



Onsite Physiotherapy

Physiotherapy is a profession primarily concerned with the remediation of impairments and disabilities and the promotion of mobility, functional ability, and quality of life through examination, evaluation, diagnosis and physical intervention.

Our approach to Onsite Physiotherapy is much more than a treatment resource for pain and injury management. We focus on this resource being an extension of your business, engrained in your ethos and one that has the clinical expertise to transition and transform a culture of employee satisfaction and performance.

OCCUPATIONAL PHYSIOTHERAPY

The difference between Clinical Physiotherapy and Occupational Physiotherapy is that Occupational Physiotherapy places a greater focus on achieving better health and return to work outcomes for injured workers.

This can involve:-

- Onsite Physiotherapy
- Office or Industrial Ergonomics
- Manual Handling Training,
- Workplace Assessments
- Return-to-Work Programs
- Pre Employments

Occupational Physiotherapy services allow for closer collaboration with employers to improve injury prevention and management, workplace productivity and return to work outcomes for their employees.

We come to understand the dynamics of your workplace and roles.

OUR APPROACH

Early Intervention

Early detection of injuries and immediate intervention.

Reduction in WorkCover claims

Injuries which are treated onsite and managed immediately onsite have shown to reduce the frequency of WorkCover claims.

Ongoing Management

The ongoing treatment of injuries onsite equates to a decrease in the number of consultations off-site, thereby reducing the time off work for travel and treatment, and making the sometimes arduous cycle of return to work more efficient.

Active Engagement

Actively engaging injured employees allows for judgements to be made as to the appropriateness of the level of service being provided. Employees can be directed to more appropriate means of treatment if required such as sports medicine, surgical consultations, rehabilitation or counselling.

Review Process

We compile statistics based on each individual employee who is treated onsite, tracking information such as the nature of the injury and the way in which it was incurred.

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ASSIGNED OCCUPATIONAL PHYSIOTHERAPIST

Our assigned Occupational Physiotherapist becomes your dedicated health professional onsite. Our model is to assign the same person for the entire dedicated hours for the duration of the contract term to ensure continuity of service and the opportunity to build rapport, confidence & trust with your people.

They are responsible for the day to day service we provide onsite. This includes:-

- Liaise with assigned client contact(s) onsite
- Perform in-room clinical services
- Management of onsite treatment room
- Manage all bookings
- Maintain all health records
- Create & maintain patient relationships
- Onsite marketing & communication delivery
- Floor Walks
- Presentations & Toolbox Talks

Support Services

We also incorporate additional occupational health management services within our hours as required such as:-

- Workplace Risk Assessments
- Functional/Fit for Duty Assessments
- Job Task Analysis
- Suitable Duties Registers
- Safe Operating Procedures
- Manual handling Training
- Ergonomics
- Warm Up for Work Sessions
- Group Training
- Pre Employments

Our assigned Occupational Physiotherapist will also:-

- Identify & report any necessary workplace restrictions
- Identify & report any necessary workplace modifications
- Identify opportunities for improvement in areas indicative of high risk or high injury and recommend practical solutions

Equipment & Towels Service

We can provide all necessary equipment including towel services.

Service Standards

- Important to set boundaries with each client from the outset
- Set goals – outcome focussed
- Focus on active intervention & education
- Focus on prevention of injury development / progression
- Compliance with self-managed exercises / programs
- 30 - 40 minute initial assessment (or as requested by client);
- 20 minute subsequent session (or as requested by client);
- 3 - 6 sessions per person (or as requested by client) where claims prevention is the focus;
- Data collection standards for physiotherapist

Floor Walks

Our Occupational Physiotherapist will not be contained to the treatment room. They are trained to interact with the workforce they've been assigned to while they are out at the coal face – achieving not only a better understanding of the job roles and function but also building trust and rapport with the team.

They can be your eyes and ears on the ground, identifying and reporting back on any injury hot spots and training needs.

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ACCOUNT MANAGEMENT

A dedicated Wellness Program Manager is assigned as a central point of contact for the service.

Our Wellness Program Manager team is made up of Allied Health Professionals that understand the service as well as the importance of client relationship management. Their responsibilities include:-

- Client consultation & liaison
- Service set up and implementation
- Marketing & Communications
- Appointment booking system management
- Service quality & user satisfaction
- Trend analysis
- Report generation & recommendations
- Client meetings & presentations
- Meet all KPI's and SLA's
- Ensure the success of the program

Data

The ability to capture, organise and extract insights from data has become requisite in our service. Our Occupational Physiotherapist and their respective Wellness Program Manager will collect and filter the data and present it in the most appropriate format to meet your needs.

The compilation of data can produce a multitude of useful information for employers from the overall number of injuries and prevented claims and details of injuries incurred in certain areas of the workplace, to information on individual employees and the treatment of their injuries.

Recommendations and actions that stem from the collection of data focuses on demonstrating real value, by way of financial and non-financial metrics.

Reporting

Reporting is an integral part of the service we offer. Monthly & quarterly reports are generated post data and trend analysis for the client.

Reports are clear and concise in an easy to read layout. All data is validated and auditable.

The reports include:-

- Total number of workers treated
- Total number of treatment sessions
- Average number of treatment sessions p/worker
- % appointment utilization rate
- Injury Type
- Treatment by Service Type
- Injuries by Demographics (Age / Gender)
- Complaint Mechanisms
- Complaints by Work Area
- Complaints by Body Area
- Financial Impact
- Satisfaction & Net Promoter Scores
- Trend Analysis
- Summary & Recommendations

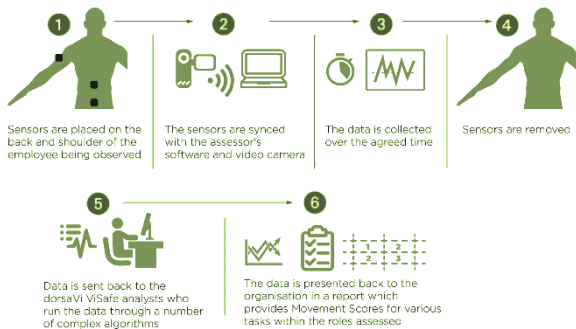
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TECHNOLOGY

Wearable Sensory Technology

By utilising dorsaVi's wearable sensor technology, we aim to revolutionise your injury management program, providing a level of data analysis and reporting that has not been possible up to this point in time.



Live Digital Reporting

Your data is available live and real time via our secure customer reporting portal. You can filter, sort and present your data at any time. Generate reports directly or pre-set according to your preferred schedule.

Online Bookings

We can offer an online booking system that allows your people to secure appointments via the web, their smart phone or our onsite kiosk.

Administrator access is available if clients wish to manage their own bookings.

Where online bookings are not appropriate, hard copy systems are also available.

Photo / Video Task Analysis

We place an emphasis on quality/professional document presentation through use of dynamic and interactive film and photography mediums in all our support service assessments. Creating documents that are market leading in quality but easy to use, understand and communicate, ensuring they are utilised to their full effect.

Feedback

We offer a real time simple & easy to use feedback system for your employees to rate the service via our onsite kiosk.

The system provides a live and real time feedback dashboard via a secure portal including:-

- Satisfaction Score
- Net Promoter Score
- Trends
- Multiple site data comparisons

Administrator access is available if clients wish to manage their own feedback.

