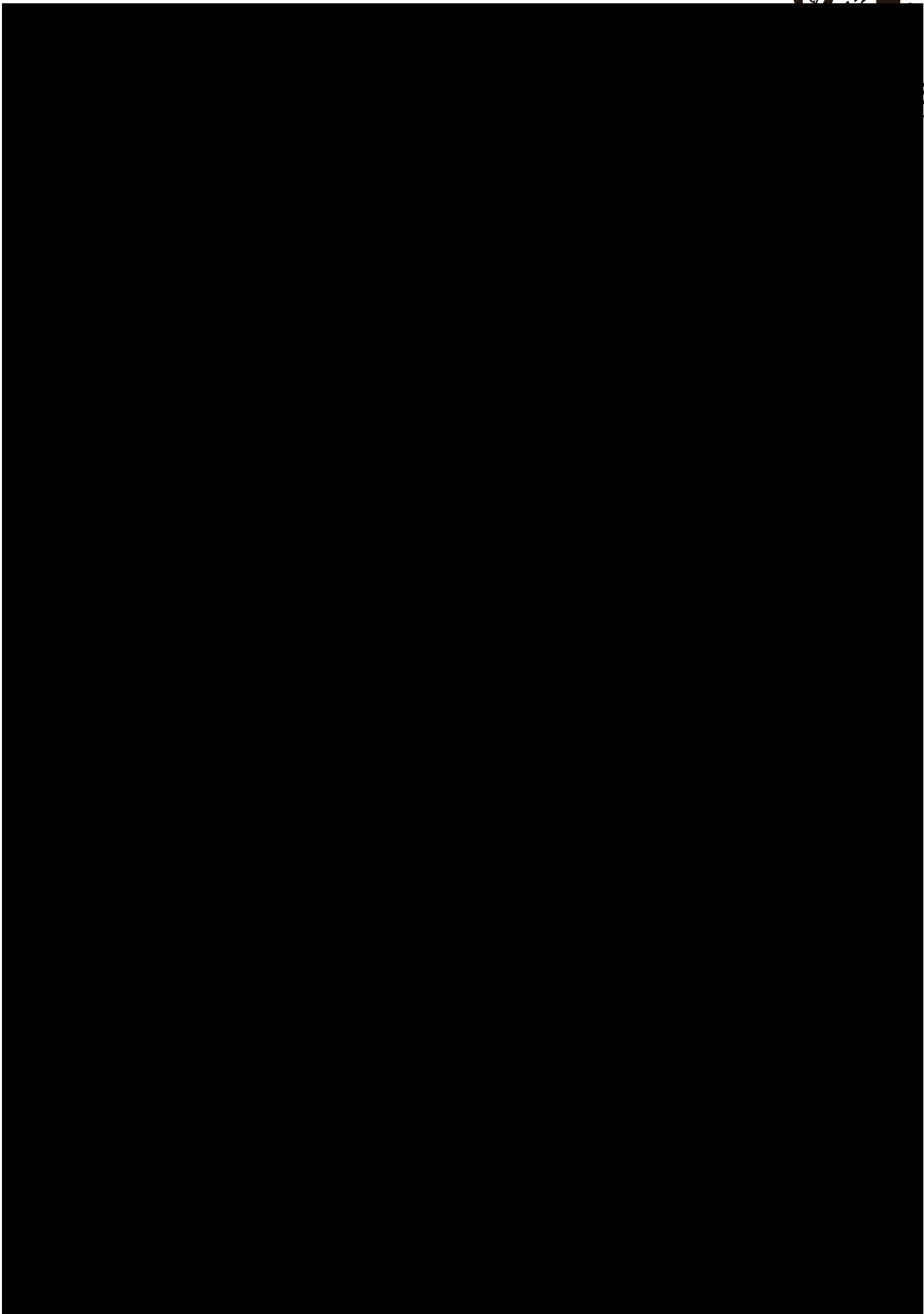


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Submitting invoices to DVA

- Open Safari
- Hint: type "Proda" in Safari
- Go to HPOS: <https://shorturl.at/swBCI>
- Log in
- If PRODA gives a system error, refresh Safari (shortcut is "Command-R")
- Click & send a code to a email as the back-up channel, then click "next"
- PRODA will send a verification code to physio@exercisethought.com
- Paste the code into the PRODA website
- Once logged-in you will view the services available
- Select Health Professional Online Services. "Go to service"
- Select Claims
- Select Make a new claim
- Select DVA Webclaim
- You will now see the "1. Find a patient" screen. Enter the details as prompted (Veteran file number, Veteran first name, Veteran surname)
- Only Complete the details marked with an "4"
- Check the patient consent box
- Find the "Next" button
- "2. Fill in provider details."
 - Is the payee provider same as servicing provider: Yes
 - Select the "Next" button
- "3. Fill in claim details"
 - The "PhysioFeesJuly19.pdf" document will be helpful for the next step. A spotlight search will locate this document. You can either search for the document name or for "DVA"
 - The Item number is the highest value and most appropriate billing item. Often, the Extended Consultation Item Code is applicable.
 - Distance travelled: Leave this blank
 - Duplicate service: Leave this blank
 - Click "Access claim" button
- "4. Review and submit"
 - The claim will be ready to submit
 - Tick the box: I confirm these details"
 - Click the "Submit claim" button
 - Put DVA Webclaim No in client notes \$ amount

Tip: Rates for physiotherapy are outlined at <https://www.dva.gov.au/sites/default/files/2022-09/physiofees.pdf>





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Video appointments

- When adding a new appointment, select "Video consultation" as the appointment type
- A link will be automatically be emailed to the client
- If a link is not received, ask them to check their junk folder
- If the client cannot find the link in their junk folder, you can copy the link from the appointment and email it to them

Plant Care Guide

- Leaves touching walls will turn brown. Give them space.
