

Do I need a referral to come to CPT?

It depends on your insurance. Some insurance companies require "an order" from your physician before they will pay for therapy. We recommend you call your insurance company to check on your benefits, and then you can call us to see if we accept your insurance.

How is my progress measured?

Our therapists begin with an initial evaluation to determine your baseline as to pain, weakness, mobility, and a provisional diagnosis. As you progress during treatment, you will be periodically re-evaluated to determine your progress. Re-evaluations or assessments are performed during every visit with occasional in-depth re-evaluation on a scheduled basis. The results of this assessment will be shared with you and with your referring physician. It is very important that you inform us prior to any scheduled doctor's visits so that we may communicate your progress to your treating physician before your visit.

How will you communicate with my physician?

Most doctor / therapist communication is achieved through written reports. Your therapist will send the results of your initial evaluation, their assessment of the problem and an outline of your treatment plan and frequency of treatments. Your therapist will continue to contact your physician each time you are re-evaluated. Any changes or setbacks you may experience during treatment will be presented to the physician either by letter or phone. Is it important for you to tell your therapist about any upcoming scheduled doctor's visits. Your therapist may also need to contact your physician by phone, if they have a specific question or concern. Your therapist may also contact your physician if you have provided additional information regarding your progress to aid them in your treatment. Once treatment is ended, your therapist will send a follow-up report containing your status at the time of your discharge from physical therapy.

Will I need follow-up care?

Our goal at CPT is to completely resolve your problem, eliminating the need for continued care. The therapist wishes to treat you in the most efficient manner, to reduce the cost and number of visits. Due to individual circumstances, some people will require follow-up care or maintenance care from time to time. Any plans for continued care will be discussed with you at the time of your discharge. The majority of people receiving therapy do not need extensive visits. We expect to teach you how to effectively treat your condition in the future, should a problem arise. Your home exercise program is part of your preventative treatment for the future.

What if I need to return to physical therapy?

Under West Virginia State Law you can return to the physical therapist of your choice without a physician's referral. However, your insurance company may require you to see a physician prior to receiving a physical therapy evaluation and treatment. It is in your best interest to contact your insurance company first if you wish to see a licensed physical therapist, without seeing a physician. We will contact your physician, by report, and let he/she know of our findings. We want to work with your physician at all times. If we find something during our evaluation that we think is beyond the scope of physical therapy or needs to be brought to the physician's attention we will contact him or her immediately.

Is it OK to ask my doctor about physical therapy?

Yes, by all means. Your doctor wants you to be an informed consumer of health care. You must communicate completely with your physician about your allergies, previous complications and your desires for additional tests and physical therapy treatment.

When is the best time to start physical therapy?

We all believe that our ache or pain will go away with time. However, the earlier you can evaluation and treatment for your ache or pain, the faster the results and the less debilitating the problem will be in the long run.

Will my insurance cover physical therapy?

At present CPT bills over 750 insurance companies. Due to the wide variety of health care plans available today, you should contact your insurance company to find out how they cover physical therapy. Some insurance companies require a co-pay or co-insurance fee depending on each person's benefit plan.

Ex. A co-pay could be \$25 an office visit. A co-insurance could be 20% of your therapy's cost for that visit.

You also need to determine if your insurance company has a preferred provider for physical therapy.

Charleston Physical Therapy Specialist accepts most major insurances in the Charleston area. If you have any additional questions after looking into your insurance plan, please feel free to call our office.

How do I schedule an appointment?

You can simply call our office to arrange a time and day that is right for you.

Our office is open from:

8:00AM - 5:00PM Monday, Wednesday, Friday

8:30AM - 6:00PM Tuesday and Thursday

If you have any questions about your care, please feel free to stop by our office to speak with a therapist.

There is no fee or appointment required for this visit.

What should I bring to my first appointment?

You need to bring your physician's referral, your insurance card, and your driver's license.

Additionally, if you're using any type of brace, splint or crutches, you should bring these with you.

If you are taking prescription medicines, a written list of these is also very helpful.

What should I wear?

You may be performing some therapeutic exercise, is important that you wear comfortable, free moving clothing to your therapy session. If you are being treated for problems with your neck, upper back or shoulders and need a gown, your therapist can provide you with one to expose these areas for during treatment. If the problem is with a lower extremity, shorts are very important and CPT will provide these. Skirts should be avoided. Comfortable sneakers should be worn. If you have concerns about a specific athletic event, you may want to bring your tennis racket, golf club, or running shoes, etc. that you use during your athletic performance.

What if I have an increase in symptoms?

An increase in symptoms, many times is the norm. You may have what is called treatment soreness during your visit and after your visit for the next 12 to 18 hours. This should be minimal and should be soreness and NOT pain.

The acute pain should decrease significantly, but some minimal increase in symptoms may occur centrally in the neck or low back, in particular. You should monitor the symptoms carefully and report these to your treating therapist.

Who chooses where I go for physical therapy?

The final choice regarding where you go for physical therapy, lies in your hands. You may receive recommendations from your treating physician, insurance company, friends, coworkers or family. Sometimes your insurance company has pre-selected where you can have therapy, in a network. If we are not in your network, and you're considering physical therapy services, come in and visit. We welcome potential first-time patients to visit us and ask questions about treatment, billing, scheduling and meet our staff.