



Dear New Patient,

My name is Gretchen Malone and I would like to take a moment to welcome you as a new patient to **Genesee Valley Physical Therapy & Sports Rehab!** Our friendly and knowledgeable office staff is always available to you. However, in the event you may have additional questions or concerns, please do not hesitate to contact me at anytime.

I am the Patient Liaison for GVPT and their patients. This role includes, but is not limited to:

- Ensuring you are completely satisfied with your treatment and care at GVPT at all times.
- Serving as a connection point between you and your therapist.
- Assisting patients and their families with any non-medical issues by listening to your concerns, suggestions, and queries.
- Resolving any concerns and assisting in solving problems on your behalf, including referrals, co-pays, and payment plans.
- Making certain your interactions with our staff remains positive, effective and beneficial.
- Keeping all interactions between patients, or their representative, and our patient liaison confidential.
- Guaranteeing that you, as the patient, understand your patient rights at all times.
- Interpreting, clarifying, and simplifying insurance benefits for patients.
- Collecting patient feedback and comments.

Our mission is that patients will not only benefit from their treatment but truly enjoy their experience at GVPT!

Therefore, I am here to serve as a contact point for you, the patient, and proactively ensure excellent service, outcomes, and positive overall experience. I can be reached at our Penfield Office at **(585)377-9626** or by email at **gvptgretchen@rochester.rr.com**.

Our number one priority is patient satisfaction. Your needs and concerns matter to us.

Best regards,

Gretchen Malone
GVPT Patient Liaison

I have read the above information

Patient signature

Date