

Mail out to patients

Subject: Enhancing Your Care with Recovery Metrics

Dear [Patient's Name],

We are always looking for ways to enhance the care and support we provide to you. That's why we are introducing **Recovery Metrics**, a secure and innovative tool designed to help our practitioners track and improve treatment progress.

What is Recovery Metrics?

Recovery Metrics allows us to gather valuable insights about your health journey through short, electronically administered questionnaires. This enables our practitioners to tailor your care more effectively, ensuring you receive the best possible support and outcomes.

How Does This Benefit You?

- **Personalised Care** – Your treatment can be adjusted based on real-time feedback.
- **Better Health Outcomes** – Monitoring progress helps us identify what's working best for you.
- **Secure & Confidential** – Your data is handled in strict compliance with **Australian privacy laws**, stored securely, and accessed only by authorised practitioners.

What Do You Need to Do?

- **Consent:** As a patient of our practice, you consent to our practitioners using Recovery Metrics as part of your care. If you have any concerns or wish to discuss this further, please feel free to reach out. You may also withdraw your consent at any time by notifying our practice.
- **Complete between-session questionnaires:** 24 hours prior to your next upcoming appointment, you will receive an SMS from "Rmetrics" with a link to a questionnaire. Please click this link and complete the questionnaire.
- **Review the results:** During your next appointment, review the outcomes of your completed questionnaire and their implications for your ongoing care with

your practitioner.

- **Provide feedback:** Please pass on any questions, concerns, or suggestions to your practitioner.

We believe this new approach will enhance your healthcare experience and look forward to supporting you on your journey to better health.

If you have any questions, please don't hesitate to contact us at **[Practice Contact Information]**.

Best regards,

[Your Practice Name]

[Practice Contact Details]

[Practice Website (if applicable)]