



FOOT • ANKLE • HAND • PAIN • SHOULDER • SPINE

## **PHYSICAL THERAPY DEPARTMENT INFO**

### ***What to expect while receiving Physical Therapy:***

- Please bring or wear comfortable clothes that adequately expose the injured area.
- Please wear appropriate shoes that you would wear to workout.
- Ladies, if you have a shoulder or neck injury, a sports bra is appropriate.
- Please allow 1 hour for all appointments.

### ***Department Rules and Regulations:***

1. Physical Therapy appointments are available from 7:00 am - 5:45pm Monday thru Thursday, Friday 7:00 am – 4:00 pm, and Saturday 8:00am - 11am.
2. We suggest that you schedule your therapy appointments one week in advance. Please only attend therapy at your scheduled date and time.
3. Please feel free to contact the physical therapy department at 713-984-1400 ext.101. Please leave a message if the receptionist is unavailable and your phone call will be returned in a timely manner.
4. Please SIGN IN at every visit and be seated in the waiting area. An employee of AOKC will escort you into the gym area secondary to privacy and HIPPA guidelines.
5. Anyone who is not a patient of physical therapy should wait in the larger physician's waiting area just outside the clinic door. Family members are encouraged to attend therapy but should allow injured patients to sit in the available seats while waiting.
6. It is expected that payment, to include co-payments, be made at the time of service. Please CHECK IN and CHECK OUT with the front desk to remit payments and take care of any scheduling matters.
7. Durable Medical Equipment (DME) is not always covered by insurance and payment needs to be collected at time of service. Any DME under \$50.00 is supplied by a separate company, DONJOY, and must be paid for separately. If it is over \$50.00, we will submit a claim to your insurance company and reimburse you if the DME is covered.
8. A parent/guardian must be present on the child's first visit if they are under the age of 18. Parents may sign a "Consent to Treat" form if the child will be attending follow-up visits without a parent present, but a parent MUST leave a DIRECT contact number where they can be reached during the treatment session if needed.
9. A paper survey is available in the PT waiting area for our patients to complete at any time during their time here at AOKC. Please feel free to provide comments on this survey and drop in the designated lock box as your input will help us provide better treatment to patients in the future.

Our priority is to work towards your rehabilitation goals. Thank you for attending our clinic and we hope that you are well very soon!

I have read and understand the above information

Patient Name: \_\_\_\_\_ Patient Signature: \_\_\_\_\_