



Beth Israel Deaconess
Medical Center



HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

Outpatient Rehabilitation Services
Shapiro Building, 2nd Floor
330 Brookline Avenue
Boston, MA 02215
(617) 754-9100
bidmc.org/rehab



Beth Israel Deaconess
Medical Center



HARVARD MEDICAL SCHOOL
TEACHING HOSPITAL

Outpatient Rehabilitation Services

ALL ABOUT YOUR
Outpatient Physical and
Occupational Therapy

Keys to a Most Successful Outcome

bidmc.org/rehab



Dear Patient,

THANK YOU for choosing Outpatient Physical and Occupational Therapy at Beth Israel Deaconess Medical Center (BIDMC) for your care. We're proud of the quality team we've assembled, our supportive environment, and fine-tuned approach.

Our team is made up of highly trained and licensed physical and occupational therapists, and many are specialists in their field. We receive continuous professional training and access to the latest research at our academic medical center, so you can be certain your treatment plan reflects the most current therapies and technologies. As part of your BIDMC care team, we keep your other providers updated on your progress, and collaborate with them, when needed.

You are the most important part of our team. Every step of the way, we'll work closely with you to help you reach your goals.

In order to achieve the best results, it's important that our relationship is a true partnership. We are deeply committed to our patients, and we rely on your cooperation and participation for success.

We developed this booklet to clearly outline ways that will help us effectively work together and support your goals. Please read the following information carefully, and call us at **617-754-9100**, with any questions.

Thank you again for entrusting us with your care, and best wishes for your continued health,



Kathy Shillue, PT, OCS, CLT
Clinical Director, Outpatient Services

Attendance

Keeping your scheduled appointment is the most important thing you can do to achieve a good outcome. Please make every effort to come to your scheduled appointments.

Speak with your therapist about your specific scheduling requirements. We'll do our best to schedule convenient appointment times.

Cancellation and "no-show" policies

If you must cancel or change your appointment, please call us at 617-754-9100, **at least 24 hours prior to your scheduled appointment time.** This allows us to offer the appointment time to another patient in need.

In order to be able to meet the needs and serve the dedicated patients in our busy practice, we will not reschedule future appointments with a patient if that patient:

- cancels and reschedules three appointments within a 30-day period, or
- does not show up for two visits within a 30-day period.

Thank you for your understanding.

What to wear to appointments

Please wear loose-fitting casual clothing that allows you to move comfortably, and is easy to remove and change. We suggest wearing shorts for leg or back treatments.

Your first visit and at-home exercises

Your therapist will perform a comprehensive exam, and work with you to develop your unique treatment plan, based on your needs and goals. You'll also discuss the frequency and timing of follow-up visits. Follow-up visits often range from 1-3 times per week, for a defined period of time. Most patients reach their treatment goals in 6-8 appointments.

Part of your treatment plan will include exercises to complete at home. Your personalized home program will have easy-to-follow printed instructions with pictures. We'll thoroughly review the instructions with you during your visit, and you'll have time to ask any questions. If you have any questions when you're home, please call us at **617-754-9100.**



Free and convenient parking

The most convenient parking lot is in the Carl J. Shapiro Clinical Center parking garage. We provide up to 3 hours of free parking at this garage during the time of your visit. Please make sure you bring your parking ticket to your appointment so we can validate it.

Insurance

We accept most third party insurance plans. If you have questions about your particular insurance coverage, please call the number on the back of your insurance card. Most insurance companies require a co-payment at the time of your visit. Please pay your co-payment at each visit. We accept cash, personal checks, and major credit cards.

More about insurance coverage

Here's how the process usually works. Most healthcare insurance plans require prior approval/authorization for our services in order for them to pay the cost of their share of the services, as outlined in the details of your coverage. A physician order is also required.

After your first appointment and complete evaluation, we submit a written treatment plan to your insurance company. Your insurance company reviews it and makes a decision about approving the plan we recommended. Most insurance companies require up to 72 hours to review the information and make a decision about approving the plan. We'll make every effort to help move the insurance approval process along from our end.

Please contact one of our managed care coordinators the day before your scheduled second appointment if you are unsure about whether your insurance company approved your coverage. You may reach managed care coordinator Joanne Kinlaw at 617-667-9243, and managed care coordinator Sandra Andrade at 617-667-9262.

