

Physiotherapist New Staff Training **MANUAL**

Building a Positive First Impression

Creating a Welcoming and Efficient Patient Experience.



**PROFESSIONALISM
AND SERVICE**

Building a Positive First Impression

We are a multidisciplinary group of clinics dedicated to providing exceptional care to our patients in New Westminster and Surrey.

As a new Physiotherapist, you'll play a vital role in our team, leading patient rehabilitation and helping them achieve their functional goals. This manual will equip you with the information and resources you need to excel in your role and contribute to our positive patient experience.

WHERE CARE FEELS LIKE HOME



1. Mountainview Culture: Professionalism & Patient Care

- At Mountainview, we foster a collaborative and patient-centered environment built on:
- **Professionalism:** Maintain a professional demeanor, including appropriate attire and conduct. Uphold the highest ethical standards.
- **Compassionate Care:** Treat all patients with respect, empathy, and understanding. Actively listen to their concerns and goals.
- **Effective Communication:** Clearly explain assessments, diagnoses, treatment plans, and exercise instructions. Encourage open communication with patients.
- **Teamwork:** Collaborate effectively with other healthcare professionals (Kinesiologists, Occupational Therapists, Massage Therapists) and support staff to ensure optimal patient care.
- **Continuous Learning:** Stay updated on the latest advancements in physiotherapy research and best practices.



2. Your Responsibilities as a Physiotherapist:

- **Comprehensive Assessment:** Conduct thorough initial assessments, including patient history, physical examination, functional movement analysis, and goal setting.
- **Diagnosis & Treatment Planning:** Develop evidence-based treatment plans based on the patient's diagnosis, needs, and goals.
- **Manual Therapy Techniques:** Utilize a variety of manual therapy techniques to improve mobility, reduce pain, and restore function.
- **Exercise Prescription:** Design individualized therapeutic exercise programs for patients to perform in the clinic and at home.
- **Modalities:** Utilize modalities such as ultrasound, electrical stimulation, and others as indicated for specific patient needs.
- **Patient Education:** Educate patients about their condition, treatment rationale, and self-management strategies.
- **Progress Monitoring:** Regularly monitor patient progress and adjust treatment plans as needed.
- **Communication with Physicians and Other Healthcare Professionals:** Maintain clear communication with referring physicians and other healthcare professionals involved in the patient's care.
- **Documentation:** Maintain accurate and detailed patient records, including assessments, treatment plans, progress notes, and discharge summaries.
- **Professional Development:** Participate in continuing education opportunities to stay current on best practices in physiotherapy.

3. Providing Exceptional Patient Care:

- **First Impressions Matter:** Greet patients warmly upon arrival, making them feel comfortable and respected.
- **Active Listening is Key:** Pay close attention to patient concerns, goals, and history.
- **Clear Communication is Essential:** Use clear and concise language when explaining diagnoses, treatment plans, and exercise instructions.
- **Empower Your Patients:** Educate patients about their condition and involve them in their treatment plan.
- **Building Rapport:** Develop a trusting relationship with your patients, fostering open communication and adherence to treatment plans.

4. Collaboration & Teamwork:

- You will work closely with a team of Kinesiologists, Occupational Therapists, Massage Therapists, and other healthcare professionals.
- Regular team meetings will be held to discuss patient cases and ensure coordinated care.
- Effective communication and collaboration are essential to providing the best possible care for our patients.



5. Mountainview Resources:

- **Clinical equipment:** You will have access to a variety of state-of-the-art equipment to support your assessments and treatments.
- **Electronic Medical Records (EMR):** Our EMR system allows you to access and document patient information efficiently.
- **Support Staff:** Our dedicated support staff will assist you with scheduling appointments, processing patient information, and ensuring a smooth workflow.
- **Supervisor Support:** You will have access to a dedicated supervisor who will provide guidance, answer your questions, and offer ongoing feedback.

Welcome to the Team!

By following the guidelines in this manual and embracing our professional culture, you will contribute significantly to the success of our clinic and the well-being of our patients. We are excited to have you join our team at Mountainview Health and Wellness!

**MORE THAN TREATMENT, IT'S A
MOUNTAINVIEW EXPERIENCE**



New Westminster:
(604) 544-5062
237 E Columbia St #103,
[New Westminister, BC V3L 3W4,](#)

7130 120 St #221,
[Surrey, BC V3W 3M8, Canada](#)
receptionmvhw@gmail.com
www.mountainviewhealth.ca