



Top 10 Things to Know When Choosing Your Physiotherapist

www.synergyphysio.com.au 07 54483369

Top 10 Things to Know When Choosing Your Physiotherapist

TOP 10 THINGS TO KNOW WHEN CHOOSING YOUR PHYSIOTHERAPIST

Introductory letter from Nichole Hamilton

Has pain or discomfort prevented you from living the life you want to live? Are you frustrated by having to limit your activities as a result of pain? Would you like to find answers as well as a long term solution for your problems?

Choosing the right physiotherapist can be a challenge. Untreated or poorly treated problems can quickly escalate into lasting issues that result in a decline in activity and health.

Obviously choosing the best physiotherapist for your care is critical to your health. I put this free resource to help inform you what you should be looking for to help yourself in a physiotherapy clinic.

Use this report to evaluate your options so you can make knowledgeable and sensible choices. You can also browse our [website](#) to learn more.

If you have any further questions, please feel free to contact us at our Peregrine Springs office. We also offer free phone consultations to Sunshine Coast Locals to help them move forward with their health.

Kind regards

Nichole Hamilton

Director and Physiotherapist



Top 10 Things to Know When Choosing Your Physiotherapist

PS. You can also contact us to schedule your initial consultation so we can properly diagnose your condition with a thorough history, examination and testing. We will then inform you of your diagnosis, available treatment options and prognosis.

This thorough approach allows you to feel most comfortable with your treatment solutions. To schedule this, simply call 07 5448 3369.



Top 10 Things to Know When Choosing Your Physiotherapist

1. Do they have a philosophy that helps your treatment?
2. Do they have extensive experience?
3. Do they use the latest techniques and technologies, as well as classic treatments?
4. Do they provide personalised care and a friendly supported environment?
5. Do they offer flexible office hours and Saturday appointments?
6. Do they recommend treatment other than surgery?
7. Do they have any specialities within physiotherapy?
8. Do they see patients of all ages?
9. Do they work with other specialists?
10. Do they accept your insurance?
11. Bonus- Do they have a good reputation?



Back, Pelvic & Hip Pain
Neck Pain & Headaches
Sports & Dance Injuries
Pregnancy Related Injuries

Yoga-Pilates
Reformer Pilates
Relaxation Massage
Remedial Massage

HiCAPS & eftpos facilities onsite - call us now or book online!

Top 10 Things to Know When Choosing Your Physiotherapist

1. Do they have a philosophy that helps your treatment?

Having a philosophy is critical to building a team and a culture that can provide consistent and professional care. Before choosing your physiotherapist, ensure their clinic philosophy or mission meets and matches your needs as a patient.

The word 'Synergy' means a union and interaction of many components as a team, which has an overall greater effect than each component individually. This term forms the basis of Synergy Physio philosophy. The union and interaction of listening and communication skills to



form an understanding of your unique problem, with thorough biomechanical assessment skills, manual therapy skills, exercise rehabilitation, education and a thorough caring and professional approach to your recovery.

Here at Synergy Physio **your health is our priority** and our aim is to help you reach your full potential. Our clinic operates with an integrative approach- which means we treat you as a whole, not just the symptoms. We offer **longer initial appointment times** in order to provide a thorough personalised assessment and treatment plan. This time allows us to take more care and thought as well getting to the underlying cause of your problem. Our approach is based on the Connect Therapy Approach, which a systematic and thorough assessment and diagnosis with attention to detail.

Top 10 Things to Know When Choosing Your Physiotherapist

Our promise to you:

One on one attention- we do not offer physiotherapy treatments to multiple people at once! Which means you get our undivided professional attention for your entire treatment session in order to get the best outcomes for you.

Care and respect- we respect your time, your privacy and we also respect you as a patient seeking help to recover. We offer private rooms, a supportive environment as well as expert professional care.

Clear explanation and treatment plans- we guarantee you will leave your first session with a clear explanation and treatment plan to help you move forward with your health. If appropriate for your injury, we offer hands on work to assist you with your pain. We do not use machines, tens, hot packs and other passive treatments as we believe time spent finding an accurate diagnosis and an expert treatment plan offers better patient outcomes.



Top 10 Things to Know When Choosing Your Physiotherapist

2. Do they have extensive experience?

When it comes to your health you want to ensure you are working with an experienced team of professionals.

You also want to ensure that your physiotherapist is registered with governing bodies (AHPRA) as well as with the Australian Physiotherapy Association.

Each and every situation is different and by having a physiotherapist with plenty of experience, the treatment solutions offered to you will be based on both extensive academic knowledge, but also tried and tested treatment effects gained over years of experience.