- Snake plants: water fortnightly. Wipe leaves to improve respiration.
- Palms & monstera love heavy drinks weekly. Leaves touching walls turn brown.
- Propagating monstera involves cutting the "offspring" portion below the new root, placing in water until a root system develops, then planting.
- Devil's Ivy: moderate water need

Fire evacuation

- The alarm will go off at Coles. You will probably hear it from Exercise Thought.
- A Coles staff member will come down to alert us to evacuate
- Determine from the Coles staff member whether it is a drill or a an actual fire
- Proceed to evacuation area located next to Dominio's Pizza

Writing letters

1. Ensure Dr is allocated in client details
2. Ensure Dr details are complete
3. Describe the letter e.g. CDM (date)
4. "CREATE LETTER"
5. Press print & make sure the letter looks perfect
6. Fit everything on one page whenever possible
7. Ask the physio to review the letter
8. Once reviewed & approved

Emailing letters

- Email letters as a pdf attachment



EXERCISE
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Creating invoices

- Invoices must be created and emailed to clients for every private consultation and every group consultation.
- Click on the appointment
- Click 'Add payment' (Cliniko will create an invoice)
- Check whether or not the client has account credit
- Confirm that the Issue date, Business name, Client name, Practitioner and Appointment details are correct
- Check the previous payments (visible on the right-side of the screen) to see whether a client has been eligible for discounts or whether someone else is paying (e.g. NDIS, WorkCover)
- Confirm the 'Invoice items' are correct (item, unit price, discount & quantity)
- Apply any relevant discounts (ensure the discount is correctly made as a % or as a \$ amount)
- Click 'Create Invoice.'
- You will now see the 'New payment' page
- Enter any payments made on the day into the relevant payment types (E.g. HICAPS, Credit Card, WorkCover)
- Click 'Save payment.'
- When a client not paying on the day and is applying account credit, do not enter any payments and instead select "Skip payment" (Cliniko will automatically applied the account credit to cover the cost of the invoice.
- When a client has made a payment on that day, simply click on 'Save Payment.'

