



Sample List of Systems – Physiotherapy Practice.

This document is a thought starter, it is not an exhaustive list of systems for a Physiotherapy practice.

Reception Systems - Telephone calls

- New patient calls to enquire about price
- New patient calls to make an appointment
- Existing patient calls to enquire about price
- Existing patient calls to make an appointment
- Patient requests appointment with practitioner no longer working here
- Patient requests appointment urgent appointment with practitioner fully booked
- Patient rings to cancel an appointment
- Patient rings to reschedule an appointment
- Phone rings when receptionist attending to patient in rooms

Reception Systems – At Reception

- New patient arrives for appointment
- Existing patient arrives for appointment
- Practitioner is running behind time
- Disruptive children at reception
- Post treatment
- Phone rings when attending to patient
- Patient requests a discount
- Patient has forgotten credit card / health card
- Physiotherapist has recommended follow up appointment

Pricing Systems

- Initial consultation
- Subsequent consultation
- Health Fund members
- Discount categories
- Friends and family

Patient Booking Systems

- Maximum number of discount appointments per week

Referral Systems

- Referrals from
- Referrals to

Financial Management Systems

Sales & Marketing Systems

Practice Management Systems



Operational Systems

It is certainly not for accountants to suggest to technical experts how to do practice their profession trade. However, we can suggest they document best practice.

I have been treated by different health professionals from the same organisation with widely varying experiences.

If the owner of the business believes there exists a best practice this should be communicated to all practitioners within an organisation and this could include systems to cover such things as:

- Patients presenting with foot problem
 - Patients presenting with leg problem
 - Patients presenting with arm problem
 - Patients presenting with neck problem
 - Patients presenting with back problem
 - Etc
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- Use of body chart
 - Use of detailed anatomical photo
 - Explanation of treatment
 - Reason for touch
 - Notes for patient follow up exercises