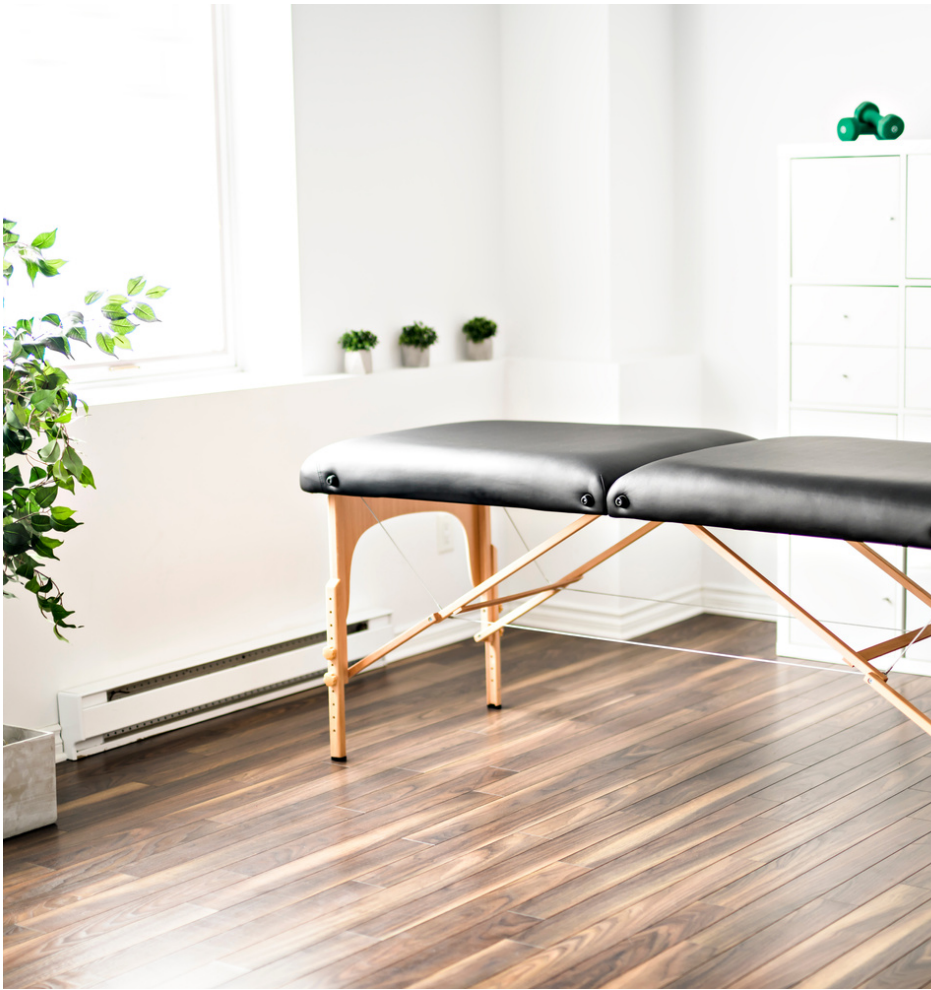


NEW PATIENT HANDBOOK

INTEGRATIVE
HEALTH
WOMEN'S
PAPAYA
CLINIC



PAPAYA
CLINIC



Hello! It's lovely to have you onboard, and we cannot wait to meet you in person.

We put together this welcome pack to make sure you have all the information you need for your first consult, and you can come prepared and get the most out of your time with us.

Please spend a bit of time to read and understand our model, this will help prepare you for your first consult.

ONLINE BOOKING PORTAL
(FOR ALL CLINICS)



WELCOME

A MESSAGE FROM DIRECTOR

Hello, I'm Winnie, Founder of Papaya Clinic.

In physiotherapy, rehab is well researched and documented. What differentiates one clinic from another is the team's ability to create lasting patients results, and if its services and clinicians' tool box allow you to progress far beyond your initial symptomatic relief to create lasting health changes.

