

What do I need to know as a first time patient?

How long will my first visit be?

Your first visit can be from 60 to 90 minutes. You'll undergo a comprehensive evaluation so we can establish an appropriate treatment plan. Please arrive at least 15 minutes before your appointment to discuss insurance and billing procedures with our front office staff and complete your new patient paperwork.

How long will my regular appointments be?

Depending on the type of treatment you have been referred for, your regular appointments will last from 45 to 90 minutes.

How often will I have therapy sessions?

A treatment program typically consists of two to four sessions per week. The more often we can work with you, the quicker we can help you recover.

How do I schedule follow-up appointments?

Appointments are made with the front office staff or your physical therapist. You should check in and out with them at each visit.

Who will be involved in my physical therapy?

Physical therapy services are directed by licensed physical therapists. Your specialized treatment program will involve a team approach, consisting of skilled physical therapists and physical therapist assistants.

Will I always have the same therapist?

It is our policy to schedule you with the same team of therapists for each of your visits to our center. Occasionally, substitutions must be made because of staff vacation, illness, or participation in continuing education courses.

Will my insurance cover the costs of my treatment?

Physical therapy benefits will be verified prior to your first appointment. Our front office staff will outline your benefits when you arrive, as per your insurance contract. Co-pay and deductible amounts are paid at the time of service. Our Patient Account Representatives are ready to answer any of your billing and insurance questions, and can be reached at 1-800-527-2524.

What should I do if I am unable to make my appointment?

In order to accommodate each patient's schedule, reserving time slots for treatments is very important to operate our facilities efficiently. Canceling an appointment at the last minute or failing to come in for a session limits our ability to meet the scheduling needs of our other patients. Therefore, we request that all cancellations be made at least 24 hours in advance of an appointment. A cancellation fee may be charged for cancellations with less than 24-hour notice.

Will my doctor be kept updated on my treatments and progress?

A copy of your initial evaluation will be sent to your referring physician, along with regular progress notes to keep your physician updated on your progress and current functional status. Communication with all parties is an important component of your treatment program.

What will happen when I am discharged?

Upon discharge, you will be adequately prepared to leave physical therapy, and your home exercise program will be updated accordingly. You may contact your physical therapist anytime with questions or concerns.