



**CORA**  
PHYSICAL THERAPY  
Treating Everyone Right

**Student/Volunteer Handbook**

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## Welcome to CORA Physical Therapy

**At CORA,** our mission is to provide outpatient rehabilitation services in a professional and caring manner and to return our patients to their jobs and lifestyles as soon as possible.

CORA delivers a broad range of clinical services with respect and consideration for the needs of our patients. To assure the best outcome, we use proven clinical practices, cost effective treatment protocols and communicate with our patients, their physicians and case managers.

We have earned a reputation of excellence because we hire the best therapists and deliver exceptional results through proven clinical practices and cutting-edge techniques.

Our team is passionate about helping patients achieve their recovery goals. We recruit the most qualified clinicians in the country, with advanced degrees and certifications. Then, we empower them with cutting edge facilities and a full spectrum of

clinical programs.

Every CORA clinician is trained to create individualized treatment plans based on the specific needs of the patient and motivate them towards achievable goals. CORA patients have consistently reported a 98% satisfaction rate with our clinicians, and they return to work and their lifestyles more quickly.

Our clinicians provide progress reports to patients, physicians and case managers on a regular basis. Referral sources and patients appreciate our personal approach to care and regular feedback on patient progress because it promotes better outcomes and makes it easier for the referral sources to manage their cases. Simply put, our therapists are the best around, and the support staff is second to none.

Everything we do as a company begins with our clinicians, so we thank them for their professionalism, skill and dedication to helping our patients say, "I'm Back!"

# Mission



Our mission is to provide clinically excellent outpatient physical rehabilitation services for the entire community. Period. How do we achieve this every day?

We rely on consistently transparent communication to deliver a positive, productive experience for our patients, referral sources, payors and employees. We operate honestly, ethically and compassionately. And we never waver from our commitment to make the right choice, and do the right thing, every time.

By recruiting top-notch talent, supporting employee career growth and development and promoting from within whenever possible, we foster a happy work environment. A happy work environment makes for happy employees who truly enjoy taking exceptional care of our customers. The result is smoother management of challenges and, even better, the foresight to avoid them in the first place. Our systems are seamless. Our financial performance is sound. And our outcomes are proof positive that we do achieve our mission. **Every day.**

# Core Values

**CORA serves the entire community.** And we mean, entire community. We believe access to quality outpatient healthcare is a benefit for all that should never be dictated by a patient's insurance.

**CORA does the right thing.** We use ethics to guide our decisions, making choices with honesty, integrity and sincerity.

**CORA values teamwork and collaboration.** Here, coworkers have fun. We thrive because CORA fosters an amazingly talented and driven team that bands together to accomplish common goals.

**CORA works smart to achieve excellence.** We are laser-focused, diligent, dedicated and innovative in our efforts to establish high targets and reach them.

**CORA remains flexible and resilient.** The ever-changing healthcare landscape is no match for our fluidity and tenacity. We always find success.

**CORA believes in the win-win.** The more we focus on exceptional patient experiences and superior employee wellbeing, the more financially successful we become. We use a results-oriented approach in defining our operational standards and financial goals.

**CORA weaves a commitment to excellence into everything.** Our evidence? Consistent, passionate customer loyalty, patient reviews and referral source satisfaction.

# Business Principles

**Think critically to make good decisions.** Obtain accurate and relevant information and analyze it objectively. Take time to understand the implications of a proposed action - discuss it with others up and down the line to get ideas. Determine what will be in CORA's best interest. Avoid reacting emotionally to situations or problems. Think issues through and come up with a sound permanent solution to the problem rather than a temporary reaction or short-term fix.

**Organize your time wisely.** Use time management techniques, schedule and organizers.

**Lead by example.** Set the right example in your behavior (work ethic, professionalism, critical thinking, decision making, etc.) for others in the organization.

**Be realistic in your expectations, forecasts and projections.** It is not appropriate to use overstated or unrealistic projections. Be factual and accurate.

**Improve yourself.** All of us must strive continuously to improve our work, our services and products. Continuous improvement, always learning and seeking to learn is what sets CORA people apart.

**Operate your business efficiently** - operate within staffing standards and be frugal with operating costs and expenses.

**Be market oriented, make targeted sales calls, build your business through proactive sales effort.** Look for opportunities. Consider your market carefully. Be aware of your competitor's strengths and weaknesses; use them to your advantage.

**Treat your customers and employees the way you would want to be treated** (Golden Rule); stay in touch with them. Run clean, well maintained clinics with superior products and services.

**Manage the profit and people business day-to-day and week-to-week.** It is easier to correct problems daily or weekly. Use the bi-weekly operating reports rather than waiting for monthly P&L information, which is historical.

**Hire the right person the first time.** This means establishing criteria or job specs for every key position (management), debating these with others in the organization, and getting consensus approval. Develop expectations for each key position.

## The 3B's:

- ✓ **Be customer driven** - give them what they want, talk to them;
- ✓ **Be sales driven** - communicate the value of your services, value proposition; and
- ✓ **Be efficient** – control costs to be competitive in attracting patients.