Over the years of practising, I've created a treatment model to bring you beyond your expectations, to create real changes that drive growth, joy, and breakthroughs in your life. This model marries passive and active approach to therapy, and is instilled in every part of your upcoming journey with us.

Every modality we choose is intentional, evidence based, and suitable for your lifestyle, learning style, and experience, to bring you the most meaningful outcome you deserve.

I advocate for collaborative, proactive, and preventative healthcare. We require your attention, commitment, and investment to work with us for better health and movement.

It's an active learning process, and we are here to guide you through.

Winnie Wu





WHAT TO EXPECT IN FIRST CONSULT?

01

Lots of questions!

Our physios are deep diving into your history to look for clues and patterns in your story. Nothing is off limits in pelvic health, we can talk about a variety of topics ranging from bladder and bowel habits, to sexual health, everything that's relevant to your condition.

02

Pelvic Floor & Pelvic Examination

We may perform a range of tests including the vaginal internal examination, transperineal or transabdominal ultrasound, motion tests, neural exam, functional tests, strength tests, pain provocation tests, etc.

03

Education

We present you your diagnosis, laid out all contributing factors that led to your symptoms, and educate you on the what and whys of your condition. Education done well improves your recovery prognosis.

04

Treatment Plan

"A goal without a plan is just a wish". Detailed outline of what your recovery plan looks like, includes timeframe, stages, so you understand the level of commitment appropriate for your recovery.



PLEASE PREPARE....

01

Complete Your New Patient Intake Form

[Click HERE for your form.](#)

You will also receive the Australian Pelvic Floor Questionnaire, please complete prior to attending clinic.

02

Bring your Private Health Fund Card or Medicare Card

We process HICAPS claim on the spot, and do require your actual or digital card for claiming. All Medicare claims must present with an EPC from your GP prior to attending your consult.

03

Send us relevant information at least 1 day before

Previous medical reports? Physio letters? Scan results? Please bring them with you, or send to us 1 day prior so we can have a good look at them prior the session.

04

Reschedules and Cancellations

All cancellations can be made online via your registered account. Please click 'forgot password' for first time access. All reschedules and cancellations require 18 hours notice for physio consults, and 12 hours notice for class consults.

YOUR JOURNEY

Please read. Very important info!

Recovery comes in different stages. Below is our movement model.

The **Recover** and **Restore** stages are the 'feel good' stages. Your body will feel better, lighter, and your mobility is restored.

However, in order to future proof your body, we need to **Relearn** and **Consolidate** and acquire new habits to address all factors that contributed to the injury in the first place.

When you commit to these stages, and consolidate the ground work, you will experience transformations of a body with no stresses, minimal pain, and movements that work in your favour.

01

Recover

Calm your nervous system and let tissues recover. Whatever it takes to reduce inflammation and loading.

02

Restore

Manual Therapy to restore joint mobility, positioning, and address neural and fascial tension when appropriate.

03

Relearn

The golden phase! Here your brain is trying to piece the puzzles together with new movement patterns and skills.

04

Consolidate

Practice.
Repetitions.
x 100 times.
Stay on track.

05

Habit Building

Build complexity, improve strength, power, and agility. More muscle mass, better movements.

