

# Your Virtual / Hybrid Manual Practice in a Box

*The Scripts*

The logo for Chana Ross features a vibrant, abstract watercolor splash in shades of pink and red. Overlaid on this splash is a thin, gold-colored square border. Inside the border, the name "Chana Ross" is written in a clean, gold, sans-serif font, with "Chana" on the top line and "Ross" on the bottom line.

Chana  
Ross

# Hybrid Model of Care Script

“We currently operate within a hybrid model of care. This means that some of your appointments will be virtual, and some will be in-clinic (if you are comfortable with coming into the clinic). We do things a bit differently here. We treat using a holistic model of care. We address the whole person in order to treat your pelvic floor. We want to optimize the in-clinic time as much as possible, which is why we have curated the ideal plan of care with a mix of virtual and in-clinic appointments. The initial assessment is a 1-hour virtual appointment, [explained below in initial assessment review], and we would be happy to see you as soon as a week later in-clinic for your first follow up!”



# Block Booking Script

**“We do things a bit differently here: In order to ensure that you will get the most convenient appointment times with your therapist, so that you have a clear understanding about our processes and that both you and your therapist set aside the time for your care, we will book in most of your care today. Now that we have you booked for your initial assessment, let’s get you booked in for your follow-up appointments, and ensure you are taken care of! Follow-up appointments are approximately a 30 minute commitment, and a course of treatment usually consists of 8-12 visits. We will book you in once a week for four weeks, every other week for four weeks and once a month for four months. This is part of our secret sauce for best supporting you in reaching your goals and providing you with proper care! We will reserve your bookings now, and if anything changes in your schedule or treatment plan, it is no problem, as we have a 2 business day cancellation policy.”**



# *Response to Objections*

We do things a bit differently here. We take an evidence based holistic approach to care. Your initial assessment is a holistic assessment, and everything that needs to be covered can be carried out virtually! In fact, with all the masks and PPE being worn in the clinic, it is much more effective having these conversations face-to-face over the computer. Your physiotherapist will spend this time getting to know you, your concerns, and your goals for physiotherapy. Your physio will then spend time educating you about the anatomy and physiology of the pelvic floor region and the interaction with the nervous system, so you can best understand your plan of care moving forward. Your physiotherapist will be able to get you started with some homework and/or exercises during that first virtual session as well, to prepare you for the in-clinic follow up!



# Response to Objections (cont.)

We are able to see you in-clinic as soon as one week later, and this way, we can fully optimize your in-clinic time! You and your therapist will determine what the best plan of care is for you and if a hybrid in clinic or fully virtual approach will be best! If you both agree that you would benefit from more in-clinic appointments, we can always adjust your plan of care along the way!

[If hesitation continues]...

We consistently get amazing positive feedback from our clients, many of whom are so surprised at how effective virtual appointments can be! Our therapists are extremely experienced with virtual care, and have some incredible techniques and systems in place that make the hybrid model so effective! The virtual appointments can also be very informative for the physiotherapist so that they can get a glimpse of the setting and environment that you will be working with! This helps them guide you to fit these exercises into your lifestyle realistically! In fact, Our clinic director, Chana, runs a course teaching other physiotherapists how to properly run effective virtual care.



# Email Scripts

Hi \_\_\_\_\_,

I hope you're having a lovely day!

Thank you so much for booking your virtual initial consultation online with Vital Physiotherapy and Wellness - We are so glad to be working with you! I would love to assist you with booking for your follow-up appointments, and ensure you do not have gaps in your care! We recommend booking 4 appointments once a week, followed by 4 appointments every other week. Of course, if anything changes in your schedule or treatment plan, you can cancel with 2 business days notice.

Kindly let me know a time that works for you to receive a phone call, and I would be happy to follow-up, and will ensure you are taken care of! You can book virtual appointments online at [www.vitalphysiotherapy.com](http://www.vitalphysiotherapy.com), however in-clinic appointments are not currently bookable online, and I am always glad to be of help!



# Email Scripts (cont.)

If you haven't already, you should soon receive an email confirmation with your upcoming pelvic physio appointments. Virtual and in-clinic appointments will be indicated as such. All virtual care will be delivered using our HIPAA compliant online platform. It enables us to speak freely by video through your computer. You will be sent the link to connect prior to your appointment.

You should also receive an invitation to complete your intake forms online. Please complete your forms as soon as possible- this will give your therapist time to prepare for your meeting. Please let us know if you do not receive automated emails from our booking software- we will take care of it for you!

I would like to give you an idea of what to expect at their first visit and make sure that you feel welcomed and informed! Your virtual initial assessment is approximately an hour long appointment. Follow-up appointments are approximately 30 minutes each. Follow-ups are booked within the valuable virtual and in-clinic hybrid model of care.



# Email Scripts (cont.)

In terms of payment, we now have a credit card on file for you, and will charge that card after each appointment. You will receive an email receipt from us with all the required information for any applicable insurance claims. Please let me know if you have any issues receiving our receipts - I am always happy to help! We do also have the option of e-transfer for payment. You may send the amount of your appointment to [chana@vitalphysiotherapy.com](mailto:chana@vitalphysiotherapy.com) - no password is required. Kindly let us know if you would prefer to use this method, so we know not to charge your credit card on file. If at any point you wish to change your method of payment, you can add a credit card to your account with us at <https://vitalphysiotherapy.janeapp.com/account> or through me at 416-551-0900.

Additionally, please note that we require 2 business days for all cancellations. Should something come up and you need to cancel, please send us an email and we'll be more than happy to reschedule for you! There are no fees at any time for cancellations in relation to covid or illness.

We are committed to ensuring that all of our clients continue to thrive and that we maximize our time both virtually and in person. In order to better prepare you for any in-person appointments that we may book for you, and as we adapt to this ever-changing new reality, we wanted to let you know what to expect!!

