Family Physio: care with a personal touch

By Bev McRae

What you get at Family Physio in Barrhaven is the personal touch. If someone comes into a physiotherapy clinic and they’re not touched, they’re not getting physiotherapy,” said Aneeka Bhalla, the physiotherapist who is manager of the Bar- reven clinic. I love hands on therapy. You can’t just go somewhere, have a bunch of machines stuck on you, talk to your physiotherapist for only five minutes and you’re gone. When you come here it’s an experience.

Whether you’re suffering from a weekend sports injury, a car accident, a medical condition or just everyday living, Family Physio in Barrhaven can help you minimize pain and maximize mobility with a highly personalized treatment program to get you back to your highest potential.

Left to right, client care assistant Mandy Zek and registered physiotherapists Ilsa Fridland and Aneeka Bhalla are ready for the new patients to the wellness centre at 3777 Str- anderd Dr.

The clinic also treats workplace injuries, covers Workplace Safety and Insurance Board issues, accepts victims of motor vehicle accidents and provides home care if that’s what a patient needs.

The health professionals at Family Physio in Barrhaven are skilled at treating patients of all ages, from a youngster who has turned an ankle on the basketball court to a senior who wants relief from the pain of arthritis.

“We also work in the community, and also at the university,” said Bhalla. “I’m the physio for the Prince of Wales Manor and Ilia covers the group home in Barrhaven Manor.”

Working at Family Physio in Barrhaven is a dream come true for Bhalla, who took over managing the clinic in April. “I love being able to spend a maximum amount of time working one-on-one with her pa- tients. I love Barrhaven, it’s always wanted to work here,” she said. “I’m from Barrhaven. I went to Merivale High School. I’ve taught tennis at the Barrhaven Tennis Club, which I did in the first summer. I haven’t taught tennis to the kids, but I’m still on the executive of the club.”

Family Physio in Bar- haven is not a clinic where costs are covered by OHIP (Family Physio’s OHP-designated clinics are at the Bank St. and Westgate locations), but fees are very reasonable. “We didn’tjack up our prices because of the IHS,” said Bhalla, “so an initial assessment is $75, slightly cheaper than other physiotherapists in the area. It’s $55 for a follow up treatment. We have reduced rates if you are under 19 or over 65, so it would be $55 for an assessment and $35 for a treatment.

The cost of treatment is also limited by the physiotherapists’ deter- mination to get their pa- tients as well as possible as quickly as possible.

“Then when you come here, I don’t tell you that you have to come in for physio five times a week for the next three weeks,” said Bhalla. “You treat the cause, not just the symptom. We do hands- on therapy but we also provide patients with exercises to do in their own home. That’s the wellness centre ap- proach. You have control. You contribute to making yourself feel better.”

Family Physio’s hours are flexible, said Bhalla but she prefers the clinic to be open from 8 a.m. to 7 p.m. during the week except for Fridays when they close at 4 p.m. The hours are flexible, but don’t include emer- gency treatments on the weekend if you sprain your ankle on the tennis court, for instance.

“Call the clinic and leave a message and we’ll call you right back on Monday morning,” said Bhalla. “In the meantime, I would ice the ankle right away for the first two days, no more than 15 minutes and then wait two hours before you ice it again. It actually reverses the ef- fect if you do it longer. Put a layer between your skin and the icy wrap in a tensor band- age and elevate your foot for 15 minutes, then do it again in two hours. You can use bags of fro- zen peas or corn because they conform to the shape of your foot, but remember to put a layer between the cold source and your skin.”

Just remember to call the clinic Monday morning, said Bhalla. “Don’t wait a week to see a health professional while you wait for nature to take its course. Family Physio can help take down the inflammation and speed up the healing process.

“Every patient who comes in is important to me,” said Bhalla. “You’re not just someone I want in and out in 15 minutes and we’ll see you again next week because I’m trying to generate rev- enue. How would you want your family mem- ber to be treated at the clinic? You want them to see the physio, you want them to spend time with the physio. I want to hear if you are feeling better or are you feeling worse, tell me. They work together based on what you’re feeling.”

Family Physio is lo- cated at 3777 Strandherd Dr. (in the Barrhaven Town Centre at Strand- herd Dr. and Greenbank. Rd.) For more informa- tion, call (613) 825-7464, e-mail fpcbarrhaven@ familyphysio.com or visit the website at www. familyphysio.com.