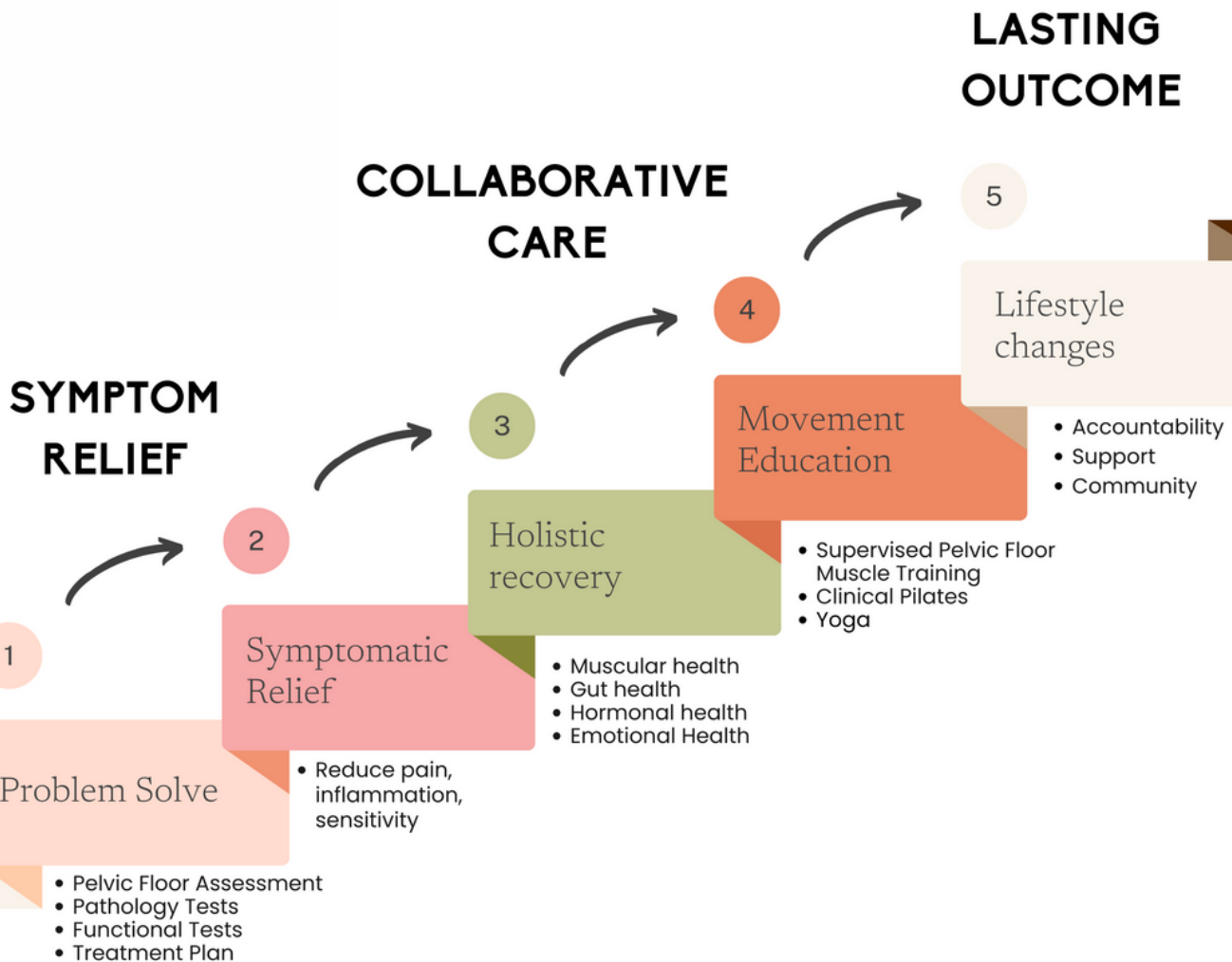
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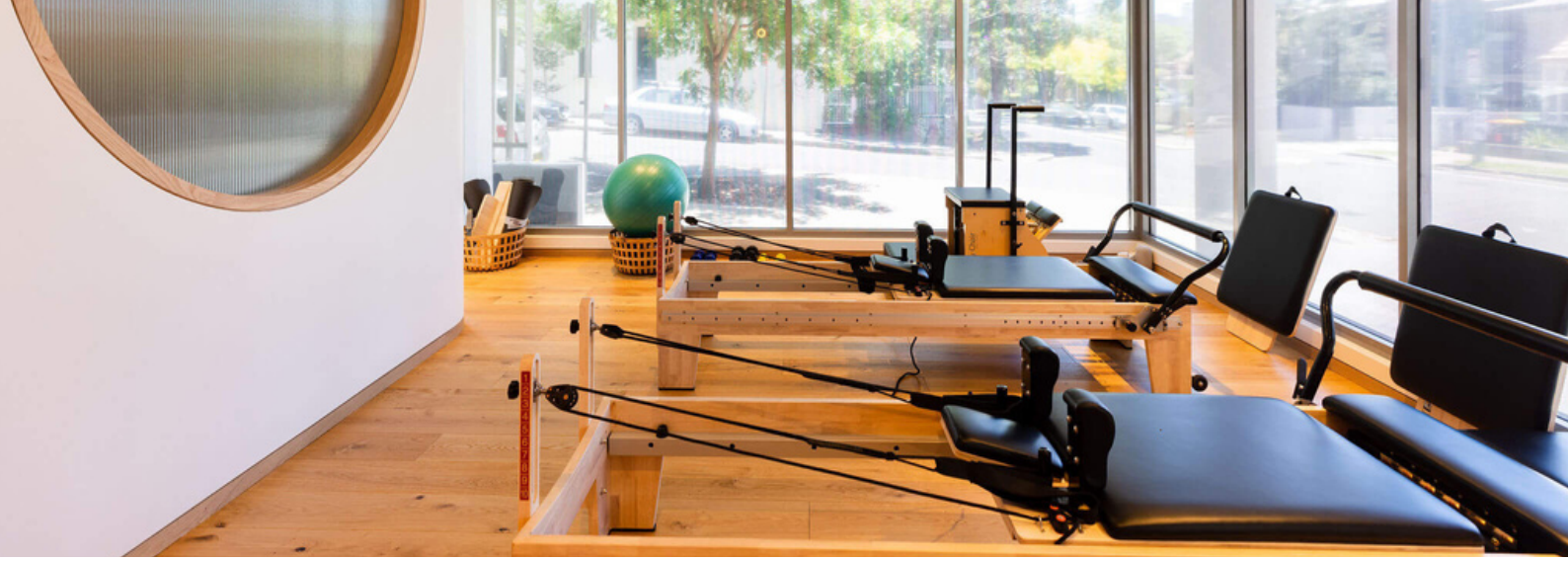
Reward

