

New Rochelle Physical Therapy

Office Policies

Your First Visit

Please come to your appointment with your insurance card and your prescription. If applicable, please also bring any insurance information for no-fault or workers' compensation claims. We will make a copy of your insurance card and no-fault or workers' compensation insurance paperwork (if applicable) at the time of your appointment. Also, please come in a few minutes early, as there will be some additional paperwork that you will need to fill out, including medical history, insurance verification information and release forms.

Any co-pays you may have are due at the time of your visit. These are due every subsequent visit as well. These co-pays are part of the agreement you have made with your insurance company for medical coverage and cannot be changed by us. The company releases that this expense may add up quickly and we will do everything we can to utilize your time and address your condition as efficiently as possible.

Please wear/bring proper attire for your visit. The therapist is going to have to examine your injured body part(s), so dress appropriately. Also, you may be doing some movement and/or exercise for your injured area(s), so clothing should be appropriate for that as well.

Your first visit usually will last anywhere from 45 minutes to a little over an hour, so plan appropriately. Your therapist will be taking a close look at the involved body part(s), which include checking range of motion, strength, and checking for tenderness and may start treatment, which also takes some time.

Following your first visit, you may experience some increased soreness or pain. DO NOT get discouraged. This is very normal following the initial visit. However, it is important to distinguish your pain/soreness. In general, if the pain and/or discomfort is the same you described to your doctor/therapist, the activity and/or exercise may actually be **AGGRAVATING** your condition rather than helping it. The different movements and tests the therapist had you perform as well as the subsequent treatment all can contribute to this increase in soreness or pain. You have probably been protecting the injured area(s) from any motion and activity, so once that area gets moving again, your injured area will not be used to it... it will improve.

Subsequent Visits

If you cannot make your appointment or will be more than 15 minutes late, please call our office at (914) 632-1100. We have reserved the time slot for you and if you cannot make it or arrive too late, we can open it up for someone else. It also allows your therapist to plan appropriately if you will be late, as it will affect other patients as well. Our office reserves the right to charge up to \$25 if it does not receive timely notification of a cancellation/no show. Please let us know if you

can't keep your appointment. **Your MD may be notified regarding your compliance to his/her PT order.**

Over your subsequent therapy visits, your therapist will work with you to meet your goals of decreasing your pain, increasing your strength, flexibility, etc. Our goal is to get you back "in shape" in as timely manner as possible. Please understand that our bodies, unfortunately, rarely heal on our timetable. Your injury may have taken some time to develop and to get to the point that you meet medical intervention... it will take time for it to improve. If you feel, however, that you are not improving after a few weeks, please discuss this with your therapist. Your input and feedback into your treatment plan is essential, so please do not hesitate to share any question/issue you have.

In the State of New York, an updated/current prescription from your doctor is required in order for you to legally obtain treatment from a therapist. These prescriptions are good for however long the doctor has stated on it you should come. Normally, they are for approximately 4-6 weeks with the anticipation that the patient will follow up with their doctor within that timeframe.

Insurance companies will pay your bills, but it is important to realize that they do not have limits on how long they will pay. Many have certain guidelines and criteria they use to authorize therapy, and they may stop payment at the time when you reach these criteria, as documented by the PT notes sent to them. If you become personally involved with your case (insurance company) it will be extremely beneficial in receiving the number of visits that are necessary. It is, therefore, important to follow any instructions and/or exercise your therapist recommends to you.

Our professional office staff constantly does everything necessary to assure payment. Please do not take your frustration out on them. Errors do occasionally occur with co-payments, co-insurances, billing errors, etc. Please let us know if you receive a bill you believe is in error and we will look into that for you. Please keep all of your receipts from our office as well as your insurance company.

Inform your therapist when you are returning to your doctor, so your therapist can write up a progress note from you can give to your doctor at his/her office.

If you decide to stop therapy, or your doctor tells you that you do not have to return to therapy, please let this office know. We need to keep updated records for our charts and, in some cases, let your insurance company know that you did not utilize all authorized visits.

In conclusion, New Rochelle Physical Therapy will make every effort to improve your condition in as short a period of time as safely possible.

I have read and understand the Policies stated above, and I agree to accept the responsibility described.

Signature

Date