



Physical Therapy FAQ's

1. Prior to visit what do I need to do:
 - Obtain a referral from your MD and provide your insurance information to the PT dept so they may verify your benefits
2. What do I wear:
 - Loose fitting, comfortable clothing. If you are being seen for your leg, shorts; if being seen for your shoulder or upper back, a sports bra/tank top is preferred; appropriate footwear.
3. Do I have to complete any paperwork:
 - Yes, forms are located on the website and include: HIPAA, Medical History, Functional Outcome questionnaire specific to body part being treated.
4. Do I have to arrive early to my appointment:
 - YES, arrive at least 15 minutes prior to your appointment to be sure we have completed all your paperwork and are able to review your insurance benefits with you.
5. How often will I need to return to therapy:
 - This will be determined by your therapist and physician and discussed with you at your initial appointment.
6. How long will my appointments last?
 - Plan to be at the first appointment for 60-75 minutes. Follow-up visits between 30-60 minutes.
7. May I bring a family member with me?
 - To protect patient privacy, family members must remain in our waiting area unless your therapist requests otherwise. Children under age 12 should not be left unattended in our waiting area.
8. May I use my cell phone?
 - Please put your cell phone on silence so we can both concentrate on your therapy.
9. Do I need to pay my co-pay at time of visit?
 - Yes, co-pays must be paid at time of visit.



Insurance Authorization:

If we are contracted with your insurance company, we will bill them directly as a courtesy to you. Please be aware, that while we do our best to accurately verify your insurance benefits, ultimately you are responsible for knowing your coverage benefits and limits, and for all charges you incur. We highly recommend that you call your insurance company to fully understand your benefits.

What to expect at your visit:

Your physical therapist will begin your treatment by working with you to create a comprehensive evaluation including a thorough history, physical assessment and detailed discussion of your personal goals. Following your initial evaluation findings, your course of treatment will begin. It will be driven by our philosophy of providing comprehensive care, which not only includes a manual “hands-on” approach, but an appropriate and detailed exercise plan tailored to your specific condition.

Cancel/No Show Policy:

Your appointments are crucial to your recovery, so it is imperative for you to make all of your appointments. If for some reason you must cancel, please give us at least 24 hours advance notice.

If you no show to three appointments, we will discharge you from therapy and you will need a new order from your physician to begin again.