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4566 E. Inverness Ave #103 • Mesa, AZ 85206 • Phone (480) 813-9191 • Fax (480) 813-0025

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### WELCOME TO OUR OFFICE

Welcome to Gateway Physical Therapy. We appreciate the trust that you and your doctor are placing in us. We will always do our best to help you reach your goals and work toward a speedy recovery. This letter will give you an outline of some of the basic information regarding our practice. Please do not hesitate to ask any of our staff should you have specific questions or any concerns regarding your treatment plan, your appointments, your insurance billing, or any other matter we may be able to help you with.

Our regular therapy hours are:

Monday/ Wednesday/ Friday:	7:00 am – 6:00 pm
Tuesday/Thursday	7:00 am – 12:00 pm

Your doctor has given us a written prescription for physical therapy. We must follow this prescription in regard to the frequency and duration of your treatments. Your insurance company requires this prescription to determine medical necessity. Our office will make every attempt to keep track of the number of appointments you are using. You will need a new prescription from your doctor when the prescribed visits have been exhausted, when the expiration date set by your doctor has passed, or every thirty days. In order to assist us in correspondence with your doctor, please inform your therapist at least two days prior to any follow up appointments with the doctor who referred you. On or before the date of your appointment with your doctor, your therapist will write a progress report and it will be faxed to your doctor, along with your therapist's recommendations regarding continuation of therapy.

Our office will call and verify your physical therapy benefits with your insurance company. We are usually given a general description of your benefits. If you have any concerns regarding your particular insurance plan, please contact your insurance company directly. There is usually a toll-free number on the back of your insurance card.

Again, we want to welcome you to our office. We will always try to do our best to make the time you spend with us a pleasant experience. Please do not hesitate to call us any time you may need us in the future.

Sincerely,

The Staff at Gateway Physical Therapy

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