

## **New Patient FAQ's**

### **How long will my first visit be?**

You can expect to be at the office from 60-90 minutes on your first visit. You will undergo an evaluation to establish an appropriate treatment plan. Please arrive 10 minutes early to complete paperwork.

### **What should I bring to my first appointment?**

Please bring your insurance card(s), photo identification, your co-payment and doctor's prescription for therapy. No one likes filling out forms at the medical office so why not finish them ahead of time. Download the new patient forms off this website and bring them in completed. If this is related to worker's compensation or auto please bring the insurance carrier's name, your claim number and injury date and the adjuster's contact information.

### **What should I wear?**

We recommend you wear comfortable, unrestrictive clothing since you will be stretching and moving around. Your clothes should allow us to evaluate your area of injury, so please dress accordingly.

### **How long will my regular appointments be?**

Depending on the type of treatment for your condition, your regular appointments will last one to two hours.

### **How do I schedule appointments?**

Appointments are made by the front desk staff on a weekly basis. Be sure to sign in at each visit, pay your co-payment at each visit (if applicable) and make your appointments weekly.

### **Will I always have the same therapist?**

It is our policy to try to schedule you with the same therapist for each therapy session. However, changes may be made due to vacations, illness, etc.

### **Will my insurance cover the costs of treatment?**

Physical therapy benefits will be verified at your first appointment. Our front staff will outline your benefits to you, as per your insurance contract. Co-pays are due at the time of service. To receive the most accurate information regarding your insurance coverage please contact your insurance company directly.

### **What should I do if I cannot attend an appointment or need to change my appointment date or time?**

Please call the office as soon as possible.

### **Will my doctor be kept updated on my treatment and progress?**

A copy of your initial evaluation will be sent to your referring physician. An updated progress report will be sent with you or faxed to physician on your next follow up visit. Please keep your therapist informed of your next physician follow up appointment.