

The role of clinical visit coordinators

To help us identify facilities and contacts for clinical visits as part of World Physiotherapy Congress 2025 in Tokyo, 29-31 May 2025, here is some information relevant for the clinical visit coordinators.

Clinical visits offer a rare opportunity for congress participants to get to know physiotherapy practice in the country/territory where the congress is held. They are unique and attractive learning opportunities for physiotherapists from all over the world. They are often fully booked, with waiting lists set up if needed.

As a thank you to clinical visit providers, we offer a congress registration day pass. For facilities which offer several clinical visits, for example, one on each congress day, this extends to two or three day passes, depending on the number of visitors accepted.

Clinical visits can be hosted in a range of settings, primary, secondary, or tertiary hospitals, outpatient facilities, gait laboratories, schools, care homes, private practice, community care.

The starting point might be facilities that offer clinical education to physiotherapy students in Tokyo.

Clinical visit coordinators should have a good network of colleagues working in diverse clinical and educational settings and can identify primary contacts in the respective facilities.

Clinical visit coordinators must be able to communicate in Japanese and English.

Regular meetings between the clinical visit coordinators, staff from JPTA and World Physiotherapy will be scheduled to support the process.

Provisional timeline for clinical visits

Clinical visit coordinators (2-3 people) identified	12 April 2024
Meeting with clinical visit coordinators, JPTA staff and World Physiotherapy	End of April 2024
Clinical visitor coordinators contact potential facilities and share updates	May-June 2024
List of clinical visit facilities available	End of June 2024
Clinical visit facilities confirmed	End of July 2024
Registration for clinical visits available alongside congress registration	August 2024
Information sessions for clinical visit hosts	Second half of 2024

Attachment 1 gives an overview of previously offered clinical visits.

Attachment 2 gives details on clinical visits. Once clinical visit coordinators have been identified, we will revise this document before sharing it with potential clinical visit hosts.

Attachment 1: clinical visits 2017-2023

Congress	Number of clinical visits offered	Topic areas
2017 Cape Town, South Africa	27	Neuro rehabilitation & Aquatic physiotherapy (x3) General physiotherapy & pain management General physiotherapy Occupational health (x3) Paediatrics (Red Cross) (x4) Sports Women's health Human Movement Laboratory (x4) Community (x2) Community Mental health/Psychiatry (x2) Heart Museum (x4)
2019 Geneva, Switzerland	38	Neurorehabilitation Humanitarian Musculoskeletal (x5) Health Services Planification Paediatrics (x3) Sports Medicine/Musculoskeletal (x4) Gait Analysis Intensive Care Research Laboratory Neurosciences and Neurorehabilitation (x2) Orthopaedics (x2) Women's Health (x2) Amputee rehabilitation Cancer/palliative care (x3) Geriatrics Internal Medicine (x2) Cardiorespiratory Community (x2) Private Practice (x5) Mental Health/Psychiatry
2023 Dubai, UAE	10	Paediatrics - early intervention (x3) Musculoskeletal, neuro-rehabilitation and paediatrics Cardiac surgery and musculoskeletal Sports rehabilitation (x2) Sports rehabilitation and musculoskeletal, plus women's health Cardiac rehabilitation, lymphoedema, trauma, and pelvic health Older people

Hosting clinical visits

Clinical visits are always popular with participants at World Physiotherapy congresses. We are grateful to the facilities in Tokyo that are opening their doors to welcome their colleagues from all over the world. The following information is provided to help venues prepare for hosting the clinical visits during World Physiotherapy Congress 2025, 29-31 May 2025, in Tokyo.

1. Clinical visit objectives

A clinical visit provides the opportunity for congress participants to:

- visit different physiotherapy service providers and learn from them
- gain an insight into the Japanese healthcare system
- discuss approaches to patient/client management with physiotherapists from around the world
- learn about the clinical care/management/research relevant to defined patient/client populations
- see physiotherapists demonstrating procedures and techniques used locally
- expand professional networks

2. Logistics

Clinical visits are open to participants who have registered for the full congress and places are usually limited to 10-25 per visit, although this depends on how many visitors a facility can host.

The duration of the visit is a maximum of three hours, including transfer time. Coaches will be used to transport visitors to the facility and back to the Tokyo International Forum (TIF), unless there is an easy public transport solution. Facilities have been selected that are within 30-45 minutes (TBC) travel time of TIF. Visitors will be accompanied by a volunteer who will remain with the group for the duration of the visit.

3. Preparation

Below are some tips to help facilities plan and prepare for hosting a clinical visit, ensuring that it is a valuable and enjoyable experience for visitors and clinical visit hosts. The tips are for guidance only and the responsibility for the programme and conduct of the clinical visit rests with the host.

3.1 What are your aims?

- To show your facility and the equipment?
- To demonstrate techniques/interventions or an approach to service delivery?
- To discuss treatment/intervention or teaching methods?

Your programme for the clinical visit should match your aims.