Time to reap the benefits!
A body with no stresses, minimal pain, and movements that work in your favour. Smarter movements for life.



OUR HEALTHCARE MODEL





WE MIGHT ALSO SUGGEST...

01

Clinical Pilates 1:4 Studio Class

This is our ever so popular Physio Studio rehab class! 1:4, every participant is doing a different repertoire, your program is tailored to your clinical needs, and we guarantee the highest standard of teaching in the industry. Enjoy the combined wisdom drawn from Physiotherapy and Pilates.

02

Traditional Chinese medicine

Acupuncture treatment is commonly used to address a wide range of health concerns, including pain management (such as headaches, back pain, and arthritis), stress reduction, digestive issues, fertility support, respiratory conditions, and emotional well-being.

03

Remedial Massage

Massage therapy is a great adjunct to your physiotherapy treatments. Our massage therapist is experienced in Pregnancy Massage, Sports and Deep tissue massage and remedial massage, utilising needling, cupping and fascial release when appropriate.

04

Naturopathy

Naturopathy encompasses a blend of both modern science and traditional healing practices. Our naturopaths are trained to utilise dietary and lifestyle interventions, herbal medicine, specialised testing, and targeted nutrient support to address a wide range of women's health concerns.



MEET OUR PHYSIOS



Winnie Wu

*Director & Women's Pelvic Health Physiotherapist
Leichhardt + Newtown*

Intuitive, visionary, big picture focused. Specialised in Dance and Pelvic Health physiotherapy. Clinical mentor and education team leader, hoping to up the craft of physiotherapy for all.



Katy Mackay

*Women's Pelvic Health Physiotherapist
Leichhardt + Newtown*

Compassionate, empathetic, and a true carer. Originally from Byron Bay, she treats all pre and post natal, bladder and bowel dysfunctions, and pelvic pain. Personal trainer on the side!



