



Patient Expectations

Attendance

- Attend PT regularly 2-3 times/week. The more time you can dedicate to your health, the quicker you will feel better!
- You will be here about an hour each visit. At TheraCORE, it is our goal to have you see the same PT each visit and for them to spend quality time directly with you.
- Please be on time. Call if you will be late or need to reschedule at least 24 hours before your appointment.
- Schedule your future appointments as soon as you know your schedule. We want you to get the times that work best for you.

Plan of Care

- Your physician wrote you an initial prescription for 4-6 weeks of PT. This does not determine when your physical therapy is done. Your care is finished when you have reached your goals, or sometimes based on insurance restrictions.
- Your PT will reevaluate your progress at the end of your prescription or every 4 weeks and then send a note or call your physician to update them, and possibly ask for a continuance of physical therapy.
- Let your PT know when you will see your physician, a note or phone call will be made to communicate with them about your progress with PT.
- Be dedicated with performing your home exercise program. The more compliant you are with what your PT is asking of you, the faster you will progress!

Etiquette

- Please do not bring your phone into the treatment area. If you are expecting a phone call, please let us know ahead of time. Phones can be very distracting to you and other patients.
- Ask questions! Our goal is to give individualized care at each visit and thoroughly explain what and why we are doing. If for any reason you do not understand, always ask!
- If you have a question about another patient, please ask them. Your PT cannot divulge confidential information about other patient's diagnoses or care.

Payment

- Your insurance will be billed after each visit. Once TheraCORE is reimbursed from insurance, you will be issued a statement for your portion near the beginning of each month.
- Please pay your co-pays at the time of each visit, or at least once/week.
- To ensure accurate billing from TheraCORE, please fill out any requests for information from your insurance company promptly! Please let us know right away of any change in personal or insurance information.