

A Sharpe's Physio Receptionist Pledge

Reception Rules

- Please keep an eye on the inbox throughout your shift
- Always try and squeeze New patients in, as they will be ringing around physio and we don't want to lose them, talk to Matt to try and squeeze New patients in.
- If we must turn a patient away, always offer for them to see a different physio, and if not always get their name & number & say we will put them on the waiting list
- After each patient has paid and left, go into the physio and tidy their bed, clean pron pillo, fold any towels that will be re-used, put any dirty towels in laundry.
- Stand up when a patient walks in to welcome them, also stand up when a patient comes out to pay.
- If you are busy when a patient comes in the door, still try and say a hello to them!
- When writing mobile numbers, space them out like this: 0402 639 829 – easier to read from day sheet!
- Clean coffee table, reception countertop and backroom twice daily.