Victoria Jackson

*Women's Pelvic Health Physiotherapist
Leichhardt + Newtown*

Sharp, energetic and problem solver. Originally from England. Musculoskeletal and Pelvic Health Physio, with a keen interest in pre and postpartum care.



ALLIED HEALTH

Lauren Lee
Clinical Naturopath & Nutritionist
Newtown Clinic Only / Telehealth



Kelli Howard
Traditional Chinese Medicine, Health Coach
Newtown Clinic Only

Holly Gosnell
Traditional Chinese Medicine
Newtown Clinic Only




Anna C
Remedial Massage Therapist, Exercise Coach
Leichhardt + Newtown



CONTACT US

 (02) 9030 5086

 Hello@papayaclinic.com.au

 papayaclinic.com.au

Leichhardt Clinic
141 Marion Street,
Leichhardt, NSW 2040

Potts Point Clinic
105/24-30 Springfield Avenue,
Potts Point, NSW 2011

Newtown Clinic (Papaya)
Shop 6, 32-72 Alice Street,
Newtown, NSW 2042

ONLINE BOOKING PORTAL
(FOR ALL CLINICS)



Reka
Practice Manager
across all clinics



Tamara & Rebecca
Client Support Team




MOVEMENT LABORATORY

Our sister clinic in Leichhardt Physio + Pilates

At Movement Laboratory Physiotherapy & Pilates, we believe in preventative healthcare, and provide Physiotherapy and Clinical Pilates services in the Inner West of Sydney.

Our team specialises in Musculoskeletal, Chronic Pain, Pelvic Health and Dance Physiotherapy. Our physiotherapists are also experienced instructors in delivering Clinical Pilates and Rehab classes.

Our mission is for you to leave our care as a more knowledgeable mover with the skills and awareness to take care of your body for life.

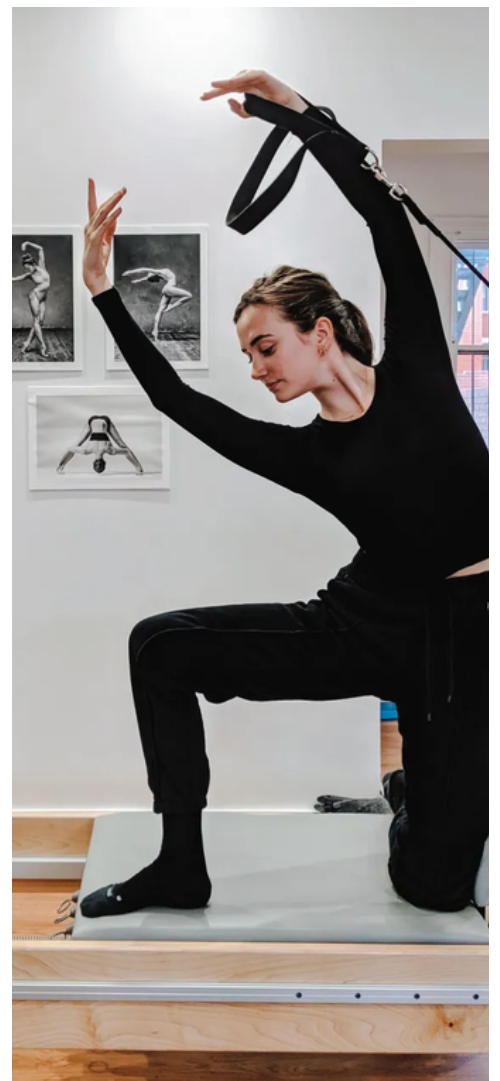
 (02) 90292449

 info@movementlaboratory.com.au

 movementlaboratory.com.au

*Our Women's Pelvic Health Physios treat at both
Leichhardt and Newtown.
Same founder, same team, different focus.*

*Movement Lab welcomes all Papaya patients and
clinical notes are shared between the two clinics
under one system.*





FOLLOW US...



Your support means everything to us.
Please follow our journey!



Thank you!
