

CLIENT INFORMATION

THANK YOU for choosing us to serve your physical therapy needs. Our overall goal is to provide you with an excellent physical therapy service at the most reasonable cost, and to help you succeed in accomplishing your physical therapy goals.

We do this by:

1. Offering you a physical therapist who has had extensive post-graduate training in general orthopedics and specialty areas (i.e. women's issues).
2. Giving you extensive education about your condition and what you can do to help yourself especially after you are discharged from therapy.
3. Scheduling your appointments so that you have one-on-one time with your therapist. We do not "overbook" appointments.

4. Discussing your treatment options with you and including you in making decisions about the care you receive.
5. Verifying your insurance benefits and discussing your financial options with you.
6. Helping you with your long term wellness and exercise plan by offering several fun exercise and educational classes at our facility (i.e. yoga, pre/post natal, Pilates...)

You can help us by:

1. Doing the exercises at home recommended by your therapist.
2. Keeping your scheduled appointments. Irregular attendance to therapy may be disruptive to the healing process and result in a longer rehabilitation time.
3. Filling out the required paperwork as accurately as possible at the time of your first and last visit. We use this information for research and to continually improve our clinical procedures.
4. Calling at least 24 hours ahead of time if you are unable to keep your appointment. We can offer the time to another client.

5. Sharing your ideas on how you feel we can improve. Your compliments AND complaints are both welcome!

Your therapist's name is: _____

FOR INFORMATION, COMPLIMENTS OR COMPLAINTS, PLEASE CONTACT:

Francine Noel-Ford, DPT, Director/Owner.

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