



Mountain Valley Therapy, Inc.

May 1st, 2018

Dear Friends and Family,

We hope that your year is off to a great start. In our quest for continued improvement we have some news that we are excited to share. Beginning May 7th, 2018 we will be transitioning to a one hour appointment schedule for our clinicians. In preparation for this change in scheduling, we are also bringing in new clinicians so that we can continue to provide you the highest quality individualized care and treat you in a timely manner.

What does this mean for us as a clinic? It means that you and your physical therapists are going to see each other more. It also means our physical therapists and physical therapist assistants will now be scheduled with you for the entire hour of your visit. Our athletic trainers and qualified aide staff will only see you on rare occasions where focusing on strength training is required. One clinician, one patient, one hour, no handoffs, that's our new motto and goal that we are bringing to the care we provide.

In addition to this fantastic change we are also bringing on new staff members to make sure you see the same clinicians as much as possible. We hired Danielle Barrett DPT, Katelyn Morrell PTA, Amanda Winkle PTA, and Taylor Luse PTA. Amanda Winkle is a former employee of ours. She is returning to our clinic bringing more than twelve years' experience with her.

More than anything, we want you to know that we heard you. We heard from patients, doctors, and even our own staff that more consistent care is what everyone wants. This transition to having our physical therapists and physical therapist assistants scheduled for a full hour with you helps to achieve our company's mission.

Sincerely,

Diane Warnock, Owner

James Gorham MPT, Owner

David Ebel PT, Owner