

FREQUENTLY ASKED QUESTIONS

1. **What is my wait time to see a therapist?**

We believe that you should not have to wait to see a therapist when you need therapy services the most. You will see a therapist in the same week as you call us, as long as we have physician orders. Compare this to 3-5 weeks of waiting at other outpatient rehabilitation clinics.

2. **What is open access scheduling?**

If you are our patient, and you experience worsening of your condition, you can come to our clinic and receive treatment even though you may not be scheduled for that day! However, please note that you may not be able to see your regular therapist for that visit.

3. **How many therapy sessions will I need?**

Imagine being able to know your expected progress and duration of therapy even before starting outpatient physical or occupational therapy! We [use FOTO® \(Focus on Therapeutic Outcomes\)](#) to benchmark our clinical practice. FOTO is a tool to predict & measure clinical outcomes.

4. **How satisfied are your current and discharged patients?**

98.7% of our patients have reported being very satisfied with our therapy services.

5. **How will you ensure the continuity of my care?**

You will work with '*best in the business*' therapists. Due to our excellent staffing ratios, you will be assigned a dedicated therapist throughout the course of your treatment. Compare this to other area clinics where you may see a different therapist each time you visit.

6. **When do you use pool therapy?**

We use pool therapy to compliment your 'land-based' therapy. Upon evaluation, your therapist will determine, in consultation with you and your physician, if this is an option in your case. Our therapists are fully trained in the use of aquatic rehab to compliment land-based therapy.

7. **What is rehab wellness program?**

We are committed to you remaining in good health even after your discharge from therapy services. Our wellness program allows you to use our facilities after your discharge for a small monthly fee.

8. **What about parking?**

Our **free parking lot** is just steps away from the outpatient clinic entrance.