

PATIENT SUCCESS GUIDEBOOK





Welcome!

We are excited that you have started your journey with us.

Here at Addlife Health, you will find a team of truly passionate and experienced practitioners that are looking forward to restoring you to pain free health—quickly and easily.

We are committed to help you rehabilitate in the shortest time possible, so you're able to go back to doing the things you love in no time

We put together this welcome pack to make sure you have all the information you need for your first consult, and you can come prepared and get the most out of your time with us.

Please spend a bit of time to read and understand our service deliver mode which will help prepare you for your first consult.

Team Addlife Health xx

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A MESSAGE FROM OUR DIRECTOR

With more than 20 years experience I have worked in various private clinics and hospitals in Australia and England treating wide variety of musculoskeletal, sports and occupational health related injuries.

I have a wide range of skills in different physiotherapy fields like Women`s Health, Musculoskeletal Ultrasound, Fascial Manipulation, Occupational Health Physiotherapy, Vestibular rehabilitation, Sports, Pilates, Western acupuncture to name a few.

I specialise in the management of bladder and bowel dysfunction treating pelvic organ prolapse, pelvic pain, men pre and post-prostatectomy and antenatal/postnatal care.

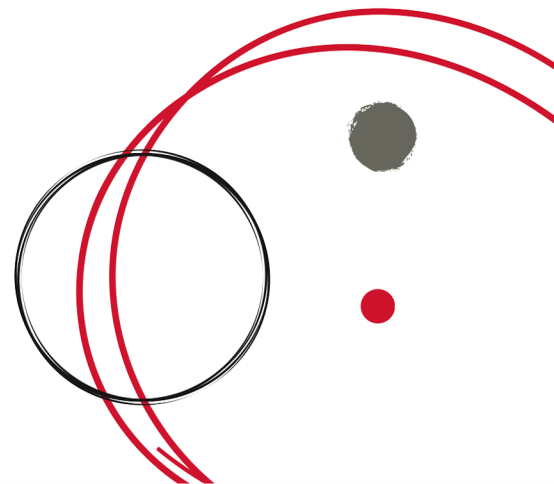
My other specialist interest area is supporting children and adolescents in overcoming bladder bowel dysfunction.

I am passionate about providing education and practical support for all my patients and their caregivers and liaises closely with a multidisciplinary team to optimise each patient`s care..

I really enjoy integrating my musculoskeletal and pelvic health knowledge to help my patients achieve better health and quality of life.

