NEWCASTLE AQUATIC PHYSIOTHERAPY · NEWCASTLE, NSW

Nine practitioners. Four patient pathways. One system.

Sarah Colston runs Newcastle Aquatic Physiotherapy, a nine-practitioner aquatic physio clinic with a pool, a gym, and patients arriving through four distinct pathways. She inherited paper forms, Word documents emailed back and forth, a front desk three patients deep at peak, and no online booking. She needed a system that could handle the complexity. What she found was Finger-Ink.

THE CHALLENGE

A complex, high-volume clinic with multiple patient pathways (private, NDIS, aged care, workers' comp), each requiring different forms and booking flows. The front desk was overwhelmed during peak hours. Forms were haphazard: paper, scanned documents, Word files emailed back and forth. Online booking was impossible because unrestricted self-booking would have created more work than it saved. Cliniko's native forms were tried and dismissed as inadequate.

WHAT SHE SET UP

A dedicated iPad kiosk at the front desk for self-service check-in. Digital forms replacing all paper and email workflows, syncing directly to Cliniko patient files. **A custom website booking flow with conditional routing:** patients answer questions, then either book directly, fill out an NDIS referral form, or are directed to provide third-party documentation. Additional iPads let clinicians run in-session outcome measures (OMPQ, Berg Balance, patient-specific functional scales).

> *"The kiosk was a big game changer."*
>
> — Sarah Colston, Owner & Physiotherapist

THE RESULTS

Queue relieved

Patients self-check-in on a dedicated iPad kiosk during the busiest hours of the day.

Paper eliminated

Forms sync directly to Cliniko. No scanning, renaming, uploading or transcription errors.

Online booking

A first for the clinic. Patients are routed to the right pathway before they book.

In-session forms

Clinicians run mandated outcome measures on iPads. Results sync straight to the patient file.

AT A GLANCE

CLINICAL DISCIPLINE
Physiotherapy (aquatic and land-based)

LOCATION
Newcastle, New South Wales, Australia

PRACTICE SIZE
9 practitioners, admin staff, allied health assistant

PATIENT MANAGEMENT
Cliniko - native sync

PRODUCTS USED
Finger-Ink Forms + Kiosk

CUSTOMER SINCE
Mid-2025 (~1 year)

"They're really responsive and really willing to, if they can't do it, either work on an alternative solution ... or go, oh, let's have a look at it."

Sarah Colston, on Finger-Ink support

Running a complex clinic with multiple patient pathways?
Routing, forms and check-in, all syncing to Cliniko. Sets up in an afternoon, no code. finger-ink.com

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