

# **SATISFACTION GUARANTEE**

**Your experience at Woodstock Physiotherapy Clinic is so important to us that we fully guarantee your satisfaction**

**Our experienced therapists take great pride in upholding the highest quality standards as we strive to surpass your expectations**

**We are now very pleased to offer a 100% satisfaction guarantee!**

**Our concern is your well-being and we do this to offer you complete peace of mind in your recovery. Every individual responds much differently to therapy. If your condition is not recovering as quickly as you would like, our therapists will work with you and your other health care providers to find a solution**

**Should you not feel 100% satisfied with the quality of service you received, we will happily refund the full cost of your consultation and provide a free complimentary follow-up session**

**If you have a concern, please make it known to one of our knowledgeable staff and we will be happy to help**



**Woodstock  
Physiotherapy  
Clinic**

# Woodstock Physiotherapy Clinic Satisfaction Guarantee

## What We Guarantee

We are pleased to provide a 100% satisfaction guarantee of the services we provide. The following is a list of guarantees we are more than happy to provide:

### 1. A warm and inviting experience with our front desk

First impressions mean a lot to people so your first interaction with our clinic will be our front desk staff. Our staff will explain how the clinic works and answer any questions or concerns that you may have. We want your first visit go very smoothly and they will also work with you to try and find appointments that easily fit into your schedule.

### 2. Timely care with minimal wait times

We understand that no one likes having to wait beyond their scheduled appointment with their therapist. Our clinic is very busy and we do our very best to ensure that you are taken care of in a timely and reasonable manner.

### 3. Privacy, respect, and confidentiality

Your initial consultation will take place in a private treatment room and will generally last around 45-60 minutes depending on the extent of your injury. We mandate that each patient receives personal, one-on-one treatment with their therapist each time they come into our clinic. We also take extra precautions to ensure that your health information remains confidential and private.

### 4. Thorough explanation of your condition

Recovering from an injury can be a very difficult experience and understanding what is happening to you is a critical component of your recovery. Our therapists will thoroughly explain what is happening to your body and take the time to discuss what options are available to you. Once you understand what is happening with your injury, a course of treatment that can be agreed upon that both you and your therapist feel is best for you.

### 5. Ongoing communication with your family doctor when required

Our physiotherapists are considered primary health care providers and are trained to treat many different injuries. Often times most injuries can be treated without having to see your family doctor. In the event that a more serious injury occurs, we have the ability to assess and diagnosis your injuries and can determine if your condition is something that would warrant further medical investigation. If further medical

investigation is required, we would communicate with your family doctor or make arrangements for you to go to the hospital.

#### **6. Individualized treatment and exercise program**

Your time with your therapist is important to help you recover and will often involve some hands-on manual therapy to go along with treatment modalities. Knowing how to handle your injury between treatment sessions is crucial to your recovery. Our skilled therapists will provide you with the proper education and knowledge you need to manage your condition. We will ensure that you are given some easy to follow home exercises and that you are made aware of any activities that you may need to modify in order to speed up your recovery.

#### **7. Continuing support through difficult periods of recovery**

If at any time in your recovery, you are unsure about how things are going and having troubles, our therapists are available during regular business hours to answer your questions. Even if you don't have an appointment booked and would just like a quick phone call to ease your concerns, our therapists can assist you. In the event of a flare-up or recurrence of an injury after you have been discharged from active care, your therapists will give you some recommendations and guidelines to when further treatment may be necessary.

#### **What We Do Not Guarantee**

Our goal is to ensure that all of our patients make a full recovery and return to their full function after their treatment. We strive to take care that you make this full return to function as quickly as possible. However, sometimes the recovery period is often unpredictable and every individual can respond much differently to therapy. Due to the extent of the injuries some people may sustain, we cannot guarantee the results of your recovery. Many injuries require much different treatment approaches and can be complicated by multiple injuries or traumas such as those sustained in Motor Vehicle Accidents. If your condition is not recovering as quickly as you would like, our therapists will work with you and your other health care providers to find a solution to get you back on the road to recovery as quickly as possible.