



Rehabilitation At Home

Physiotherapy Rehabilitation Services

NEWSLETTER No1, April 2011

Welcome to the first Rehabilitation At Home newsletter! This will be the first of a quarterly publication where up-to-date information about services, staff and clients will be reported.

2011 has been a busy year already, with our Robina clinic celebrating its first eighteen months of service to the community. Our clinic provides to our clients professional, sustainable rehabilitation treatment, an invaluable bulk billing service under the EPC Referral scheme, as well as access to rehabilitation treatment equipment unavailable in their homes.

Professional and sustainable rehabilitation treatment and planned programs for Workcover and other complex insurance patients has been an ongoing area of growth.

The move of the entire administration department to the Robina clinic has enabled RAH to consolidate its systems and provide patients, clients and physiotherapy staff ready access to information and accounts, providing a more efficient operation.

The ongoing care and treatment of patients within their homes continues, with high demand of services from EACH, DSQ, YIPRAC and DVA. Our services cater to a variety of patient populations including;

- Complex trauma
- Orthopaedic
- Musculoskeletal
- Work injury
- Acquired brain injury
- Spinal
- Neurological
- Post surgical
- Aged care
- Paediatrics
- and respiratory

Rehabilitation At Home has been built on a passionate desire to make a difference

both in individual lives and in the quality of customer service provided to its contracting agencies. Due to this, we have developed many strong relationships with care providers by assisting their patients in maintaining their maximum functional capacity and independence despite whichever disability, disease or illness they may be enduring.

Over the last seven years we have worked very hard to ensure that our team is comprised of the highest quality health professionals available. All of the health professionals within our organisation are highly skilled, many holding multiple tertiary qualifications within their respective areas of expertise.

MEET OUR MANAGEMENT TEAM

TRAVIS DOCHERTY

Director, Rehabilitation At Home



Travis established Rehabilitation At Home in 2004. Travis was working within Gold Coast Hospital as a rehabilitation physiotherapist when he realised the enormous need for ongoing rehabilitation treatment of discharged patients. The service he created immediately provided the only dedicated private, ongoing, intensive physiotherapy service available outside the hospital system. Rehabilitation, injury maintenance and maintenance therapy for low to high care patients in South East QLD is now available due to his vision.



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LOUISE ANDREWS

Rehabilitation and Communities Manager



Hailing from Northern Ireland, Louise celebrates her fourth year with RAH. Winner of the first inaugural 'RAH Employee of the Year Award' for 2010, Louise exemplifies the qualities of clinical expertise and customer care afforded to both clients and agencies. Louise oversees all agency links and liaisons, as well as determining the most appropriate allocation of staff to patients. Louise holds a Degree in Physiotherapy and has a special interest in neurological and genetic conditions.

GREG STEWART

Clinics Manager



Greg has been a team member of RAH since 2008. Greg is in charge of the Robina Clinic management and the Merridowns Family Surgery RAH Clinic. He oversees staff and patient treatment as well as the demands of all-round clinic organisation. Greg was awarded the 'RAH Clinical Excellence Award' for 2010 for achieving outstanding clinical results with his patients. Greg has a Degree in Biomedical science as well as a Masters Degree in Physiotherapy.

NEW CLINIC PARTNERSHIP

RAH is proud to announce our new clinic within Merridown Family Surgery, 166 Gooding Drive, Carrara. Dr David Richards' impressive 'Being Alive' Program was one of many factors in partnering with his surgery. RAH is an avid supporter of this program.

RAH will provide rehabilitation, clinical pilates and musculoskeletal therapy to all visiting patients. We are also able to extend to existing clients, access to the 'Being Alive' program and pilates, as well as many of our usual services.

WEBSITE COMING SOON!

Although slightly later than anticipated, the Rehabilitation At Home website is expected to be launched in May. The website will offer comprehensive information and access to clients, staff agencies and other health professionals. Our web address will be www.rehabilitationathome.com.au

DID YOU KNOW?

1667 April 9 – The first public art exhibition was held in Paris

1770 April 29 - Captain James Cook first sets foot in New South Wales at Botany Bay.

1864 in April - Fires devastated the west side of Queen Street, Brisbane (the main shopping centre)

1893 April 28 - QLD was granted a coat of arms by Queen Victoria.

1915 April 25 - At 4.18am on Sunday 25th April 1915, Australian troops landed at Gallipoli.

1946 April 1 – Weight Watchers forms

April 10 – Is Travis Docherty's birthday!