Complimentary consultations

- Exercise Thought rewards referrers, staff & family with complimentary consults
- A 100% discount is applied to all complimentary consultations
- Invoices are emailed to the client so that they can see the money they saved

A guide to inducting students

1. Collect the student's details, : name, mobile, email;
2. Create a new Contact in Cliniko and enter the above details into the profile;
3. Schedule an orientation with Rachel, and email students re day & time (with)
4. The latest PDF of 'Exercise Thought Student Guide'

Student Guide

- Email students this URL: www.exercisethought.com/students
- Saved as "Exercise Thought Student Guide" in the "Students" folder



EXERCISE
— THOUGHT —

Using a Macbook

Touchpad

Tap

Press

Slide to position mouse

Two finger slide to scroll

Using the touchpad

- Scroll: 2 fingers sliding up and down
- Switch desktops: 4 fingers sliding L or R

Finding a document


- Hold "Command" & press "Space" bar
- "Spotlight search" will then appear
- Type in what you are searching for

Operating the HICAPS terminal

If the machine produces a "COMM ERR"

1. Unplug the machine
2. Let the machine sit for a few seconds
3. Wait until the machine logged back on
4. Press FUNCTION key then go to no 5 on Terminal Logon
5. Press 1 NAB (a green tick will appear to say log-on successful)
6. Press FUNCTION key again go to Terminal Logo
7. Press 2 for Medicare then press OK/Select
8. If the machine shows a green tick, the logon was successful
9. If this doesn't work, call HICAPS on 1300 65 08 52

Google reviews

- After we receive a Google review:
 - Write "GR  " as a medical alert on the client file
 - Reply to the review from Google My Business via Safari

Shortcuts

- New tab = Command-T
- Refresh screen = Command-R
- Select all = Command-A
- Copy = Command-C
- Paste = Command-V
- Print = Command-P
- Cut = Command-C
- Spotlight search = Command-Space
- Save = Command-S
- Quit = Command-Q
- Undo = Command-U



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Accepting payments over the phone

- Enter the clients card number (Press OK)
- Enter the Expiry Date (Press OK)
- Enter the CVV (Press OK)
- Enter the consultation price
- Ask client which account they wish to use (e.g. savings, credit)
- Press Send
- Confirm the signature is correct

Bank details

Westpac

Exercise Thought Pty Ltd

BSB 033 107

Account 549 547

ANZ

Exercise Thought Pty Ltd

BSB 013 344

Account 164 600 651

Business details

ABN 46 60 3 597 851

Provider numbers

Samuel Suke 4922854K

Rachel Ewart 2365286K

Cameron Brown 420060AJ

Ben Ursich 6434781H

Bailee Hodgson 6557111A

Protocol for saving TAC PMP Plan to Patients File

1. Once submitted online, awaits TAC conformation via email
2. Confirmation email will include the PMP reply
3. Save this PMP reply as a PDF by: file > export as PDF > save to desktop
4. From here upload to client file
5. Once approved



Client cancellations/reschedules

Background: Concierge can forget to cancel/reschedule appts

1. A client calls/emails/SMSs to cancel/reschedule
2. Select the appointment. Hold ⌘ and select "Add a treatment note" to open a treatment note in a new tab
3. Cancel/reschedule appointment in the diary
4. Write the 'client status update' treatment note

Invoicing universities

- Create a new invoice
- Item = "Hosting of students"
- Quantity = the number of days that the student was scheduled
- Include these details in the invoice: the student name(s)
- Email the invoice to one of the addresses below

| University | Contact | Invoices to |
|-------------------------|---|--|
| Swinburne University | Adrian Pranatta & Charlotte Marshall | Helga Kendy hkendy@swin.edu.au |
| La Trobe | Marlena Calo (M.Louca@latrobe.edu.au) & Maddy Hannington | clinicalinvoices@latrobe.edu.au |
| Monash | Alison Francis Cracknell & Kelly Saber. spahc.physiotherapy.placements@monash.edu | COUPA online system -ADMIN |
| University of Melbourne | Deb Virtue. 0434 734 237. | physio-placements@unimelb.edu.au |
| Victoria University | Clarice Tang | |
| RMIT | Doa El-Ansary | |

NDIS

- Exercise Thought follows the standard NDIS rate for physiotherapy (\$193.99)
- This hourly rate applied for consultations and for travel time
- Clients who have NDIS funding will be either "self managed" or "plan managed"
- Self managed clients will pay invoices themselves and recover the costs from NDIS themselves



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- Plan managed clients will have a case manager that we email invoices to. Ask the client which email they wish to have invoices sent to.

