



Womack Army Medical Center

Welcome to Physical Therapy



12 Feb 2015

We are honored to have you as a patient! We want to make your healing and recovery as positive and beneficial as possible. Research shows that PT helps restore movement, relieve pain, strengthen muscles, improve function and prevent further injury. *To receive the full benefit of PT you must be actively involved in your care.* Below is a list of policies important to your time with us. If you do not fully understand your diagnosis, treatment or policies please inform us.

- **How to Make an Appointment:** For an evaluation appointment in the Physical Therapy Clinic, your provider will enter an electronic referral into our patient database. To schedule an appointment, please wait 24 hours after seeing your provider and then call one of the Physical Therapy Clinics at numbers below.
- **Customer Service:** We strive to be professional and courteous for all patients. Please be the same towards the PT clinic staff. *Our front desk personnel have the most important and difficult job in the hospital. Please be kind and follow their instructions.*
- **How to Give Feedback:** We are dedicated to serving your healthcare needs. We need to know how well we are meeting your expectations and how we can better ourselves. Please provide both positive and negative feedback. All negative comments will be promptly addressed by clinic leadership and used to improve services. Positive comments result in increased funding and resources for the clinic, improved employee performance evaluations and insight into what we are doing right for you. We love all feedback!!
Comments can be provided by any of the following means:
 - Army Provider Level Satisfaction Surveys (APLSS) received in the mail.
 - Interactive Customer Evaluation (ICE) kiosk in the lobby of the hospital.
 - Customer comment cards (Braggin' Cards) located at the clinic front desk.
 - Directly with the PT clinic OIC or NCOIC.
 - WAMC Patient Advocate Office at: (910) 907-6036/6037/8069.
- **Arrival:**
 - Please arrive 15 minutes early for your appointment to allow for adequate treatment time and to complete paperwork.
 - You must check-in at the kiosk and/or front desk and acknowledge receipt of this policy letter.
 - DO NOT walk back to the PT clinic treatment area unless directed by the front desk/staff.
 - Each PT appointment may last 30-60 minutes on average.
 - If you wait more than 10 minutes past the start of your appointment time please notify staff.
- **Identification:** All patients must have a Department of Defense ID card to receive care.
- **Clothing:** Wear of Army PT uniform (or civilian gym clothes) and close-toed shoes are required for all treatment appointments. Tank tops, cut-off shirts, short shorts, or revealing/obscene clothing is strictly prohibited. If you do not have a change of clothes for your treatment, it will be your option to cancel the session, or disposable shorts are available for your use. Other clothing may be worn for evaluations/re-evaluations with the physical therapist.
- **Electronics:** There will be NO use of electronics during your physical therapy sessions. This includes phones, iPods, MP3 players, headphones, iPads, etc. Exceptions include emergencies; emergency calls must be taken outside the treatment area in the hallway – phones must be turned off or on vibrate.
- **Food/Drink:** Per hospital infection control policy NO food or drink (other than water) is allowed in the clinic. Water must be in a spill resistant bottle. A water fountain is also available for patient use.

- **Children/Family:** Due to safety and privacy policies children and family are not allowed in the treatment area. Family is only permitted with patient permission and if assisting with treatment/evaluation. North Carolina state law requires a legal guardian to accompany children under 18. After the initial appointment, and with therapist approval, guardians may provide written authorization for patients 16-17 years old to attend PT alone. Children 12 years old and under may not be left alone in the waiting area.
- **Home Exercise Program and Treatment Compliance:** In the majority of cases, a home exercise program (HEP), along with in-clinic treatment, is a required part of your treatment plan. Research clearly shows that rehabilitation outcomes vastly improve with a HEP and patient compliance. A few treatment appointments each week is not enough to significantly improve function. Failure to demonstrate compliance with your HEP or in-clinic treatment may result in discharge from PT care.
- **Privacy:** If at any time before or during your appointment you would like a chaperone or more privacy (visual or auditory) please inform any staff member.
- **Appointment Policies:** We average over 2,000 new patient referrals and 6,000 visits each month. Unfilled appointments result in reduced appointment availability for other patients and a significant monetary cost to the Army. Cancellations and NO-SHOWS may be reported to your command for disciplinary action. The following appointment policies apply:
 - **Cancellation Policy:**
 - Cancellations must be made prior to the appointment start time; cancellations after the appointment start time will result in a NO-SHOW.
 - You may cancel by calling the (910) 907-APPT appointment line; the PT clinic front desk numbers below; or in-person at the clinic.
 - If you have **two** consecutive cancellations or **three** cancellations for any given episode of care/treatment plan your treatment will be terminated, after consultation with your therapist.
 - Excessive/repeat cancellations will be documented in your medical record and the referring provider will be notified.
 - **NO-SHOW Policy:**
 - Arrival more than 10-minutes late for an appointment is generally considered a NO-SHOW. Clinical staff will be consulted to determine if you can be seen, if not, you will be a NO-SHOW.
 - If you have **two** consecutive NO-SHOWS or **three** NO-SHOWS for any given episode of care your treatment will be terminated, after consultation with your therapist.
 - NO-SHOWs will be documented in your medical record and the referring provider will be notified.
 - With the exception of emergencies, if you leave without being seen (LWOBS) you will be a NO-SHOW. You should notify a staff member if you must leave unexpectedly.
- **Group Appointments:** If you are scheduled for an exercise group or education class appointment you will be provided with the specific policies that apply to those appointment types.
- **Physical Therapy Clinic Front Desk Phone Numbers:**
 - Main Hospital – (910) 907-6784/6785
 - Robinson Health Clinic – (910) 907-9474
 - Troop & Family Medicine Clinic – (910) 570-3055

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Chief, WAMC PT Department

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NCOIC, WAMC PT Department