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WELCOME TO OUR BARRACK STREET CLINIC

Thank you for choosing Louth Physio! We look forward to welcoming you to our clinic in Barrack Street, Dundalk. Our focus is always on our patients and ensuring that we offer not just excellent medical standards but also providing a great customer service experience. The purpose of this document is to introduce you to our clinic.

Get a feel for the clinic by watching our video at <http://tinyurl.com/mptqpk9>

WHERE WE ARE

Our Barrack Street clinic is located off the N52 bypass in Dundalk.

Coming from the North Side on the M1 leave the Ballymac roundabout heading to Dundalk town centre. Drive straight through the next round about for 1.5km passing the race course on your left and go over the bridge passing the docks on your left. At the first set of traffic lights turn left, and take the immediate right turn and you will see the red brick building straight ahead where the clinic is

located Louth Physio Clinic. There is free on street parking in the surrounding area.

Coming from the South Side on the M1 take the 3rd Exit and head to Dundalk straight through the roundabout and the traffic lights at Xerox. Continue straight for 2km through the next two roundabouts and at national tile turn right and follow the road to the bottom turning left at the T junction. It is sign posted from here on but go straight for 800m before turning left and you will see the red brick building straight ahead where the clinic is located Louth Physio Clinic. There is free on street parking in the surrounding area.

From the Centre travel along Jocelyn Street to the T junction and turn left at the Shamrock/Windmill Bar. At the set of traffic lights go straight but be in the right lane, and take the immediate right turn and you will see the red brick building straight ahead where the clinic is located Louth Physio Clinic. There is free on street parking in the surrounding area.

Full details and directions can be found on our website.

YOUR PHYSIOTHERAPIST

Your Physiotherapist is a fully qualified Physiotherapist with current membership of the Irish Society of Physiotherapy

WHAT TO EXPECT

For your first appointment can you wear loose clothing and preferably a pair of shorts with a t-shirt.

By the end of your first treatment, we would expect to be able to demonstrate that:

- We are respectful to you and start treatments at the time that you booked and never ever keep you waiting for more than 15 minutes.
- We are knowledgeable about your condition and will not scare you with medical terminology but instead help you understand your problem and solutions in language that you understand.
- We are committed to working with you to help you achieve a lasting solution to your problem..
- We will do all this while demonstrating professionalism and in a friendly manner!

NEED TO CHANGE YOUR APPOINTMENT?

As we are a busy health provider all patients must agree to our cancellation policy - as failure to attend not only disrupts your treatment progress but also takes the spot of another client who may have been able to attend in your place. If you are unable to attend a scheduled appoint then you **MUST** give us 12hrs hours notice - otherwise a cancellation fee of €50 will be charged - no exceptions.

All clients are expected to arrive on time for each appointment - we will do our absolute best not to keep you waiting also.

Our Patient Services Team are available Monday to Friday between the hours of 09:00 and 18:00 and Saturday 09:00 and 13:00 and Emma will be happy to assist you:

Telephone: **0429394040** or email **info@louthphysio.ie**

FEEDBACK....

It is easy to write but it is honestly true, we strive to be as good as we can be and patient feedback on any facet of our service is gratefully received. We are pretty confident that you are going to have a good experience of our Company.

Good feedback is what we desire, however, we want to hear from you, good or bad If you have any feedback, please contact our practice manager Emma. We may contact you after your treatment is complete for verbal feedback.

Our policy on feedback is:

- When we receive good comments, we make sure everyone from the team hear about it.
- When we hear bad comments or receive a complaint, we will be responsive and proactive in dealing with it. We will not bury our head in the sand and we will get the facts, listen to both sides of the story and act appropriately.
- We will learn from it.

REFERRALS EXPECTED

As we are a family owned and operated practice the majority of our clients come from the kind referrals from our current clients - just like you - this reduces our need to waste time and money on expensive advertising and concentrate on what we do best - helping as many people as possible. We thank you in advance for your kind referrals and support. Thanks again for choosing Louth Physio!