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Simply AmaZING!

AMAZING! PRINCIPLE OF THE MONTH

Be AmaZing! and then some...

So by now you know that AmaZing! customer service is a key component of our success. And the better the experience a patient has, the more likely they are to have a successful outcome in therapy. You are being AmaZing! at this point and patients are happy BUT why don't you "kick it up a notch" as Emeril would say and be AmaZing! AND THEN SOME!

How does that translate to your normal day? You must do something that differentiates yourself, which means doing something above and beyond what is expected. And whatever you do must have an emotional impact on the receiver.

We are not an average PT company, our patient's don't get average customer service, and we don't want our team to be average either!

So...Be AmaZing! AND THEN SOME!

AmaZing Principles

1. Amazing! Rules without rules
2. AmaZing Mindset: It's all about your beliefs
3. AmaZing! Skillset: Listen, Learn, Act
4. AmaZingly friendly is the difference maker
5. AmaZing! atomosphere: "where everybody knows your name"
6. AAmaZING! First 30 seconds: Affirmation, Attention, Appreciation
7. Be AmaZing! And then Some...
8. AmaZing! Recovery takes C.L.A.S.S.
9. Choose Amazing! Attitude every day
10. An AmaZing! Result is one worth fighting for

Patient Loyalty Survey Short Takes

The results speak for themselves.

I've been helped a lot and would recommend to anyone!

Kevin is very personable and easy to talk to!

Very friendly people & they know what they're talking about!

great treatment & very little wait time

WOULD FEEL COMFORTABLE SENDING ANYONE HERE

...deep concern of the therapist in trying to get the best possible results for me

I was treated with respect. I had privacy if needed and this was quicker than our local hospital. I went to D.C.H. and waited 6 wks with no call. Walked in here and they started immediately with me.

The team gave me what I needed. They did not keep me coming for treatment just to come. The staff was knowledgeable and understood my goals.

Extremely satisfied with help & care I received.

Always treated with respect, courtesy and care!

SAVE THE DATE

**ProRehab Holiday Party
December 11th 6:30 PM
Casino Aztar**

Rooms are reserved under the ProRehab name at Casino Aztar and Le Merigot.

Room Rates

Casino Aztar - \$99 (Conf # 5486)
Le Merigot - \$129 (Conf # 1470)

AMAZING! CHALLENGE

Chatty Cathy is here again! She is chatting away about her dog, grandchildren, and what she ate for breakfast while you are politely trying to get her out the door so you can get to your next patient.

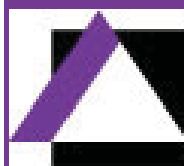
How do you do this without offending her?

Email ashley@prorehab-pc.com with answers and you may win a prize!

ZINGERS!

Janelle Blake, Home Health

"I heard a great thing about one of our therapists going way above and beyond for a patient. Esther told me that for the last couple months, Janelle has been coming over on her day off whenever Eshter needs to go to the grocery. She takes her to the grocery & helps her do her shopping. That is great stuff."



ProRehab

The Best First Choice

AMAZING! CHALLENGE RESPONSES FROM OCTOBER

Your patient is displaying several symptoms of the flu. What do you do?