Synergy Physio offers a **team of therapists** that have all studied extensively with post graduate studies to broaden their skills and expertise as physiotherapists. Our extensive combined experience ensures you have the best quality treatment and outcomes for your health.



Top 10 Things to Know When Choosing Your Physiotherapist

3. Do they use the latest techniques and technologies, as well as classic treatments?

As well as having extensive practical experience with classic treatments, such as manual therapy and exercise rehabilitation to assist with your health, it is important that your physiotherapist keeps up to date with latest techniques and technologies.

Here at Synergy Physio, our team regularly attend conferences, seminars and courses to ensure our skills are up to date with the most current research to support your health.

Our team also are respected lecturers in our field. We offer courses on the management of hip and pelvic pain nationally on a regular basis, as well as offering online tutorials and education programs for health professionals on international clinical education platforms.

In addition to maintaining professional development with the most current research, our clinic also offers up to date technology to support your health. This includes our diagnostic ultrasound equipment. **Real time ultrasound assessment** can be used to diagnose and identify problems with the abdominal system, as well as pelvic floor and core stability system. Advanced technology equipment such as real time ultrasound diagnostics, is designed to improve the accuracy of your assessment and diagnosis, and also improve your treatment outcomes.



Top 10 Things to Know When Choosing Your Physiotherapist

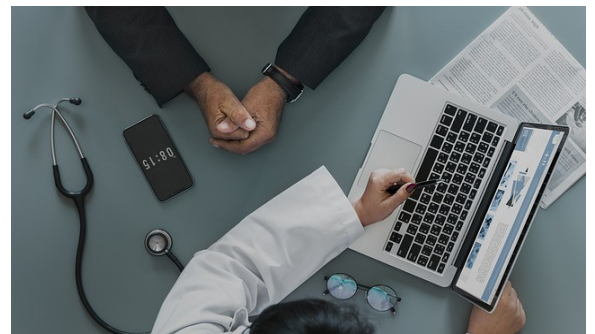
4. Do they provide professional and personalised care and a friendly supported environment?

When it comes to visiting any therapist's office, you expect to be treated with a welcoming environment that supports your return to health. Our team work together here to go the extra mile to ensure your health goals are achieved. This starts with our supportive and friendly administration team, who work hard to ensure your appointments schedule suits your needs, as well as working around your work and family life.



We understand that taking the first step in your own recovery can be daunting. Our professional team of therapists always offer extended initial consultations to take a thorough assessment of your problem and how it is impacting your life, in order to form a combined treatment plan with you in a thorough, informative and supportive manner. We also offer free initial phone consultations to Sunshine Coast locals to help determine if physiotherapy is the right place for you to start.

We will take the time to answer all of your questions and address all of your concerns in an inviting atmosphere, which is specifically designed so you have the best experience possible and the best health outcomes possible.



Top 10 Things to Know When Choosing Your Physiotherapist

5. Do they offer flexible hours and work Saturday appointments?

In today's world it is safe to say you are very busy. It is probably also safe to say that you want to make sure that your physiotherapist has convenient hours to fit your schedule. It is important to ensure that your physiotherapist can offer you options for your healthcare that are also convenient to your needs.



Here at **Synergy Physio**, we are open from 7.30am through till 6.30pm, offering you **before and after hours' appointments**. We are also open on Saturdays to assist those whose working schedule is unable to support their health. Depending on your unique situation, you may also be able to receive same day treatment as well.

Our physiotherapists want to ensure that you do not live with pain any longer than you have to. Our goal with your physiotherapy treatment is to make it as convenient as possible and to get you back to a more enjoyable life without pain.



Top 10 Things to Know When Choosing Your Physiotherapist

6. Do they recommend treatment other than injections or surgery?

It's very natural to seek alternatives to surgery, injections or medical intervention. Too quickly we can see opportunities to recover without medical intervention or surgery slip past, if there are delays in your diagnosis or a misguided rehabilitation plan.



Here at Synergy Physio we work alongside specialists and sports medicine physicians to help you reach your goals. We regularly have referrals from Sunshine Coast and Brisbane Specialists prior to potential surgery in order to prevent or delay surgical intervention. Our thorough assessment and rehabilitation plans can mean that injections or surgery can be avoided in many circumstances.

In some circumstances surgery or injections are not avoidable and we work alongside your specialist to ensure the best possible outcome for you.



Top 10 Things to Know When Choosing Your Physiotherapist

7. Do they have any specialities within physiotherapy?

Many physiotherapists offer excellent, but generalised physiotherapy treatment with the basic undergraduate physiotherapy degree and education. This can potentially limit recovery if you have a more difficult or specialised condition to manage, that may require specific expertise or post-graduate education.