When clients pass away

1. Remove their birthday from file (to remove from birthday reports)
2. Make a medical alert saying "Deceased"
3. Archive client file



EXERCISE
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Client privacy, safety and confidentiality

Exercise Thought serves all people assuming the following:

- The client is older than 18yrs or has a parent/guardian attending the private consultation (client's under 18yrs may attend group consultations without a parent/guardian present); and
- A Concierge is on-site while the consultation takes place OR an audio recording is made of the consultation and saved onto the client's file

The privacy and security of client medical records is paramount

- All files must be securely stored within Cliniko before being shredded or deleted
- No records are to exist on company computers or personal devices...only in Cliniko

Examples

- Delete scanned documents from emails after storing in Cliniko
- Delete documents from Downloads and Desktop after storing in Cliniko

Scanning documents

- Place the document face down
- Click on scan
- Click on Cloud
- Select destination: Choose Exercise Thought
- The scanner will then email a soft copy of the document to physio@exercisethought.com
- Find the document in emails and save it, renaming the file appropriately
- Upload the file to the client's Cliniko account

Finding an x-ray or MRI result

- For scans done at iMed, head to <https://shorturl.at/JMT45>
- For scans done at Lumus, use Rachel Ewart's log-in details
- For scans done at Capital, use Rachel Ewart's log-in details

Adding videos to Youtube

- Videos that are not for public viewing should be categorised as 'unlisted' and sent to the client as a URL



EXERCISE
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Home visits

Do we provide home visits? Yes.

What is the value of home visits? We follow the same rate as our private consultations (\$135 assessment and \$115 follow-up). We also include travel time at the rate of \$230/hour (2 x \$115). For example, 30min of travel time + an Assessment = $(0.5 \times \$230) + \$135 = \$115 + \$135 = \$250$. Travel time can be excluded when clients live near to each other. Clients are always welcome to visit us on Castella Street.

Free Falls & Balance class

Concierge regularly field enquiries for the class. Here are a few facts that will enable you to answer FAQs:

- Class is free, and always will be. Participants are welcome to see our physiotherapists privately and we do offer private exercise sessions for a price, but the class will always be free
- Class begins at 1030 Wednesdays near the playground in Melba Park
- Class runs every Wednesday, rain hail or shine. Participants often bring coats and umbrellas if there is rain forecast.
- Exercises are scaled to everyone's ability
- The class is run by physiotherapists or physiotherapy students



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If the wifi is not working, then it off and on again

1. Press on 'on/off' button to turn the modem 'off'
2. The modem's lights should then switch off automatically
3. Allow the modem to remain 'off' for 2-min
4. Switch the modem 'on'



Billing for the provision of medical records

Requests for medical report are a minimum of \$200 and higher when the physiotherapist needs more than 30min to complete the report.

We refer to the Health Records Regulations 2012 (to be revised annually) in justifying this value.

Supervising inspection \$18.30

20c Per page when providing to a person

38.20 for collating

The usual consult fee for providing a summary

20c Per page when providing to a health provider

E.g., a Concierge and Physiotherapist each spend >30min combined preparing and sending 10 pages of medical records to both the person requesting and to a health provider

= 18.30 + (0.2 x 10) + 38.2 + \$135 + (0.2 x 10)

= \$195.5

How to provide medical records

1. Go to clients file
2. Top right hand side, click history
3. Untick "Appointments" and "Client forms"
4. Click filter history
5. Print -> Save as
6. Send file
7. Delete file from computer



EXERCISE
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Being available to help

Exercise Thought can only help people when we are available. The Concierge plays an essential role in maximising availability. 92% of bookings are made by Concierge. Clients will, from time to time, need urgent appointments for severe pain or sudden changes in their health. Being available means we can help when they need us most.

