

## **New Patient**

### **Frequently Asked Questions**

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### **Why would I choose PhysioPartners over other physical therapy clinics?**

PhysioPartners stands out from the competition with a one-on-one consultation and treatment included in every visit. Our therapists have a broad base of experience and provide personalized attention that will speed your recovery. We also offer a full selection of transitional health and wellness services that can help you achieve your highest level of physical function.

### **Do I need to see my doctor before starting physical therapy?**

A physician's diagnosis is not required to be evaluated and treated by a physical therapist. However, your individual insurance plan may have unique requirements, such as physician certification of medical necessity or a physician signature on the plan of care. We can help you determine some of your insurance company's requirements, but you may also contact them directly for more information.

In addition, if your condition is not appropriate for treatment by a physical therapist or is not improving within 15 business days or 10 sessions, we will refer you to your physician for further evaluation. If you do not have a personal physician, we are able to recommend several doctors with whom we work regularly.

### **Do you accept insurance?**

PhysioPartners accepts insurance and will file claims on your behalf. Please check our [network participation list](#) to confirm that we are in your insurance network. We are also happy to file claims with your insurance, even if we do not participate with your network. Please call (773) 665-9950 if you have any questions or would like us to verify your benefits in advance of your first visit.

### **What if I do not have insurance?**

PhysioPartners rates are very reasonable when compared with other facilities, and we offer a discount for payment made on the day service is provided. Please contact us at (773) 665-9950 to discuss further.

### **What should I bring to my first physical therapy visit?**

Your registration paperwork can be printed off our website or can be emailed or faxed to you prior to your physical therapy visit. Please complete the paperwork in advance of your visit and bring it with you. If you elect to complete paperwork on the day of your first visit, please arrive 15 minutes early in order to avoid infringing upon your appointment time.

In addition you will also need to bring:

- Your physician's referral or written diagnosis if available or required by your insurance
- Photo identification
- Your insurance card if you are planning to bill insurance for your visits

## **How long will my visit last?**

Most visits are 45-60 minutes.

## **How long will I be coming for physical therapy?**

Your physical therapist will be able to make a recommendation following your physical therapy evaluation. However, patients attend physical therapy 2-3 days per week for 10-12 visits, on average. Typically, if your problem has begun recently, you may expect improvement in your condition more quickly. Chronic conditions may be more complicated and your physical therapy may progress more slowly.

## **Will you be in contact with my physician?**

If you have a treating physician, our physical therapists will be in regular communication with him or her. We will forward our evaluation results and impressions following your first visit and re-evaluate your condition approximately every 4 to 6 weeks, at which time your treating physician will be advised of your progress. In addition, please advise us if you have a follow up appointment scheduled with your physician so that we may prepare a report in advance of your appointment.

## **What will I be expected to do in physical therapy?**

Patient and client participation is crucial to your progress. The more information you are able to provide your therapist regarding activities that aggravate and relieve your symptoms, the more he or she will be able to assist you in addressing underlying problems that may be contributing. Patients typically will be expected to perform home exercises and stretches, commit to a healthy level of activity to improve endurance and activity tolerance and follow postural recommendations. However, your therapist is a professional problem-solver and committed to assisting you at every stage of the process to ensure your success.