While our physiotherapists are experienced in treating a wide range of conditions, we have also pursued extensive further education to offer expertise in the following select areas:

- Hip pain and hip dysfunction
- Pelvic pain
- Women's health and pregnancy related problems
- Spinal pain- Lumbar, Thoracic and Cervical pain
- Chronic pain including recurrent sports injuries
- Biomechanics



Top 10 Things to Know When Choosing Your Physiotherapist

8. Do they see patients of all ages?

When choosing your physiotherapist it is important that they have experience with other patients similar to your own age. Your age can affect your treatment options and also your healing time.



At Synergy Physio, our physiotherapists help patients of all ages from young athletes, dancers and childhood sports injuries through to aged care. Our staff members care for aging parents and growing children of their own and you know that our treatment recommendations would be the same treatments recommended to members of our own family in the same circumstances.

We love helping people of all ages reach their full potential and recover from injury.



Top 10 Things to Know When Choosing Your Physiotherapist

9. Do they work with other specialists?

It is important to work with a team of specialists who are experts in their field in order to provide you with the most thorough care and best quality outcomes for your health. Working in isolation can mean limited resources, as well as limited options for treatment.



Here at **Synergy Physio**, our physiotherapy team have extensive experience working within a multiple disciplinary environment. We have worked along side excellent orthopaedic surgeons, sports medicine physicians and GPs to ensure the best quality outcome for your health. We also routinely speak with and involve radiologists to ensure any investigations such as MRIs or ultrasound scans to help confirm your diagnosis and treatment plan to help you stay as healthy as possible.

We do not have specialists work within our clinic, which means we have options to choose the best specialist we think would suit your health and are not compelled to refer to an affiliated specialist. We send you wherever we think is best for you.

We are not a big speciality group, franchise or hospital owned practice and we welcome working with other specialists, keeping them informed throughout your entire treatment process to ensure your health needs are met.

Top 10 Things to Know When Choosing Your Physiotherapist

10. Do they accept your insurance?

It is important that your therapist offers a convenient solution for your treatment costs. This includes access to on the spot **claiming services** directly to your health fund, which can minimise your upfront costs.



Here at Synergy Physio we accept and bulk DVA referrals from your GP. We offer on the spot rebates through Medicare with the appropriate GP referral and paperwork. We also offer on the spot claiming directly to your health fund using hicaps facilities.

All of this is to ensure that your treatment is convenient and benefits your needs.



www.synergyphysio.com.au
Ph: 07 5448 3369

Back, Pelvic & Hip Pain
Neck Pain & Headaches
Sports & Dance Injuries
Pregnancy Related Injuries

Yoga-Pilates
Reformer Pilates
Relaxation Massage
Remedial Massage

HiCAPS & eftpos facilities onsite - call us now or book online!

Top 10 Things to Know When Choosing Your Physiotherapist

11. Do they have a great reputation?

In this day and age it is easy to pull up ratings and reviews from past happy patients. A simple google or facebook search can provide a wealth of information from patients, who can help you decide where you might like to start with your journey toward better health.

In addition to this, it is important to know that your physiotherapist also has a great reputation in the professional health, specialist or medical community.



Here at Synergy Physio we are trusted and respected physiotherapists within the medical community, receiving referrals from specialists as far as Brisbane and Sydney.

We also receive referrals from rural and remote physiotherapists and work with these therapists. We provide initial consultations to patients from more remote or rural areas and then provide thorough reports and assistance for local physiotherapists to help their patients achieve the best outcomes. Working as a trusted reputable member of a team to assist your health is our privilege and we look forward to helping you with your own health concerns.

Top 10 Things to Know When Choosing Your Physiotherapist

Closing Letter from Nichole Hamilton Synergy Physio

I congratulate you for doing your research and reading this resource, because ultimately you should feel comfortable and trust your physiotherapist to provide you or your loved one the best treatment possible.

I hope this report has helped you learn more about physiotherapy in general and potentially show you how Synergy Physio can help you and your family. Obviously, there are many other things you should know before choosing your physiotherapist, and we are here to answer your questions. We would be honoured and grateful to meet and learn more about how we can potentially help you.

While our reputation and expertise may be outstanding, our greatest joy comes from helping our patients improve their health and get back to doing the things they love. We are a committed team to achieving the best outcomes for you.

Most importantly, please know that myself and the other therapists in this practice and our entire care team are here to answer any question you may have.

Kind Regards

Nichole Hamilton



P.S. If you are ready to learn more about how we can help you get back to a life without pain or injury please give us a call on 07 5448 3369. **Schedule your initial consultation today!**