

New Patient Interaction

- Patient calls [Director of First Impressions](#) (DOFI)
- DOFI offers patient an appointment - goal within 1 business day.
- DOFI collects insurance information
- DOFI verifies patient's insurance coverage and copay/co-insurance/deductible information
- DOFI sends patient an email with this information as well as forms they can fill out
- DOFI collects payment for services
- Patient arrives for appointment and checks in - greeted by DOFI - completes paperwork
- Physical therapist greets patient
- Physical therapist evaluates patient
- Physical therapist explains diagnosis and planned interventions
- Physical therapist provides intervention
- Physical therapist instructs in home exercise
- Physical therapist provides home exercise handouts
- Physical therapist escorts patient to DOFI
- DOFI schedules patient for treatment appointments
- Patient receives reminder phone call or text (patient preference)

Patient arrives for treatment appointment

- DOFI greets patient and patient 'signs in'
- DOFI collects payment for services
- PT technician greets patient and begins exercise intervention as planned by physical therapist
- Physical Therapist greets patient and establishes daily status
- Physical Therapist provides manual therapy or other intervention
- DOFI schedules or reminds patient of scheduled appointments as needed
- All staff farewell patient

Patient arrives for final appointment

- DOFI greets patient and patient 'signs in'
- DOFI collects payment for services
- PT technician greets patient and begins exercise intervention as planned by physical therapist
- Physical Therapist greets patient and establishes daily status
- Physical Therapist re-evaluates patient and confirms ready for 'graduation'
- PT technician assists with administration of discharge customer service survey
- PT technician assists with selection of 'parting gift'
- PT and all staff participate in 'graduation ceremony' (in our clinic the patient bangs a gong and everyone cheers).
- PT asks patient for referrals and requests they report back to physician
- All staff farewell patient