



ASHEVILLE FAMILY FITNESS and Physical Therapy

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www.physicaltherapyofleicester.com

Welcome, we look forward to helping you feel better!

*Below you'll find the information you need to get started with us. **Please keep this sheet for your reference.***

Before your first visit

Complete the paperwork we mailed you in full and bring it with you. If you did not receive the paperwork in advance, please plan to arrive 30 minutes before your appointment time to allow time to complete it in the office.

If you are using insurance, check with them to verify that they cover "Outpatient Physical Therapy" and ask the following questions. The answers will help you know your costs for physical therapy.

1. Is a doctor's referral required for coverage?
2. Is pre-authorization required?
3. Do I have a Co-Pay which would be due at the time of each visit?
4. Do I have a maximum number of visits?
5. What is my deductible and how much have I met this year?
6. What is my Co-Insurance?

If your insurance requires it, obtain a Physical Therapy Referral or Order from your physician. Your doctor can give you the Referral or it can be faxed to us at (828)225-3839. Most Federal Government Policies such as Medicare and Tricare require a PT referral/order.

Your First PT Appointment

If you have not yet filled out intake paperwork, please arrive 30 minutes early. If your paperwork is already complete, arrive at least 10 minutes before your appointment time so that we can put your chart in order and begin on time.

What to bring

Bring your completed paperwork, insurance card(s), a photo ID, and a calendar for scheduling any necessary follow-up visits after your initial evaluation.

What to Wear

In order to make the most of your Physical Therapy sessions, we ask that you wear comfortable, loose fitting clothing. Exercise-type clothing such as sweat or yoga pants, shorts and t-shirts are most appropriate. If you are coming before or after work please bring clothing you can change into when you arrive. We have locker rooms and lockers that you can use if you desire, just bring your own lock.

Meet Your Therapist and Get Started

The Initial Evaluation

Your therapist will start with an evaluation of your current problem as well as your general health and personal goals regarding physical therapy. We'll do a physical exam to assess your posture, movement / strength / muscle tone, range of motion, sensation & pain levels, and your ability to perform specific functional tasks.

The first visit also includes your first physical therapy treatment. Using a wide range of treatment options, your therapist may begin by helping to relieve your symptoms, then progress over time to help you regain maximum ability & function.

Treatment Plan of Care and Goal Setting

Successful physical therapy treatment involves retraining your body's systems over time. At the end of the initial evaluation your therapist will propose a treatment plan of care which will include a recommended number of follow-up visits. This varies greatly from a few visits to multiple visits per week, depending on your condition, severity, and examination findings.

Treatment is tailored to meet your individual goals and may include hands-on work by the therapist during your appointment(s), corrective exercises for you to do both at the clinic and at home, and instruction for achieving recovery as quickly and safely as possible. You'll also learn about ways to prevent future problems and maintain health.

It is not possible to predict the exact results of treatment, nor the exact timeframe, as each person reacts and responds differently, but rest assured our clinical staff are trained in the most current evidence-based treatments and have a large wealth of knowledge and experience from which to draw their choice of treatments.

Education & Communication

Ask Questions! Your understanding and participation are essential in achieving your treatment goals, and you will be taught strategies to help you take control of your body and its healing process. Education is a large part of what we do as physical therapists. Open communication is vital between you and your therapist, and we encourage you to ask questions both at the initial evaluation and during therapy.

Cancellation Policy

Please be sure to read the Cancellation Policy on the right-hand side of this page carefully, we really do enforce it!

CANCELLATION POLICY

As part of our effort to provide you with the best care and accommodate all appointment requests, we have implemented the following Cancellation Policy.

- **We ask for a minimum of 48 hours' notice for your first appointment and 24 hours' notice for follow-up appointments.**
- If you do not notify us, you will be charged a \$30 fee for each missed appointment. We understand that emergency situations may arise, please share that information with us as soon as possible -situations will be handled on an individual basis.
- If you are unable to keep your appointment, please call us as soon as possible (**do not email or text**), so that another patient can use the time slot.
- **If you call after hours**, you may leave us a message on our voice mail system to cancel or reschedule your appointment.
- **If you will be late** for your appointment, please call us so that we may advise you if you can be accommodated, or if we will need to reschedule you.

We will attempt to confirm all appointments in advance, however, this is done as a courtesy and the responsibility of canceling an appointment remains with the patient.

We appreciate your business and know that your time is as valuable as ours.