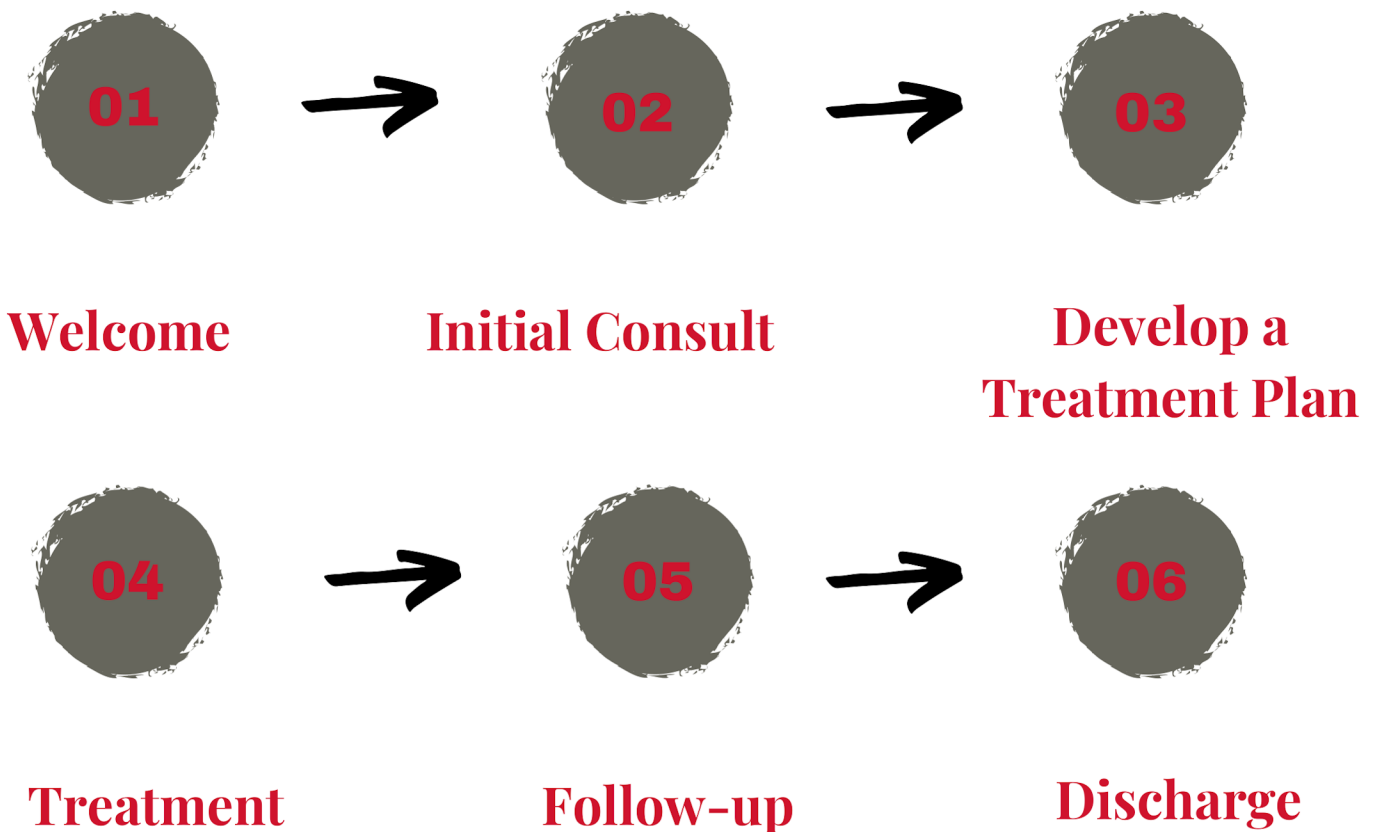


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OUR SERVICE DELIVERY MODEL





OUR VALUES

At Addlife Health we pride ourselves in putting our Patients and People First!
We strive hard to provide quality service and treatment by our team and ensuring everything we do follows our Addlife Values.





OUR PROMISE

We both have Rights and Responsibilities.
Below is what you can expect from Addlife Health
and what we ask of you.

- Be polite and respectful.
- Communicate openly and honestly.
- Provide regular updates.
- Keep each other safe.
- Tell each other when we need to change or cancel an appointment.
- Work together to resolve problems quickly.
- Keep all information private unless there are safety concerns.
- Promote safe work practices and environments.



BEFORE YOUR FIRST APPOINTMENT

Complete your New Patient Forms

When you make your appointment with Addlife health we will send you a New Patient Form via SMS or email (which ever method you prefer to receive communication through).

Send us relevant reports or information

Do you have any medical reports, scans or any other information relating to your injury? Please send your report to reception@addlifehealth.com.au. Alternatively, Please bring them with you and we can put a copy on your file.