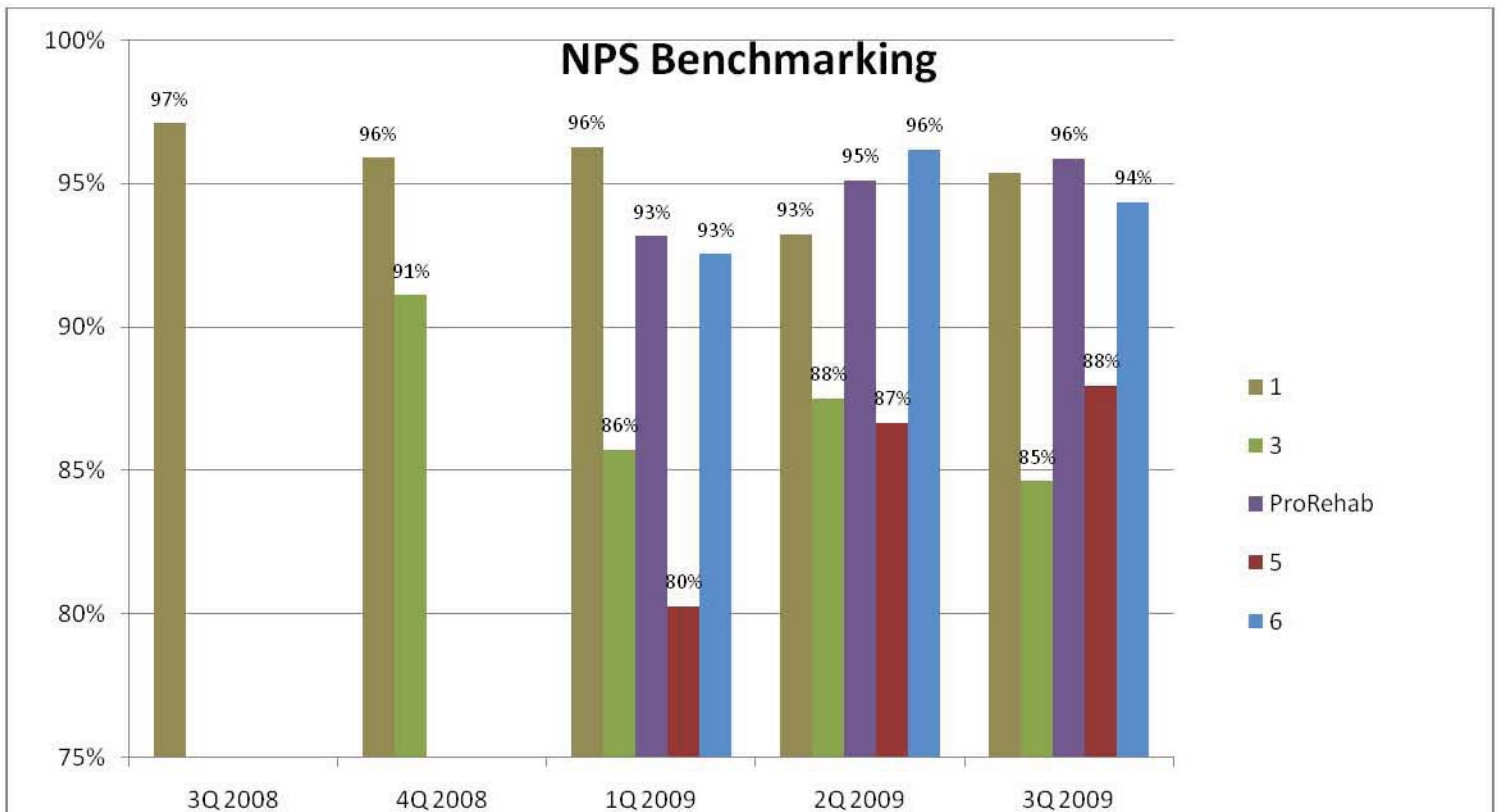
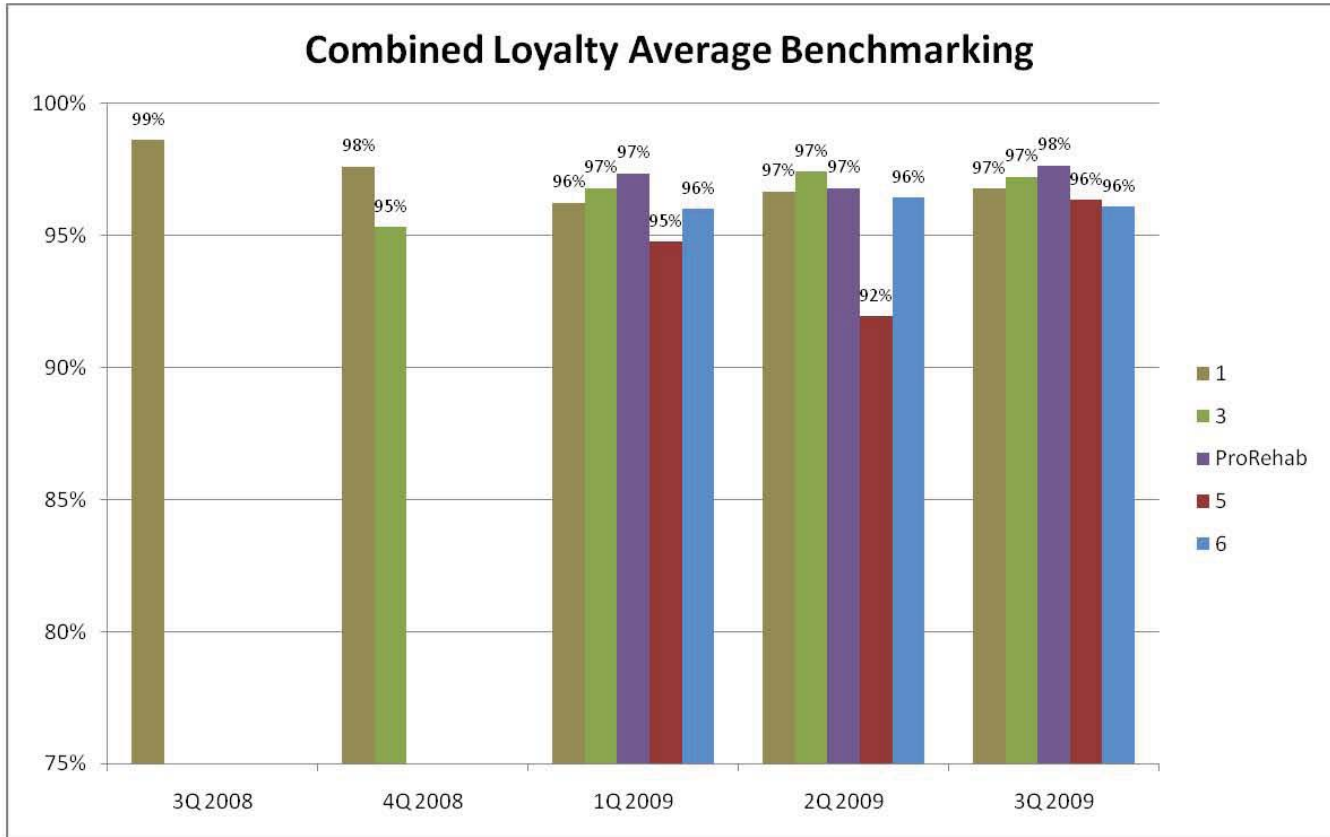
"Ask the patient kindly if they are feeling bad, if they state that they are really sick, I would offer them to be able to reschedule for a different day. If they are post op or they just want to stay, I would go back and let the therapist know that their patient is here but ill, so that they can take them back and get them started right away so they do not have to wait. When the patient leaves I would wish them to get well soon!! After they are gone I would clean the heck out of the treatment table and the chair where they were sitting."

