



Carolin Rehabilitation

Uncompromising Excellence. Commitment to Care.

OUTPATIENT THERAPY FREQUENTLY ASKED QUESTIONS

Q. How do I make an appointment for Therapy?

- A.** You or your physician can schedule an appointment for outpatient Physical, Occupational or Speech Therapy by contacting any of our outpatient locations. *(See Facilities and Locations link for a listing of outpatient locations)*

Q. How long is a typical therapy appointment?

- A.** The first visit is usually the longest because the therapist will conduct a thorough evaluation to determine a specific course of treatment for your specific medical problem. The visit may last about an hour.

Q. What happens during a therapy session?

- A.** Each patient receives personal care from their therapist and the other members of the therapy team. Patients and family members receive consultation time to discuss the goals that they hope to achieve during treatment. Patients receiving more than one type of therapy can expect coordination of care between disciplines. Home exercise programs or activities to reinforce skills will be reviewed during the treatment sessions and educational materials are provided to patients and families.

Q. What do I wear to therapy?

- A.** Please wear comfortable, loose fitting clothing to your therapy sessions. You can wear shorts or loose fitting pants, t-shirts and tennis shoes or other rubber soled shoes.

Q. How often do I need to come to therapy?

- A.** After your first visit and evaluation, the therapist will determine how often you will need to come to therapy. Follow-up therapy appointments can be made up to two weeks in advance. Since each patient and each medical condition is different, the length of each visit may be different. These follow-up therapy sessions are typically 30-45 minutes in length.

Q. How long will I need to come to therapy?

- A.** Each patient's medical condition and circumstances are different. Therefore, the length of time in therapy will depend on the individual's needs to reach his optimal recovery potential. The therapist will use the evaluation at your first visit, the doctor's orders and the your medical condition to determine the duration of therapy. Typically, patients may attend therapy 2-3 times per week for up to 8 weeks. Your treatment plan may be longer or shorter depending on your individual needs.

Q. How do I prepare for my first appointment?

- A. Please arrive 20 minutes prior to your appointment time to allow ample time to complete and review the necessary paperwork. You should bring a copy of your insurance card, a therapy order from a doctor or confirm that a doctor's office has sent this order to us. If you are unable to keep your appointment, please call the office 24 hours in advance.

(See Facilities and Locations link for a listing of outpatient locations)

Q. How do I prepare for a pediatric feeding therapy sessions?

- A. Please bring a specific food item that the child enjoys eating, a food item that the child does not enjoy eating, foods of 2-3 different textures, and bring the utensils usually used when feeding the child such as a cup, straw, spoon, dish, etc.

Q. Are therapy services covered by my insurance?

- A. Carolinas Rehabilitation participates in a variety of insurance plans. As with a visit to any physician, there may be deductibles, co-pays or co-insurance payments for each therapy visit depending on the individual plan. Each individual insurance plan may also limit the number of therapy visits that will be covered by the plan. We encourage you to review your insurance benefits as described in your benefits booklet or by calling your insurance company. A Carolinas Rehabilitation Patient Account Representative verifies your eligibility and benefits prior to your appointment and will review the information with you when you come for your first visit. Any deductible, co-pay or co-insurance and any items not covered by your insurance benefits is the responsibility of the patient and should be paid at the time of service.

Q. What if my insurance benefits expire and I still need therapy?

What if I have no insurance?

- A. Carolinas Rehabilitation will not deny you treatment. If you and your therapist agrees that you need additional therapy after your benefits expire, we will be glad to work with you to set up a payment schedule. If you do not have insurance or have a liability case (car accident, etc), please notify our Patient Account Representative at your first visit so that payment arrangements can be made.

COMMITMENT TO EXCELLENT CARE

We appreciate the confidence that you and your physician have in Carolinas Rehabilitation. Our goal is to provide you with excellent care. We strive to exceed your expectations. Please let us know if there is anything that we can do to enhance the service we provide.

Thank you for choosing Carolinas Rehabilitation where we restore quality to life.