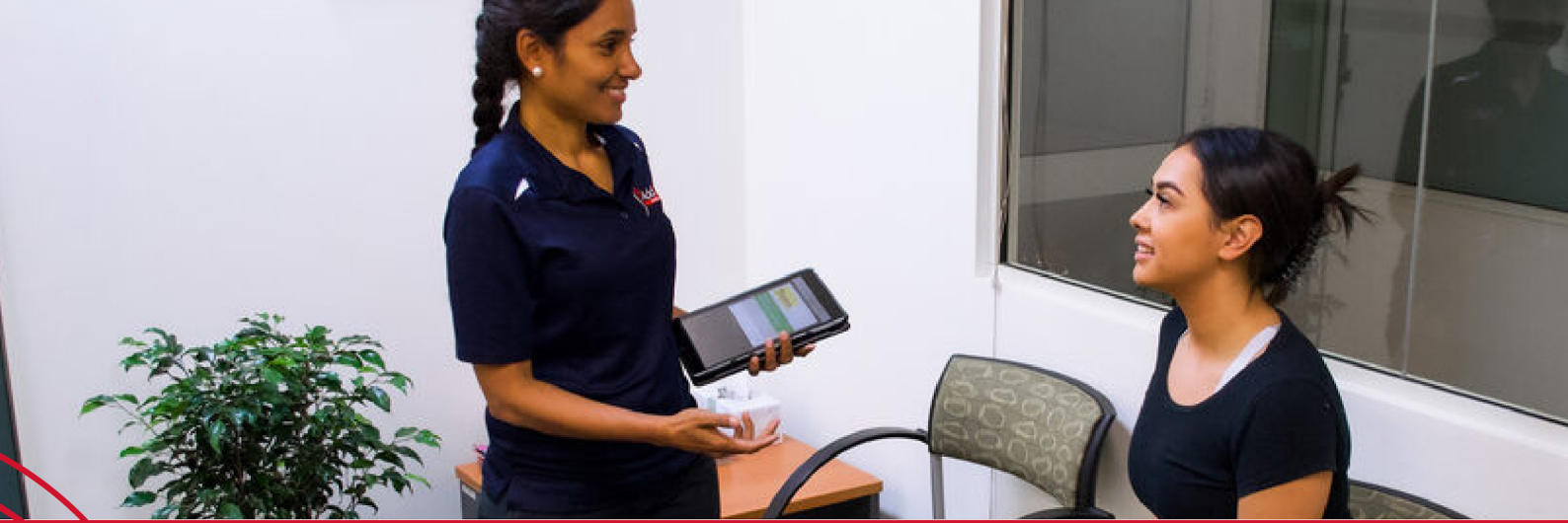
Bring your Private Health Fund Card or Medicare Card

For Private Health Patients, we process HICAPS claim on the spot, and do require your physical or digital card for claiming.

For Medicare claims, Please obtain a Enhanced Primary Care Plan (EPC) from your GP and send it to us prior to attending your appointment.

Dress for Therapy Success

Wear comfortable clothing to your appointments that allow our Physiotherapist to see and touch your injury. Comfortable clothing will also give you greater ease when undertaking exercises or a gym session.



WHAT TO EXPECT IN FIRST CONSULT?



Lots of questions!

Our physiotherapist will deep dive into your history to look for clues and patterns in your injury. Every detail gives us the big picture of deducing what is the most appropriate treatment for you.



Examination

We will complete a physical examination to understand your body. This may include range of tests and exams.



Education

We present you your diagnosis (or provisional diagnosis), laid out all contributing factors that led to your symptoms, and educate you on the what and whys of the injury. We know that education is important as it helps improve rehabilitation outcomes.



Treatment Plan

We will provide you with a detailed Treatment Plan for your recovery including goals, timeframe, treatments and home exercise program to get you back to your best as quick as we can.



NEED TO CHANGE YOUR APPOINTMENT ?

At Addlife Health we know life is busy and sometimes you need to change or cancel your appointment

Call us on 9021 8863

We are open 8.00am -7.00pm Monday to Friday and 8.00am- 1.00pm Saturday and our friendly admin team will be happy to make changes to your appointment.