In Portugal, April Fool's Day falls on the Sunday and Monday before lent. In this celebration, many people throw flour at their friend



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PATIENT PROFILE: GREG CLARK



Greg Clark, aged 55yrs, is a current patient of RAH. He is an avionics engineer and owner of Complete Avionics, a light aircraft maintenance company,

Greg experienced an unprecedented stroke in 2009. Plaque from his carotid artery broke away and lodged in the left side of his brain. "I knew I was having a stroke as the right side of my body began to shut down" says Greg. "I managed to get myself to Pindara Hospital; however they were not equipped to deal with stroke patients so I was transferred to another hospital"

Greg commenced intensive hospital rehab and the staff saw his eagerness to recover. The extra time and effort they injected, together with Greg's desire to recover, saw Greg discharged after only two weeks, "Which is a record" says Greg. "I then went to hospital rehab for the next month, attending three times each week for three hour sessions. Unfortunately out of the three hours I only spent a very small amount of time face-to-face with a physio."



"After this period I was contacted by a number of business associates who all recommended Travis Docherty and Rehabilitation At Home to me. They had heard of people who were in treatment with the service getting exceptional results. So I did contact RAH and Travis, and commenced treatment in April 2010"

In discussing his progress in the last 12 months Greg says "the results speak for themselves! I wasn't getting the intense one-on-one rehab treatment before like I am with RAH. In the one year I have had treatment here I have made a 90% recovery, but the last 10% will be hard. My progress has been quickening and my neurologist expects I will see a full recovery from the stroke this year."



In asking Greg what he would say about Rehabilitation At Home and his treatment, he had this to say; "The staff have unprecedented qualifications in rehabilitation. They share a 100% desire to see their patients make a full recovery and work hard with me to make it happen. I strongly recommend them."



(Interviewed 6th April, 2011 by Sonia Dickson, RAH Customer Relations Manager)



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REFERRING PATIENTS TO REHABILITATION AT HOME:

There are a multitude of referral options available for General Practitioners to refer their patients to our service. These include:

EPC in clinic – bulk billed

EPC at home - \$35 travel fee, remainder bulk billed to Medicare

DVA GOLD CARD – D904 referral required. In clinic and at home treatment free with signed DVA voucher

DVA WHITE CARD – D904 referral required. Treatment free with signed DVA voucher for noted areas on White Card after authorisation from Dept Veterans Affairs

PRIVATE PATIENTS

RAH are preferred providers for Medibank Private, MBF and HBA. Patients holding relevant private insurance with these institutions receive discounted consultation charges and incur lower out of pocket expenses for treatment.

No referrals are required for private patients. Patients can be treated in our Robina Clinic, Merridowns Clinic or at their home. Costs for treatment in clinics are less expensive than at home charges for treatment. For further details please contact us.

SPIRIT IN US PROGRAM

RAH has worked closely with Spiritus and their Spirit In Us Program for the last 3 years. After an initial assessment from RAH we are able to refer eligible patients to this intensive physio program, which includes 2 sessions of one-on-one physiotherapy treatment each week (Monday and Friday) for six weeks. The cost is nominal \$7 per treatment session (total 6 wk cost = \$84)

In order to join this program, patients must be HACC eligible and must have transport or be able to arrange their own transport.

The program is held at Spiritus, Glenferrie Drive, Robina.

OUR ADMINISTRATION TEAM



Left: MELANIE – Reception and administration.

Centre: SONIA – Customer Relations Manager.

Right: BREANNA – Acting accounts manager

The Administration team are your first point of contact and take pride in providing a caring, positive and personal approach to your needs.

COMPLIMENTARY GIFTS FOR NEW PATIENTS!

Rehabilitation At Home will present a complimentary gift as a special offer to all new patients who mention this newsletter and visit our clinic before the end of May 2011. This complimentary gift will be something that enhances their treatment, ranging from products to equipment.

OUR CONTACT DETAILS

PHONE: 07 5528 8617

FAX: 07 5679 3732

ROBINA CLINIC ADDRESS:

2 Waterfront Place, Robina. QLD 4226

MERRIDOWN CLINIC ADDRESS:

166 Gooding Drive, Carrara. QLD 4226

POSTAL ADDRESS:

PO Box 548, Arundel DC. QLD 4214



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