## Professional Attire

**All students and volunteers/observers of CORA Physical Therapy are expected to present themselves in a neat and clean manner. The following guidelines apply:**

All students and volunteers/observers must wear either a polo shirt or dress shirt. T-shirts and sweatshirts are not allowed.

In lieu of a polo or dress shirt, students and volunteers/observers may wear a button-down shirt or sweater.

Dress slacks, khakis or Docker-style pants are to be worn. Shorts, jeans, tight fitting slacks, stretch pants, capris, cutoffs or clothes showing a bare midriff are inappropriate.

Socks must be worn at all times.

Tennis shoes or low heeled shoes must be worn. Mules, clogs, sandals or shoes with open toes are inappropriate.

All clothes must be clean and neatly pressed.

Hairstyles must be well kept and in good taste. Employees who render direct patient care need to wear their hair pulled back off the face.

Mustaches, beards or sideburns must be neat and well trimmed.

Fingernails must be neatly trimmed and clean.

Jewelry and make-up should be worn in moderation.

Visible tattoos must be covered.

Visible body piercings, other than earrings, are inappropriate.

# Rules of Conduct

## Volunteers/Observers

### **Volunteers/Observers CAN participate in:**

- Observation when permission is granted by the patient
- Non-patient related activities including laundry, cleaning tables and equipment, and office activities as approved by the Clinic Manager

### **Volunteers/Observers CANNOT participate in:**

- Direct patient care including exercise instruction, modalities, etc.

Before observation of a patient or reviewing a patient's chart, verbal permission must be obtained from each individual patient; the lead therapist or therapist assistant should initiate the request.

## Students

During the student clinical education experience, the PT must be on-site whenever the student is performing patient care activities. This means that even though the Clinical Instructor (CI) may be a licensed PTA, the PT must still be on-site. If the PT leaves the premises, the student's patient care activities are re-directed to volunteer/observer status.

During the patient care activities, the CI needs to be "immediately physically available" for the student being supervised.





# Student & Volunteer/Observer Questionnaire

Health concerns that clinical faculty should be aware of:

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Previous clinical affiliations (places, type of patients seen, other related experiences):

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Previous PT related work experience:

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Areas of clinical interest:

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Student goals for this affiliation:

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PT knowledge/skills:

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Experience with particular patient populations:

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Types of experiences other than direct patient care:

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Preferred methods of learning/type of supervision:

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Preferred type and frequency of feedback:

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**Student/Volunteer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# Student Weekly Planning Form

Date: \_\_\_\_\_

Experience Week Number: \_\_\_\_\_

## Student's REVIEW OF THE WEEK

When completing this form, consider the five (5) performance dimensions: quality of care, supervision/guidance required, consistency of performance, complexity of tasks/environment, and efficiency of performance.

## Clinical Instructor's REVIEW OF THE WEEK

When completing this form, consider the five (5) performance dimensions: quality of care, supervision/guidance required, consistency of performance, complexity of tasks/environment, and efficiency of performance.

**GOALS FOR THE UPCOMING WEEK OF:** \_\_\_\_\_

Student's Signature: \_\_\_\_\_ CI's Signature: \_\_\_\_\_

# Volunteer/Observer Weekly Planning Form

Date: \_\_\_\_\_

Experience Week Number: \_\_\_\_\_

Objective of Focus	Summary of Previous Week	Goals for Upcoming Week

(To be completed by volunteer/observer and returned to supervising therapist weekly)

# Hours Log

Date	Time In	Time Out	Host's Signature

## Career Resources



American Physical Therapy Association.

- American Physical Therapy Association: [www.apta.org](http://www.apta.org)
- Florida Physical Therapy Association: [www.fpta.org](http://www.fpta.org)
- Georgia Physical Therapy Association: [www.ptagonline.org](http://www.ptagonline.org)
- Michigan Physical Therapy Association: [www.mpta.com](http://www.mpta.com)
- North Carolina Physical Therapy Association: [www.ncpt.org](http://www.ncpt.org)
- South Carolina Physical Therapy Association: [www.scapta.org](http://www.scapta.org)



Occupational Therapy  
*Living Life To Its Fullest®*

- American Occupational Therapy Association: [www.aota.org](http://www.aota.org)
- Florida Occupational Therapy Association: [www.flota.org](http://www.flota.org)
- Georgia Occupation Therapy Association: [www.gaota.com](http://www.gaota.com)
- Michigan Occupational Therapy Association: [www.mi-ota.com](http://www.mi-ota.com)
- North Carolina Occupation Therapy Association: [www.ncota.org](http://www.ncota.org)
- South Carolina Occupational Therapy Association: [www.scota.net](http://www.scota.net)



- Georgia Athletic Trainer's Association: [gat3a.roundtablelive.org](http://gat3a.roundtablelive.org)
- Michigan Athletic Trainer's Association: [www.matsonline.org](http://www.matsonline.org)
- National Athletic Trainer's Association: [www.nata.org](http://www.nata.org)
- North Carolina Athletic Trainer's Association: <https://ncata1.wildapricot.org>
- South Carolina Athletic Trainer's Association: [www.southcarolinatrainers.com](http://www.southcarolinatrainers.com)
- The Athletic Trainer's Association of Florida: [www.ataf.org](http://www.ataf.org)