A 50% cancellation fee applies if appointments are cancelled under 18 hours



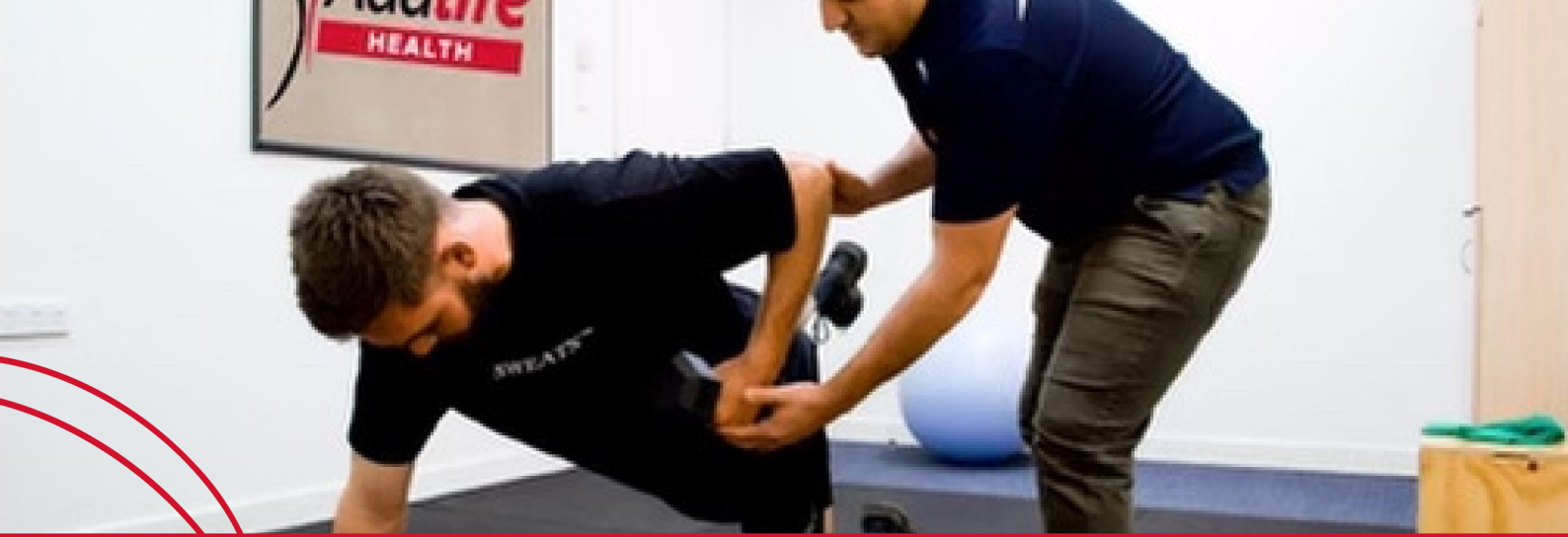
Follow us...

We want to make a huge impact in healthcare delivery in the Goldfields.

Your support means everything to us. Please follow our journey!



Thank you!



OUR SERVICES

What does an Addlife Health do?

PHYSIOTHERAPY

Our team has over 30 years of experience to help you get back to your best quickly!

Reasons to see a physiotherapist.

- Pain management
- Pre-employment assessments
- Posture and positioning
- Musculoskeletal and sports injuries
- Fine motor skills (e.g., holding, writing,)
- Gross motor skills (e.g., crawling, walking, standing)
- Back and neck pain
- Urinary and bowel incontinence
- Post-natal rehab
- Workcover
- Paediatric treatment for children including injury and pain management.
- Aged Care Physiotherapy

How can a physiotherapist help?

- Assessments
- Hydrotherapy
- Developing fitness programs
- Post-surgical rehabilitation
- Postural retraining
- Dry needling
- Respiratory management
- Manual therapy
- Soft tissue release
- Strapping
- Hand Therapy



CONTINENCE CLINICIAN

Our Continence Specialists will help you with the management of bladder and bowel dysfunction for a better health and quality of life.

Reasons to see a continence clinician

- Bladder bowel dysfunction
- Constipation, and toilet training
- Bed wetting
- Enuresis (bed wetting)
- Pelvic floor strengthening muscle
- Paediatric continence

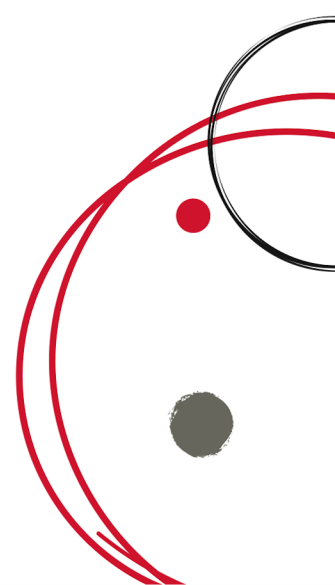
How can a continence clinician help?

