

# ANIMAL Physiotherapy Services

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## PREPARING FOR THE APPOINTMENT

- ✓ Please read the information in this Introductory Pack and feel welcome to contact us should you have any unanswered questions. We are notoriously unlucky with technology, so **please make sure you leave your return contact details for us very clearly on all occasions**, so we can reply to you promptly if we miss your call, fax or email. If we have not replied within 48hrs, something has obviously gone astray with our technology, so please contact the hospital and ask them to forward the message.
- ✓ Your pet can either attend physio as an inpatient, day patient or outpatient. Outpatients attend at a specific time with their owner in attendance. Inpatients are hospital patients who are seen either with or without their owner visiting. Day patients are outpatients whose owners cannot attend a specific appointment time: their owners drop them off before and pick them up again at a convenient time after physiotherapy. In both the cases of inpatients and day patients whose owners can't attend, the nursing or veterinary staff will stand in your stead and will teach you the homework (explained below) our qualified physiotherapists have set prior to you taking your pet home.
- ✓ Standard appointments are up to 30 minutes long and are by **veterinary referral only**. (Please ask how to arrange this if you don't already have one.)
- ✓ Please arrive **at least 5 minutes prior to your appointment time**, so that your pet has time to settle and we can therefore run on time to allow those owners with strict time constraints a less stressful day. (Some owners attend physio during their lunch breaks and not all bosses understand our devotion to our pets!)
- ✓ It would also be appreciated if you could please **register with reception on your arrival** and ask them to page us so we can be alerted to your presence – we can't always see or hear who is waiting in reception, making it easy for us to inadvertently make you run late for the rest of your busy day!
- ✓ During each appointment, we will assess your pet and teach you a series of exercises ("Homework") to do with your pet. We will give you a written copy of the Homework and make it as enjoyable as we possibly can for owner and pet alike. We have to get you to do Homework because physio doesn't work if you don't do the exercises and we can't rely on your pet to remember, but we try to make it fit into your lifestyle as realistically as possible.
- ✓ You will also be given a Progress Report to send back between appointments so we can get a better idea of how your pet individually responds to the physio program and how the Homework is fitting in with your life, so we can tailor the next Homework better to you and your pet's needs.
- ✓ Many of the exercises we do at physio are for food rewards – please bring your pet along with a hungry tummy! We have a variety of cat and dog treats, but if your pet has dietary constraints, allergies or is a fussy eater, please bring along a large supply of treats (cut into very small pieces) that you know your pet will like.
- ✓ A friendly reminder to **please give at least 24 hours' notice** should you need to cancel or reschedule an appointment. If you do need to cancel or reschedule, please follow this procedure:
  - As the hospital keeps their own "master" appointment book, please call the hospital and discuss the situation with the reception staff;
  - Please then give us an email or leave a quick message on the home office number 4739 4557 so we are aware of the situation, too, and can update our "slave" appointment book.
- ✓ **Please note that appointments that are not cancelled or rescheduled in this fashion may incur a non-attendance fee of up to 100% of the consultation fee. This is so we can provide our physios with reliable income and therefore keep our valuable service running.**

We look forward to helping you and your pet.