

# PATIENT SUCCESS GUIDEBOOK





Hello! It's lovely to have you onboard, and we cannot wait to meet you in person.

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 clinic and community, this will help prepare you for your first consult.

WELCOME

# MY MESSAGE TO YOU

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Thank you for reading this and for connecting with us at Hatched House. I'm Rosie, a pelvic health physiotherapist and mum of two young kids.

My dream to open a clinic for women covering everything from fertility issues, to pelvic floor concerns, to learning how to breastfeed, stems from my work as a pelvic physio, but also from my own experience as a mother.

I understand many of the difficulties that come with having a baby and, of course, the joy. My first pregnancy was easy and I birthed them the way we wanted. I had a really hard time after having our first baby, and I waited too long to ask for professional help. Our next baby was an IVF bub and we made different choices; surrounded ourselves with supports. I hope women in a similar situation will reach out and visit Hatched House to have their physical or emotional needs addressed quickly.

We deeply value and provide nurturing, excellent and ethical healthcare.



*Rosie Purdue*



# WHAT TO EXPECT IN FIRST CONSULT?

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**01**

## **Lots of questions!**

Our clinicians are deep diving into your history to look for clues and patterns in your story. Every detail gives us the big picture of deducing what is the most appropriate treatment for you.

**02**

## **Examination**

Objective physical examination to understand your body. Depending on what services you are accessing, this may include range of motion tests, functional tests, strength tests, pain provocation tests, etc.

**03**

## **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. Education done well improves your rehab prognosis.

**04**

## **Treatment Plan**

"A goal without a plan is just a wish". Outline of what your recovery plan looks like, includes education, home program and stages, so you understand your commitment appropriate for your rehab and/or goals.

# PREPARATION CHECKLIST

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**01**

## **Complete Your New Patient Intake Form**

Click the link in your booking confirmation email for your form.  
Please complete this prior to attending the clinic.

**02**

## **Bring your Private Health Fund Card or Medicare Card**

We process HICAPS claim on the spot, and do require your actual or digital card for claiming. All Medicare claims must present with an EPC from your GP prior to attending your consult.

**03**

## **Send us relevant information at least 1 day before**

Previous medical reports? Physio letters? Scan results? Please bring them with you, or send to us 1 day prior so we can have a good look at them prior the session.

**04**

## **Reschedules and Cancellations**

See our website for our current cancellation policy. You will be sent an outstanding invoice if you miss your appointment.

**05**

## **Get Familiar with our team, parking and location**

Your therapist is an expert in their field and we are so proud of this. Read their bio on our website. There is 1 hour parking on our side of the street, 2 hours parking in the side streets and all day on the opposite side of the road (all free).

**06**

## **Are you ready to take control of your own health?**

We pride ourselves on nurturing, excellent and ethical healthcare and work with you. You control how you take action to a healthier you - we help you along the way.



# SERVICES OFFERED

Hatched House is a nurturing allied health center for women. We specialise in fertility, pregnancy and motherhood. Hatched House offers high quality care and evidence-based practice. Our services include: physiotherapy, dietetics, psychology, midwifery, lactation consultancy, massage and clinical Pilates. All our services qualify for Medicare or private health insurance rebates, if you are eligible.

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**01**

## **Physiotherapy**

Physiotherapy can address a range of concerns, from injuries, to pelvic floor problems, weakness, mastitis, and safely exercising.

**02**

## **Dietetics**

Did you know the three months leading up to conception can be a key time to get essential nutrients that give your child the best start to life? We also work with clients not in the "motherhood space".

**03**

## **Psychology**

Our psychologists provide guidance, resources and empathy to help you navigate this time in your life with confidence and resilience.

# 04

## Midwifery

Our Midwives understand the significance of this time in your life and provide education, guidance and support. With a wealth of knowledge and expertise, they are here to empower you to make informed choices.

# 05

## Lactation Consultancy

Count on our IBCLCs to provide you with evidence-based information, essential skills, and motivation needed for positive and successful breastfeeding.

# 06

## Massage

Remedial massage can provide relief from muscle aches and pains. It aids muscle recovery and enhances blood flow to support your body's healing process.

# 07

## Clinical Pilates

Hatched House clinical Pilates classes are expertly led by physiotherapists. Our classes offer stretching and strength-building exercises, all using reformers.





# FOLLOW US



We want to make a huge impact in healthcare delivery. Your support means everything to us. Please follow our journey!  
Instagram Hatched.House

# CONTACT US



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