

FAQ Regarding Your 1st Visit/Physiotherapy Assessment:

What should you expect during the Assessment?

- Your Assessment will take an hour to an hour and a quarter (including paperwork and registration)
- You will be assessed by a registered physiotherapist and your treatments and follow up sessions will also be with the same registered physiotherapist
- A written and verbal health history, as well as, a physical evaluation (which may involve various testing and measurements) will be performed
- Based on the findings, the physiotherapist will design a treatment plan that is specific to your issue or injury
- After the Assessment your physiotherapist will discuss the frequency and estimated duration of your treatment plan to best address your life style and goals.

Is a Doctor's Referral Required?

- A doctor's note is not required in order to see a registered physiotherapist
- However, some Private Insurance Plans do require a referral from a medical doctor in order to fulfill the requirements on your Insurance plans (please check with your particular Insurance Company)

What should you bring?

- Referral from doctor or specialist (if applicable)
- Copies of any reports for any imaging or testing you've had regarding current condition
- Your Private/Extended Insurance Card & contact telephone if setting up online billing

What should you Wear?

- Please wear comfortable clothing.
- For Back and Lower Extremity issues, gym type shorts or looser clothing that easily rolls up is recommended.
- For Neck, Shoulder or Upper Extremity issues, a tank top or sleeveless top is recommended.
- You will be given the opportunity and privacy to change clothing at the clinic.

Billing & Payments - Payment Methods Accepted: Cash, cheques, Interac, Visa or Mastercard (payable after your initial assessment or each subsequent session).

Private Insurance Billing – Our Physiotherapist is registered through Telus Health to bill online with the various insurances companies **that allow third party billing and assignment of benefits**. (Please check with you extended health provider to confirm your coverage details).

*****Download the Private Insurance Information Forms*****

WSIB Claims/Billing: Our Physiotherapist is registered with WSIB and is accepting claims under the **WSIB Program of Care**. Please note that your claim has to be authorized for medical benefits and approved under a **Program of Care** prior to commencing physiotherapy treatment.