How can Concierge maximise availability?

We can

1. Prioritise the booking of 'quieter' times i.e. 11am-3pm
2. Maximise 3:1s occupancy
3. Schedule home visits for when all consult rooms are active e.g. Wed AM, Fri PM
4. Bring appointments forward to fill gaps and finish the day sooner

| Do | Do not |
|---|--|
| Remember how important Concierge is in maximising availability | Answer clients directly when they ask "what's the latest appointment?" Instead, ask "when is the earliest you can get here?" |
| Remember that someone in pain will need an urgent appointment. If we are not available, we cannot help. | Ask "what suits you best?". This considers only one person, forgets the person who needs urgent care & stops physios from getting home to their families sooner. |
| Know that clients are often more flexible than we assume | Assume that the client must have the same time as today |
| Notice when 3:1s are not full and move clients to maximise occupancy | Forget that you can give discounts when you sense that doing so is necessary for a good outcome |
| Schedule \$45 gaps from 11-3pm | Act alone. We work together to achieve good outcomes for clients and our team. |

| Behaviour | Implication | Result |
|------------------------------------|---|---|
| "We have 1pm, 3pm & 6pm" | Client picks 6pm even though 1pm or 3pm are possible. | 6pm is now unavailable. 3pm is less likely to fill. |
| "We have heaps of spots available" | Gives the impression that we are not in high demand | Reduces the perceived value of our services |

| | | |
|---------------------------------------|---|---|
| What's the earliest you can get here? | Client nominates the earliest possible time, making 1pm & 3pm more possible | Increased probability of filling 1pm & 3pm, physio now available at 6pm for urgent care or gets home to their family sooner |
|---------------------------------------|---|---|

Reducing queue

The Concierge plays an important role in improving client experience. One method is in reducing the psychological pain felt when paying for consultations. We can make this experience better by increasing the speed and ease of the transaction. Some ideas include:

1. Taking payment before consultations to avoid having multiple clients waiting to pay
2. Booking multiple consultations at a time e.g. booking the next 3 consultations
3. Discounts for paying in advance e.g. Save \$1 by paying for the next consultation today

Easy ways to save time, effort and money

1. Submit invoices for every insurance-funded consultations when the day starts e.g. NDIS, TAC, WorkSafe

Efficient COCs

Open safari

Search certificate

Download new certificate

Download the clients previous certificate

Copy data easily from previous COC while both certificate are open

Ask physio for diagnosis & capacity

Treatment plan is usually in Cliniko

"Graduated return to work, prescribed home exercises, manual therapy as needed"

Bill for the certificate

When the phone is not working

Little phone



Managed by Dodo

Troubleshooting

- Try turning it off & on again
- Contact Dodo ?is the monthly plan out of date or not auto-renewing

Big phone

Managed by Vonex

- Try turning it off & on again
- Contact Vonex ?is there a service interruption



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Concierge skills checklist

- Answer the phone
- Make an appointment
- Differentiate appointment types
- Reschedule appointments
- Accurately classify clients using the Traffic Light System
 - Green
 - Yellow
 - Red
 - Black
- Accurately receive & record payments from card, HICAPS, NDIS, TAC, WorkCover & Universities
- Correctly sell 5-, 10- and 15-pack classes with the appropriate discount
- Scan and file documents
- Turn heating/cooling 'on' and 'off'
- Reset WiFi by turning modem 'on' and 'off'
- Master the shortcuts and touchpad movements on MacBook

When a client call and asks to speak with physio

75% of their questions are answerable by Concierge

25% Q for consult...[physio] is looking after a client, but I would love to get an answer, so please help me to make a note,

