



Welcome!!

Thank you for choosing **Synergy Physical Therapy and Yoga, Inc.** for your physical therapy needs. We look forward to working with you in achieving your goals of a happier, healthier, and more functional you!

What to expect for your first appointment:

Your initial evaluation will be 40 minutes. Although most insurances do not require it, please bring your prescription from your doctor if you have one. We also ask that you gather any medical information such as MRI results or operative reports that may be helpful. Your therapist will review your medical history, conduct a thorough evaluation to determine what factors may be contributing to your pain, and design a home exercise program. We ask that you try to be on time for this appointment so that you get the full benefit of your first treatment.

If you prefer to fill paperwork out upon arrival, please plan to arrive 15 minutes early. We recommend parents accompany patients under the age of 18 for the first treatment.

What to wear: It is helpful to wear loose fitting exercise clothing to your appointments. We recommend wearing sweat pants or shorts and good athletic shoes depending on your condition. We do provide shorts and gowns if necessary for your treatment. **Please refrain from wearing strong scents or any perfume!** Most of our staff and many clients are sensitive to fragrances.

Goals: Working with your therapist will help you determine what your goals are during the rehab process. Keep in mind you will have to work at home to get the most benefit from your therapy sessions. We strive to keep communication open throughout your rehabilitation so your goals and expectations are being met. Frequency and duration of treatment varies depending on your diagnosis. As you progress, your therapist will monitor and modify your treatment program in order to work toward your goals. Evaluations will be forwarded to your doctor to keep him/her informed on your progress so please tell your therapist when these appointments are scheduled. Treatment times will be 30-45 minutes in length.

Financial Policy & Insurance: Our policy is to contact your insurance company to verify your benefits. We suggest you also contact them so you are aware of their requirements regarding authorizations, referrals, policy exclusions, and your financial responsibility. Copayments and Coinsurance are due at time of service. If your deductible has not been met, there will be a minimum payment of \$70 until it has been met. If you have any insurance questions, please feel free to call our billing company, Cornerstone Services, at 303-429-1086.

Some costs may be incurred that are not covered by your insurance. These include purchasing exercise equipment or electing to try dry needling as part of your treatment. Dry needling is a powerful and effective modality that has documented success in treating most painful conditions. If you feel you may benefit from dry needling, please discuss this with your therapist. The cost of dry needling is \$5 if during a treatment session. Private needling sessions are (\$35) and 20 minutes in duration.

24-Hour Cancellation Policy: We send email reminders the day before your appointment (please notify us if you wish to not receive these). Out of respect to our therapists and other patients who may be on a waiting list, please give 24-hours' notice to cancel appointments. There is a \$35 charge for no shows or late cancelled appointments.

Thank you for choosing Synergy as your rehabilitation facility. We are so grateful to have the opportunity to assist you and facilitate your healing process!