

Never Say Never

Unlike many fresh graduates, Parvinder Kaur was blessed with a job at DBC Physiotherapy Centre (BackToHealth (M) Sdn Bhd) as soon as she completed her degree two years back. She was also recently promoted to Senior Physiotherapist. So what is she doing right? **Anisha Prasad** discovers.

She hails from Klang and heads to work in Ampang daily. Since she commutes via train, she leaves home two hours before she clocks in and if her appointments drag on till after eight, she only reaches home close to midnight. It is a challenge, Parvinder Kaur admits, but it is one she doesn't mind taking up as she looks forward to meet her patients. "I have a diverse bunch of patients. They vary in terms of lifestyles, income and race. Although some come late, which causes the session to continue on till after our working hours at eight, I get this sense of fulfilment at the end of the day. On top of that, I'm not an outgoing person so I rather spend time helping my patients. And my patients are very kind to me; some even send me to the train station,"

says Parvinder smiling.

Prior to working as a physiotherapist with DBC (Documentation Based Care) Physiotherapy Centre in 2011, Parvinder signed up as a physiotherapist with Love On Wheels for two months before enrolling for a bridging course that allowed her to complete her Bachelor's Degree in Manipal University, India. While working at Love On Wheels – a mobile healthcare service – Parvinder highlights that apart from meeting patients at their homes, she also took on the management role of this start-up. From writing letters to getting permission, running a session to communicating through meetings and even being a receptionist, Parvinder did it all. And that helped her in the warming-up stages when she first joined DBC.

"I remember being really fascinated with the



least two patients per hour. So one day, I left him for five minutes and he started screaming saying that no one was paying attention to him. My bosses came out questioning what was going on and I just stood there stunned not knowing what to do. I eventually got back to my senses and apologised. Then, for six weeks I worked on treating him from all angles – psychologically, mentally and physically. And it worked. He completed his programme and left DBC as a cheerful, happy man," says this passionate physiotherapist.

Parvinder's efforts in giving her all and spending extra time with her patients to give them the best treatment they deserve paid off a month ago when she was promoted to Senior Physiotherapist. She had no idea it was coming as she believes being a Senior Physiotherapist requires experience of at least five years. "My CEO – Wee Hock Kee – called me in for a meeting. It started off being really casual as he asked me how I was, how I was coping, and whether I was happy working with the company. Then, he told me he was going to promote me as a Senior Physiotherapist and increase my pay. I was on top of the world at that point because I really felt cared for and I just received an increment a month ago," says Parvinder. After she exited the meeting room, she immediately called her mother, who is her pillar of strength, to share the good news. Her mother was overjoyed as she was more than pleased with the achievement of her daughter who is only 24 this year.

As a Senior Physiotherapist, Parvinder manages a team of three physiotherapists where she is in charge of their welfare. Also, she takes care of the hygiene and cleanliness of the entire centre where she advises the cleaner lady what to do as well as making sure the machines are positioned correctly and are in ideal working condition. Although managing a team is pretty new to her, Parvinder is confident she will be able to master it. Thus far, she has sharpened her skills in many areas like managing the centre, providing quality base treatments by focusing on the primary problem of each patient, and learning from the training sessions in regards to the DBC protocol of the machines. Parvinder also believes that working in an SME organisation has allowed her to acquire knowledge in these fields as opposed to other larger organisations where they are given very specific tasks to handle.

Has she figured out what her future holds? "For now, I'm still keen to work and gain more experience. Maybe 10 years down the road, I will be better equipped to own my very own clinic but before that, I hope to be head of department where I want to be able to manage everything before being a business owner myself," says the very wise Parvinder.

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machines at DBC and my blood was pumping every time I started work for the day. It was tough and challenging because this technology from Finland is different in comparison to other physiotherapy centres as this methodology provides active strengthening and deconditioning strategies. I was so excited to hit the books and learn more," says Parvinder of her first impression on DBC. Parvinder worked hard at her job and she reached her first target where she consulted 400 patients in a month. She was given an incentive for her contribution and that pushed her to further achieve more targets.

As a physiotherapist, Parvinder meets patients with a variety of problems. "I had an Egyptian patient who required one-on-one therapy while our usual practise is to meet at

Parvinder in a therapy session with her patient

