

**How to Introduce Yourself as a Contract Therapist**

\*\*\*You are constantly inadvertently marketing yourself in all interactions with families, patients, retirement facilities and doctors. So, always introduce yourself in a professional manner:

1. Introduction by phone: “Hello my name is \_\_\_\_\_\_\_\_\_, I am a ‘Physical/Occupational/Speech Therapist’ representing (Ex. “Accent Care/Alliant/Team Select etc”)\_Home Health. Your doctor has ordered home health ‘Physical/Occupational/Speech Therapy’ for you. Therefore, I am calling to schedule your in home therapy appointment.”
2. Introduction in person: (*Offer to shake hands*) “Hello my name is \_\_\_\_\_\_\_\_\_, I am a ‘Physical Therapist’ representing (Ex. Accent Care/Alliant/Team Select” Home Health. It is a pleasure to meet you. As mentioned by phone, I am here to initiate your (PT/OT/ST) home health therapy. Thank you for letting me come to your home today.”
   1. “First, I’d like to ask if there are any details you prefer when I enter your home” (i.e. take my shoes off, knock and then enter).
   2. “Second, do you have any scheduling preferences moving forward” (i.e. do you prefer mornings, afternoons etc).
   3. “Third, please remember I am here to help you per doctor’s orders. It is important that we develop a treatment plan together in which we are both in agreement to prevent missed visits and assist you in meeting the highest level of functional independence.”
   4. “Now, let’s get started with the evaluation/treatment.”
3. Exiting the home: After completing the visit or evaluation, clean up any items you might have used (please refer to the bag technique for details); clean your hands and offer another hand shake.

“Thank you so much for your time today, and thank you for allowing me to evaluate you. It was a pleasure meeting you and I look forward to working with you in the future. I wrote my number on your calendar should you need to call me with questions, concerns, or if you need to reschedule a therapy session. I will see you next time.”

* Eye contact is key
* Bag tech upon entering/exiting the home is key
* Wear proper name badge
* Dress professionally and remember to wear closed toed shoes
* Wear proper foot wear and be prepared with shoe covers, should the patient request you to take off your shoes or wear covers depending on your comfort and theirs.
* Remember to *smile* over the phone and in person, this will alleviate the patient’s anxiety and anticipation of you coming to their home. (They are likely to be nervous, as their home is their sacred place and they need to learn to trust you with excellent customer service)
* If you need to step out or take a call, please remember to say “excuse me for just a moment” or “just a moment please.” NEVER take a call unless it is absolutely necessary while you are with a patient. Time is valuable.
* It is important to be intuitive to each patients needs and communicate as appropriate. (i.e. some patients enjoy learning about your personal life, while others complain if you talk too much about your personal life…this can be hard to determine sometimes, but something to be mindful of.
* Always ask if it is ok that you document your notes while in the home. Some patients do not appreciate the attention on your tablet/phone rather than quality treatment time 1:1. Therefore, explain and ask them upfront if they mind if you document during the treatment.