

Welcome to OrthoBethesda Therapy Services

Welcome to our clinic. We are pleased that you have chosen us for your rehabilitation needs. Our goal is to provide you with the highest quality care in a clean and professional environment. Before you begin your therapy program, an evaluation will be performed to assess your individual needs. The evaluation will take approximately 30 to 45 minutes depending on your diagnosis and individual needs. It is important that you come to your evaluation at least 15 minutes early (30 minutes early if you have Medicare) to complete necessary paperwork if this has not been completed beforehand. You can also save time by filling out the necessary paperwork at home by going to www.orthobethesda.com/about/default.aspx

When you come for your evaluation, you should bring the following information:

1. Therapy prescription from the physician
2. Insurance card
3. Co-pay (if applicable)
4. List of medications you are currently taking
5. Primary care physician referral (if applicable)

Appointments: Patients are seen by appointment only. After your evaluation, schedule follow-up visits at our reception desk. Your therapist will discuss with you the recommended frequency and duration of treatment. It is critical that you are on time for your appointments. Showing up late may make it necessary to shorten your therapy session so that other patients' scheduled appointments are not disrupted.

Appropriate Attire: Please wear clothes that are suitable and comfortable for performing exercise (e.g. shorts, sweats, athletic sweats, shirt). If you have a knee problem it is best to wear shorts so that we can work on your knee directly, as needed.

Attendance Policy: It is very important that you attend all of your scheduled visits. If you cannot attend, we require that you call **at least 24 hours in advance** so that we can fill your scheduled slot with another patient.

Inconsistent attendance: If you do not show for your regular appointments, or are inconsistent in attending therapy, **you may be discharged from therapy**. Your physician and/or case manager will be notified and you will not be able to return to therapy without a new doctor's order.

Regular attendance and active participation in your therapy program is necessary for you to get the maximum benefit from our services. It is also important for you to have open communication with your therapist regarding the therapy being provided and any pain you might be experiencing. This communication will aid the therapist in adjusting your program to better meet your needs.

Complaints or Recommendations: We encourage open communication. If you have any complaints, concerns or recommendations, please ask to speak with Amanda at the front desk.

If you have any questions regarding our services, please call our office at 240-482-2438.

We look forward to working with you.

Sincerely,

OrthoBethesda Therapy Services