Frequently Asked Questions

1. Who is FOTO?
   FOTO is a physiotherapist owned company established in 1992. The FOTO Outcomes database has over 17 million patient assessments, representing 19,600 clinicians from over 4200 clinics. FOTO is used by physiotherapists in Canada, the US, and Israel.

2. Why did the CPA choose FOTO?
   The #1 priority in CPA's Strategic Plan is to "lead the development of outcome measurement systems to improve practice and influence health care decision-makers across Canada."

   CPA has partnered with Focus on Therapeutic Outcomes, Inc. (FOTO) to be the exclusive provider of data collection and reporting services for a rehabilitation functional outcome-based registry for CPA members. The CPA selected FOTO because it is the most experienced and sophisticated outcomes measuring and reporting system available.

3. What are the benefits of using FOTO Outcomes?
   The Canadian Outcomes database now has over 16,500 episodes of care. This database can be used to demonstrate effectiveness of our profession for advocacy initiatives. The use of outcome measures collected through FOTO will be invaluable in helping promote the benefits of physiotherapy in health care.

   Besides helping to build the Canadian eOM database, you will also be able to prove and promote the overall benefits of your physiotherapy treatments to your patients, physicians, and payers.

4. What is FOTO Outcomes?
   Our Patient Reported Outcomes are risk-adjusted and condition-specific. We utilize Computer Adaptive Testing for efficient and accurate automatic scoring and reporting.

5. How long does it take?
   There are three steps to complete an episode of care in the FOTO system - Intake, Status and Discharge.
   • The Intake Survey takes 5-7 minutes to complete.
   • The Status Survey takes 4-6 minutes to complete.
   • The Discharge takes 1-2 minutes to complete.
Frequently Asked Questions - continued

6. Is FOTO available in French?
   FOTO surveys are available in French for your French-speaking patients.

7. Is FOTO difficult to learn to use?
   Starting to collect Outcomes does require a change in clinic workflow, but our system is very user friendly. As the dedicated CPA contact at FOTO, Laura Mensch will help all CPA members to get started using FOTO. This includes any training and support needed for all clinic staff. No matter how long you have been a FOTO user, we are always here to answer your questions.

8. Do you use any of the common patient reported outcomes measures, such as Roland Morris, NDI, LEFS, and Quick DASH?
   The FOTO functional status measurement score is a validated outcomes measure in itself. We did incorporate the legacy outcomes measures when developing the Computer Adaptive Testing questions used to calculate the FOTO functional status measurement score. The advantage of using the FOTO functional status measurement score instead of the traditional outcomes measures is that it is risk adjusted, more precise, and more efficient. You do have the ability to collect required outcomes measures in FOTO. We currently offer over 40 optional surveys, including the LEFS, NDI, and RMQ. They are electronically scored and are included on the patient specific reports.

9. How secure is FOTO? Do they protect patient data?
   We do understand that Canadian users might have some concerns with a US based company. FOTO does comply with all Canadian federal and provincial data protection and privacy legislation. For specific privacy and security concerns, please do not hesitate to contact Laura Mensch, CPA Rep at FOTO, at 800 482 3686 ext. 240 or Kerry Kittson, PT and CPA Practice and Policy Coordinator, at 800 387 8679 ext. 253.

10. Where are the servers located? patient data?
    The Canadian FOTO database server is located in Toronto, Ontario, and no patient identifiable data leaves Canada.

11. Do I need an EMR/Practice Management Software to use FOTO?
    You do not need an EMR or Practice Management Software to start using FOTO. FOTO is a stand-alone cloud based system. All you need is an internet connection and you have access to FOTO anytime, anywhere!
12. Is FOTO Integrated with Electronic Medical Record (EMR) or Practice Management Software Providers?

We are willing to integrate with any EMR or Practice Management Software provider, and have all the necessary information ready to provide them for integration. If you would like your EMR/Practice Management provider to integrate with FOTO, please let them know!

We currently have 5 integration partners in Canada:

You may find the list of our current integration partners on our website:
http://www.fotoinc.com/partners-programs/partners

13. Is it possible to trial FOTO?

CPA is offering an amazing opportunity for CPA members to sign up to use for FOTO with discounted pricing. The agreement can be downloaded directly at:
http://www.fotoinc.com/cpa/ready-to-start-outcomes

14. How much does it cost to use FOTO?

- No Set-Up Fee
- No Monthly Physiotherapist Fee *
- Discounted Monthly Clinic Fees
  - $15 per month per clinic for organizations with ≤ 2 physiotherapists
  - $25 per month per clinic for organizations with ≥ 3 physiotherapists

You may access the 2017 pricing summary at:
http://www.fotoinc.com/cpa-promotion

* CPA 2017 promotion: Monthly physiotherapist fee waived for non CPA members in 2017 if clinic/organization has at least one CPA member physiotherapist. Non-CPA members could be subject to a monthly physiotherapist fee after 2017.

15. How to get more detailed information about FOTO?

For additional information about eOM with FOTO, or to schedule a demonstration, please contact Laura Mensch, FOTO CPA Provider Relations Representative, at 800 482 3686 ext. 240 or Kerry Kittson, PT and CPA Practice and Policy Coordinator, at 800 387 8679 ext. 253. You may also access information directly at: http://www.fotoinc.com/cpa.