Jamie Thompson, Newburgh

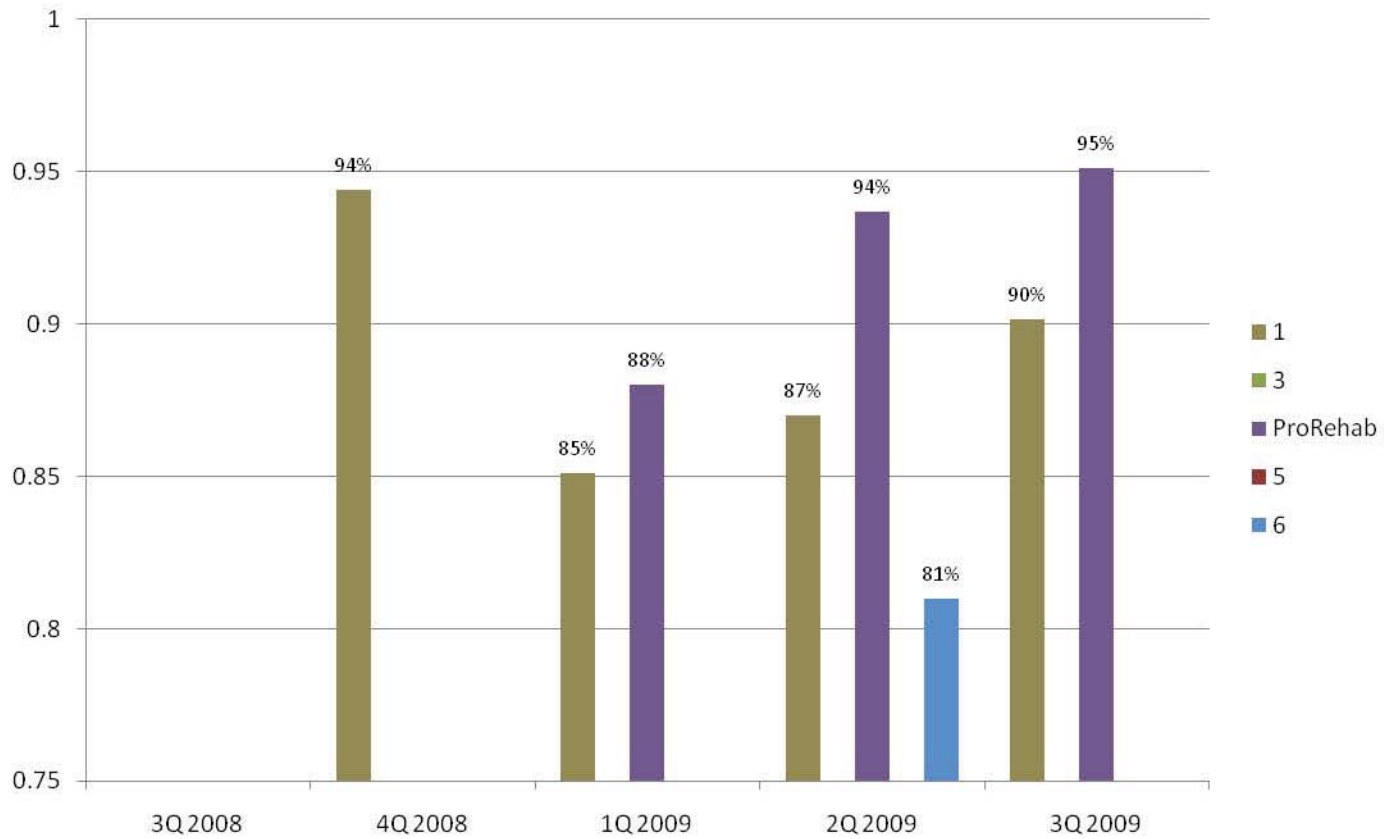
ProRehab IS the BEST FIRST CHOICE!! We lead 4 other companies nationwide in patient loyalty/customer service. THANK YOU to everyone for their hard work! We couldn't have done it without the help of each and every employee.

3RD QUARTER COMPETITIVE BENCHMARKING

Below is an anonymous competitive benchmarking report of PTD's portfolio of clients.



Clinical Experience Audit Benchmarking



Mystery Shop Benchmarking