- Management options for incontinence
- Sexual dysfunction
- Assessment via ultrasound
- Rehabilitation pre and post prostatectomy
- Antenatal/postnatal care
- Educational and training

OTHER SERVICES

We also provide the following services:

- Exercise Physiology with a qualified Exercise Physiologist
- Pre-Employment Assessments including Drug and Alcohol testing.
- Functional Capacity Evaluations
- Workplace Ergonomics & Office Based Assessments
- Workplace Training





MEET YOUR TEAM



Silpa Dasariraju

Director, Senior Musculoskeletal Physiotherapist
and Continence Clinician

Specialist Area: Women, Men`s and Pelvic Health Physiotherapist



Yogi Koduru

Senior Musculoskeletal Physiotherapist

Specialist Area: Hand Therapy and Shoulder Injuries, Sports injuries
and Spinal Rehabilitation.



Abanoub Gergis

Physiotherapist

Specialist Area: Manual Therapy, Women`s Health, Aquatic Therapy





Thea Alipio

Physiotherapist

Specialist Area: Children's Physiotherapy and NDIS services.

Yusuf Elmentwally

Physiotherapist

Specialist Area: Lower Back, Myofascial



Udara Liyanaarachchi

Physiotherapist

More information coming soon

Prabhu Murali

Physiotherapist

More information coming soon



Adem Ozer

Exercise Physiologist

Specialist Area: Providing exercise programs that facilitate the longevity of health of his patients prescribing scientific based exercise programs.



HOW WE MANAGED YOUR INFORMATION

What is my personal information?

Personal information is any information that can tell us who you are. Examples are:

- Your name
- Your address
- Your birthday

Health information is personal information about your health. Examples are:

- Reports from doctors
- Reports from other therapists or health professionals
- Information from other health or therapy services

What happens if I do not provide my personal information?

If you don't provide the personal information we need, we may not be able to provide services to you.

How do I access the personal information?

You can speak with one of our friendly team members or email: reception@addlifehealth.com.au

How is my personal information protected?

We keep your personal information safe. Only the people who need to see it will see it.

Why does Addlife Health keep personal information?

We only keep the information that we need. When we ask for your personal information, we will tell you why we need it. Some of the reasons we keep personal information are to:

- Check that you are eligible to receive services
- Understand what support you need
- Provide reports to the organizations that provide funding to Addlife Health.

How can I change my personal information?

You can update your details by contacting our team on 08 9021 8863 or via email: reception@addlifehealth.com.au





PROVIDING YOUR FEEDBACK

Your feedback is important to us. It helps us know when we are doing really well and help us to make improvements.

Throughout your treatment with us at Addlife Health we will ask you to complete surveys from time to time to see how we are going.

In saying that your feedback is welcome any time by calling us on 9021 8863 and speaking to the Practice Manager or emailing manager@addlifehealth.com.au

Once we have received your feedback, our Practice Manager will review your feedback and respond to you within 7 days to discuss your feedback and update you of any actions taken.

If you would prefer to speak with someone outside of Addlife Health you can contact these organisations:

National Disability Insurance Agency (NDIA)

Phone 1800 800 110 or email feedback@ndis.gov.au

Health and Disability Services Complaints Office (HaDSCO)

Phone 1800 813 583, or email mail@hadsco.wa.gov.au

Australian Health Practitioners Regulation Agency (AHPRA)

Phone 1300 419 495 or visit <https://www.ahpra.gov.au/Notifications/How-to-submit-a-concern> and complete the online form.





CONTACT US



(08 9021 8863)



reception@addlifehealth.com.au



<https://addlifehealth.com.au>

Visit us at:

32A Lane Street

Kalgoorlie WA 6430

