

Dear Physical Therapy Patient,

Welcome to ReQuest Physical Therapy. We want to make sure you are very satisfied with the care you receive from us. We hope to make your experience at ReQuest one that is positive and assists you to regain your active lifestyle. The following is an outline of what you can expect during your visits to our facility.

Initial Visit - Physical Therapy Evaluation

Your first visit will be with your physical therapist who will perform a thorough evaluation including discussing your condition and past medical history, taking measurements and performing diagnostic tests. Your therapist will also provide you with helpful information regarding your condition in an understandable fashion and outline a treatment plan so you know what to expect during each follow-up visit. A copy of your therapists resume is included with this letter.

Follow-up Visits and Treatment

When you arrive for therapy, please sign in at the front desk. *If you expect to be late for your appointment*, please phone our office so we can make adjustments to our schedule. Typically, each follow-up visit lasts between 40-60 minutes. Since you can expect to be physically active during your visits proper attire is important for you to be comfortable. We recommend lightweight clothing or workout attire with shoes that provide support. If needed, we have changing rooms available and places to safely store your personal items or hang your clothes. At ReQuest we provide our therapy services in a team format. You will always work with the same physical therapist and assistant on each visit and any deviation from this policy will be approved by you. All physical therapists are licensed by the state of Florida. Their assistant may be a certified athletic trainer, exercise specialist, licensed massage therapist or an intern in training under their direction and supervision. All treatment decisions are made by the physical therapist directing your care.

Financial Information

When you sign out at the end of each visit, payment for service is expected. Some insurance plans cover all visit expenses, however most insurance plans have deductibles and co-payments. We will be pleased to file your insurance claim for you. At the end of each visit you will be asked to pay any deductible or co-payment. The full amount is due if you are a self-paying patient. Visa and MasterCard are accepted. If you anticipate difficulty in paying, please call our office to arrange a meeting with one of our billing specialists and a payment plan may be able to be established. Please be aware that insurance policies have different plans covering physical therapy services. We will assist you in any way we can, but **ultimately it is your responsibility to understand your coverage**. To obtain information about your specific plan we encourage you to contact your insurance company's customer service department. That phone number is often included on your insurance card.

Special Note: Therapy Guidelines for Medicare Patients

The following are guidelines specific for Medicare patients. If these requirements are not met, Medicare will not cover physical therapy services.

- You may only receive outpatient therapy for 30 days after your initial evaluation. After 30 days, your doctor must provide a new prescription or sign a certification stating that you still need further rehabilitation services. If appropriate, this certification request will be forwarded to your doctor by your therapist.
- Medicare does not cover outpatient physical therapy in conjunction with homecare services. Nor does it cover massage services performed by a licensed massage therapist.