

# For Patients

## FAQs

Always feel free to **contact your nearest PT@acac location** for information - below we share some FAQs that may be helpful.

### **How can I help make my first visit go smoothly?**

For your convenience, you may download the paperwork (below) and complete it prior to your appointment. This will ensure you are seen in a timely manner and allow the therapist time to complete a thorough evaluation.

#### **Important first visit tips:**

- Arrive 15 minutes prior to your scheduled appointment to check in.
- Bring all insurance information, physician referrals, list of medication (including dosages), etc.
- Wear comfortable loose fitting clothing

### **What should I bring to my first appointment?**

Please bring your physician referral, insurance card(s), list of prescriptions and any X-ray and/or MRI reports that have been performed. Other considerations that may be helpful are: exercise shoes/equipment, rackets, cleats, etc.

### **How will I know if my insurance covers my therapy?**

PT@acac is a provider with all major insurance companies. As a courtesy we will verify physical therapy benefits prior to your initial evaluation and obtain authorization if needed. We file insurance claims for each date of service and claims are reviewed and reimbursed according to the terms of your insurance policy. You will be informed of your financial responsibility at your first appointment. All Co-pays or Co-insurance is expected at CHECK IN for each appointment. Billing is managed by WebPT Billing Services.

### **Am I required to wear a face mask while in your clinics?**

As of March 20, 2023, face masks are encouraged, but optional.

### **How long will my first appointment be?**

Your first appointment will take approximately 1 hour and will include a thorough history and assessment of your condition, including a comprehensive evaluation by a skilled physical therapist. You will receive a diagnosis based upon our findings, goal setting opportunities and a plan for success that includes a

prognosis for the resolution of your current condition.

**How long is each following appointment?**

Follow up treatment sessions can vary in treatment duration depending on the diagnosis and treatment plan you and your therapist agree upon. Generally, each session lasts approximately 60 minutes that will include reassessments, treatment and home program instructions.

**What should I wear?**

Wear anything comfortable that allows you freedom of movement. Please bring comfortable loose fitting clothing such as T-shirt/tank top and shorts. This will allow the therapist to evaluate the affected area thoroughly. If you are exercising, please bring athletic/running shoes.

**How many appointments will I need?**

The number of treatments per week and total number of weeks will be determined by your Physical Therapist following the initial evaluation.

**How often will I come to physical therapy?**

The frequency and duration of your sessions will be determined by your therapist based on your diagnosis and evaluation. Your therapist will provide you the necessary amount of treatment for optimal results. Generally speaking, optimal therapeutic results occur at a frequency of 2-3 times per week initially, decreasing to 1 x week as an injury heals. Please feel free to discuss your plan of care, including how often you are treated, with your therapist at any time.

**What happens if I can't make my session?**

**A \$60 fee will be charged for all cancellations and no shows without 24 hour notification.**

**PT@acac offers child care while I am getting my treatment. How does that work?**

Patients may use the ACAC Kids Zone for childcare during the time of their PT@acac appointment, as long as the Kids Zone hours coincide with the time of the appointment. Patients who are ACAC members may use the Kids Zone on the same terms as dictated by their current membership status with ACAC.

Patients who are not ACAC members may pay the guest rate for Kids Zone childcare during their visit to PT@acac. Please call Member Services at Albemarle Square or Downtown to confirm KidsZone operating hours, fees, etc. Please mention that you are a patient at PT@acac when you call.

**Do I always see the same therapist?**

Yes. At PT@acac, you will always see the same therapist, except for special circumstances such as scheduling difficulties or special diagnoses.

**Do I always need a Doctor's Referral?**

The state of Virginia is a Direct Access state which means you can come to physical therapy without a prescription unless your insurance requires a physician referral. If Medicare is your primary insurance you must have a referral. If your physician refers you to physical therapy we ask that you bring your referral. For more details on **Direct Access**, [click here](#).

**How is PT@acac different from other physical therapy providers in our area?**

In many ways! Please take a look at our [mission statement](#) and [unique patient care model](#). We encourage all patients to advocate for themselves, compare available treatment and care options, to ask detailed questions about the care they will receive, and to educate themselves fully on what their care programs will include. We at PT@acac are confident that patients will find the best possible treatment and care scenarios in our region at our clinics.