

# MOUNTAIN VALLEY THERAPY

## Important Information

To ensure that you get the most from your physical therapy experience, please perform your exercises at home in a range that does not increase your baseline level of pain. These exercises are considered an extension of the plan of care created by your therapist. Remember to breathe throughout the exercises! **If you have increased pain during the exercises, STOP.** Please listen to your body as this is not the time for "no pain, no gain". If an exercise increases your baseline of pain do not perform that task again until you have spoken with your therapist.

If you have increased pain in the day(s) following your appointment please call us as soon as possible. We have changes and cancellations throughout the day and we may be able to get you in before your next scheduled appointment. If you are hurting, do not feel that you **have** to wait until your next appointment.

Your appointments are scheduled for an hour with your clinician/s. The clinicians run on a one-hour time increments so it is imperative that you arrive 10 minutes early to allow for any administrative task that need to be completed i.e. co-pays, change an appointment, complete extra insurance paperwork. Your clinician for the day may start you in the room or the gym depending on the course of treatment you are needing.

Pool appointments are scheduled for 45 minutes on a separate day. As the clinicians in the therapy building, they run in blocks of 45 minutes so it is also important to arrive 5-10 minutes prior to allow time for you to change. Allow for more time if you are in need of assistance to change it is your responsibility to have a caregiver/family member to assist you if needed.

**We ask that you check IN and OUT at the appropriate desk at the BEGINNING and END of every appointment to confirm your next Physical Therapy Appointment.**

An advanced schedule will be given to you today and then again at re-evaluation appointments. **Some of the times may get changed prior to your appointment.** A receptionist will call and confirm any of these changes with you.

We try to have a continuum of care between you and your clinician, so you will be seeing your primary PT and one of our PTAs. Due to changes in the schedule, whom you see for the day may be switched between the two with the approval of your primary PT. i.e a clinician is out sick. The receptionist will inform you at check-in if this change has occurred.

If you do need to cancel an appointment, we **will** be asking you to reschedule. This is because we need to follow the plan established by your therapist and/or physician. It is important to uphold your schedule and to complete your entire therapy program in order to reach your goals and to remain mobile, active, and healthy. If you are going to be **late** for your appointment, or if you need to leave your appointment **early**, please call ahead of time to let us know so we can plan accordingly. This is important to keep the therapist on schedule, and also to ensure that you get your full time with the clinician.

Please bring appropriate footwear for the gym, as in shoes with laces (**no slip-on sandals or crocs**). Please also have appropriate clothing to perform exercises and have the therapist perform their treatment so that the body part we are treating is accessible.

As a courtesy to our patients we do reminder calls the day before your scheduled appointment. **Please listen to the entire reminder call to confirm the correct day and the correct time of your appointment.** If instead you opt to receive text reminders, please **DO NOT RESPOND.** Your responses will not be seen or received by anyone. Check your printed schedule and notify us of any conflicts as soon as possible, and please do not hesitate to call our front desk at 541-962-0830 with any uncertainties you may have.

**CHIROPRACTIC CARE:** Please be aware that chiropractor treatments will take from PT benefits. If you are currently being seen by a chiropractor or start going while you are having therapy, you will need to speak to the billing department.

*The Vision of Mountain Valley Therapy is to use our passion to empower all people to experience the full joy of living.*