Work Experience

We have a "Exercise Thought Work Experience Guide". Email this to all future Work Experience students. You can locate the Guide using a Spotlight search or via `SS /Users/exercisethought/Library/Mobile Documents/com~apple~CloudDocs/exercise thought/Students/Student website resources/Exercise Thought Work Experience Guide 2023 MAY.pages`

Finding scan results

Open Safari

Select the "i-Med" icon in Favourites

Log in using the auto-fill credentials

Select the "Break glass" option

Enter client's name and date of birth

Select "access patient studies"



EXERCISE
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Letter writing

1. Provide a 1 line summary e.g. "Tony is a 70yo gentleman with 10-years of bilateral progressive shoulder pain.";
2. Use less threatening language e.g. "advanced" instead of "severe";
3. Be succinct e.g. "MRI findings indicate advanced bilateral GH and AC arthropathy with labral tears & right-side full thickness chondral";
4. Illustrate intervention efficacy e.g. "Intervention: L sh F increased from 90dg with 6/10 pain to full ROM with the same pain after 1-week of practicing a wall creeper exercise." Tony feels improvement and has booked to see you on 23 June to discuss whether injectable or surgical intervention may be appropriate."
5. Demonstrate knowledge with a questioning/thoughtful voice e.g. "I wondered how typical this is for a 70-year old."
6. Sign off with thanks e.g. "Thank you for considering Tony's case."
7. Highlight recipient name and client name in bold

Working conditions

The Award outlines the minimum workmen conditions for Health Professionals and Support Services. Exercise Thought has and always will exceed the standard set by the Award. You can read the award here: https://library.fairwork.gov.au/award/?krn=MA000027#P502_29743

Fixing the Bill tap (e.g. when the filter light flashes)

1. Ensure no water inside (wrecks chips)
2. Move the filter forward and replace
3. Turn off at powerpoint for few minutes & don't operate for 25min
4. Book a technician (\$100 call out + \$57/15min)

When a physiotherapist is sick or unavailable at short notice

1. Acknowledge the call & care for the physio e.g. contact them as a courtesy later that day, send fresh fruits and vegetables
2. Identify the clients who are scheduled to see that physiotherapist on that day & any subsequent days (where unavailability is expected to exceed 1-day)
3. Slide appointments to other physiotherapists, ideally at the same or similar time to the original booking. This ensures client care is minimally disrupted.
4. Contact any clients that cannot be accommodated at the same or a similar time and schedule a time for them to see a physiotherapist on the same day



EXERCISE
— THOUGHT —

Scenarios for Concierge to practice

1. A new client calls to book an appointment with a physiotherapist and reports to have an Enhanced Primary Care plan referral from their GP. Outline the scheduling, billing and referrer implications of this scenario.
2. A physiotherapist leave a message early one morning to report themselves sick and unfit for duties. Outline the steps you would walk through in response
3. A client calls and enquiries as to whether Exercise Thought provides home visits. They live in Mt Evelyn.
 - Does Exercise Thought provide home visits?
 - Quote the value of a home visit for this client.
4. A client attends an Assessment and seeks to claim a medicare rebate using the EPC plan.
 - How much is this client expected to pay out-of-pocket?
 - What is the process for claiming a medicare rebate?
 - When is the most convenient time for Concierge to claim a rebate?
5. A client does not attend their appointment. Concierge calls to ask if they are ok. The client answers "Yeah, I just forgot about the appointment"
 - Outline an appropriate *immediate* and *subsequent* response from the Concierge
6. Outline the features of Green, Yellow, Red & Black on the Traffic Light System?
7. A new client calls to book an appointment. Outline the process for onboarding clients with the following funding sources: TAC, WorkSafe, and NDIS.
8. A client calls to make an urgent appointment because they are in severe pain but every physiotherapist is fully booked. What do you do?
9. A physiotherapist is not keeping their room or the gym tidy or beautiful. Outline an appropriate response to this situation.
10. What are the most important behaviours that a Concierge should demonstrate when clients arrive and depart?