3.2 Who is your audience?

Participants at a World Physiotherapy congress are primarily physiotherapists from all over the world. Congress participants will come from different areas, including clinical practice, education, research, and management. They may be student physiotherapists, newly qualified, or experienced professionals. The variety of health systems around the world may mean that what you are showing is new and unusual for some of your visitors.

English is the official language of World Physiotherapy and the congress. However, for many participants, English is not their first language so it is important to keep your messages clear.

3.3 Preparing the programme

A typical programme for a clinical visit may include:

- a guided tour of the facility
- demonstrations
- opportunities for your visitors to experience a new modality/intervention/treatment approach
- discussions with physiotherapists and other health professionals
- promotional materials or information handouts as a reminder of the visit

Think about the messages that you want the visitors to take away and what it will be possible to include in the time allowed for the visit. Do not try and fit too much into the programme – it is a visit, not a course or a workshop. You may want to think about the best way to make sure the visitors have a memorable impression of their visit to your facility and are presented with clear ideas to share with their colleagues when they return home.

After initial introductions, you may find it easier to divide the group into smaller groups of 5-6. This will make it easier for observing patient interventions and promoting discussion.

Consider if you want to prepare an information handout for visitors. It is not necessary, but you may feel that an information sheet describing your facility and services would be helpful, particularly if it is not possible to cover everything during the visit.

3.4 Think about your visitors

- Where and how will you meet and greet your visitors?
- Where will your visitors be able to leave bags and coats?
- Do visitors need to sign in when visiting the facility?
- Do visitors need to wear a face mask?
- Are there any on-site rules your visitors need to know about eg areas of the facility where visitors are allowed to go and who they can talk to during the visit?

3.5 Think about your staff and colleagues who will be there on the day

- How will they manage their work during the visit?
- How do they need to be prepared for visitors?
- Will staff in the facility be involved with the visit?
- How will these staff be involved?
- If you decide to divide the large group into smaller groups, how many staff will you need to involve?

3.6 Think about the patients/clients/students

- Have they been informed about the visit?
- How could you involve them in the visit? Could they be involved in demonstrations, giving information to visitors about their treatment/education, or the Japanese health system?
- Have you covered clients'/patients'/students' safety and consent for demonstrations?
- Have you made provision for privacy and confidentiality of patient/client, clinical or student information?

3.7 Think about the facility

- Have you considered health and safety regulations and emergency procedures?
- Have you notified the relevant departments?
- Is the venue accessible to people with disabilities?
- Does your public liability insurance cover this sort of visit?
- Is the facility clean and well organised, giving a good impression?
- Have you allowed sufficient time for visitors to be shown around your facility? A group of 10-25 people takes space and time to move from one place to another.
- Where will it be best to stop and take questions or discuss what has been seen?
- If you are planning a demonstration, is there sufficient light and space for all visitors to see?
- If there is a practical component to your visit, some visitors may want to do this and others may not. How will you manage this? You may want to organise a second activity at the same time.

3.8 Think about yourself

- Think of a few key messages you would like the visitors to take away from the visit.
- Imagine the questions you might receive and be ready to answer them. Even if you cannot prepare an answer for every possible question, you can anticipate categories of questions and prepare for each category.
- If you do not know the answer to a question, be prepared to say so.
- Think about the questions you might like to ask your visitors. They may have interesting approaches to share.
- It may be useful to share your ideas about the visit with your colleagues and have a 'walk through' or practice run.

4. On the day

Ensure someone is at the agreed arrival point so they can escort the visitors to the right area. The visitors will be accompanied by a volunteer on the bus but the volunteer will not necessarily know their way around your facility. Welcome the visitors to your facility. Thank them for attending and introduce yourself and any colleagues who are involved. Make sure that you face your visitors and speak confidently and clearly.

Ensure your visitors know the aims of the visit and what you will be showing them, any dos and don'ts and who to ask for assistance should they need it.

The focus should be on the visitors and the messages you want them to take away at the end of the visit. If you concentrate on the visitors, you will observe them and notice if they are following all your points so you can address any problems as they arise.

You may want to involve your visitors, by asking them questions, or by giving them the opportunity to share examples from their experience, maybe to illustrate a point. This sharing and networking with your international visitors can be invaluable.

You will need to keep to time to ensure your visitors are ready to meet their transport back to TIF. Make sure you have time to thank your visitors and say goodbye.

Please pass on the thanks of World Physiotherapy to your colleagues and any patients/clients/students involved.

If there is any lost property, please call the clinical visit coordinator who will send a volunteer to collect the item(s).

5. Final checklist

Here are some questions to help you check the final preparation:

- Does the programme for the visit match the aims?
- Are the people who work at the facility adequately prepared for a group of visitors?
- Are the patients/clients/students adequately prepared for a group of visitors?
- Is the facility prepared? Does it appear welcoming? Is it safe?
- If you are using handouts or information packs, have you prepared enough copies?
- Have you told other departments/staff the visit is taking place, especially those who may work in close proximity to the physiotherapy department or on the relevant wards?

And remember, both you and the participants have much to learn from each other – this is a great opportunity for all involved.

Thank you from the World Physiotherapy Congress 2025 team.

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