You have two options if an approval from your insurance company has not been received yet. You could cancel the appointment and wait for us to receive the approval to schedule another appointment, or you could sign an insurance waiver form that says if the approval does not eventually come through from your insurance company, you agree to pay for the full cost of the visit yourself. We understand this process may seem daunting, and we'll do everything we can to help navigate it.

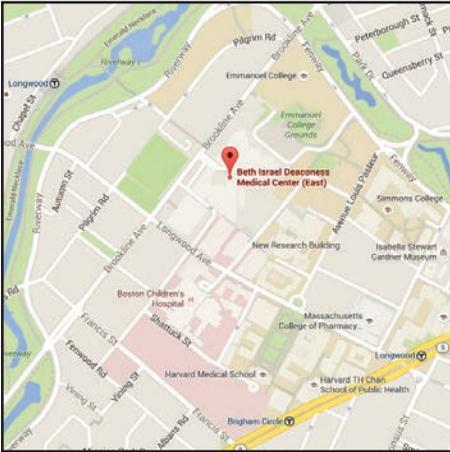
Locations

In addition to Boston, there are many other convenient locations where our therapists are available to see patients for different types of therapies. If you prefer to be seen by a therapist at another location, ask your therapist if there might be someone who could help you at that site.

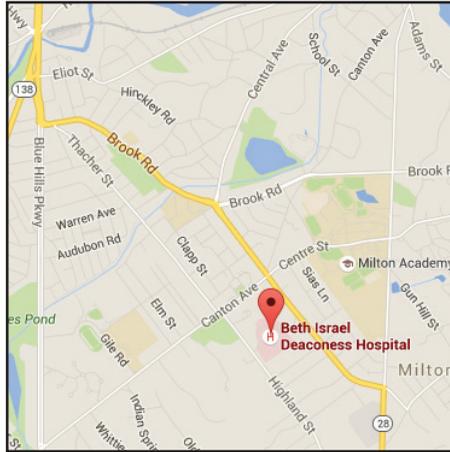


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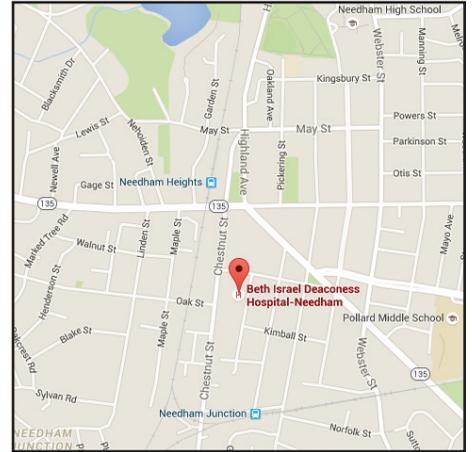
Beth Israel Deaconess Medical Center Outpatient Physical and Occupational Therapy Service Locations



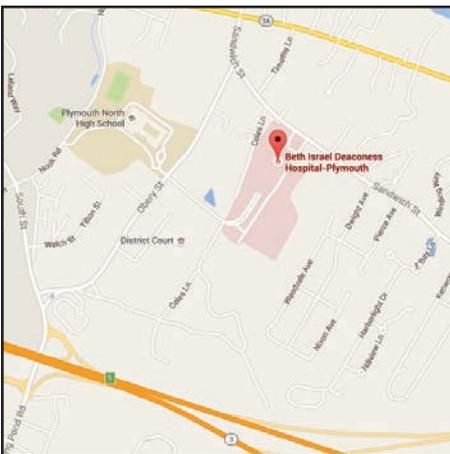
Beth Israel Deaconess Medical Center
330 Brookline Avenue
Boston, MA 02215
617-754-9100



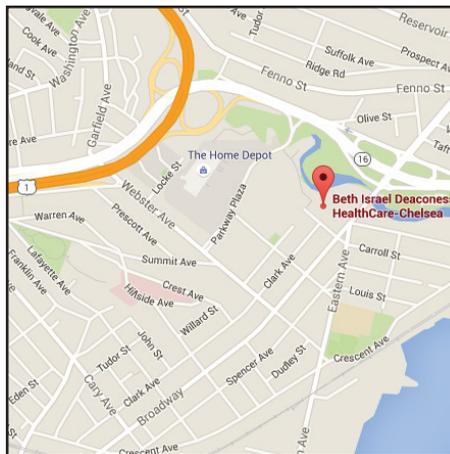
Beth Israel Deaconess Hospital–Milton
199 Reedsdale Road
Milton, MA 02186
617-313-1143



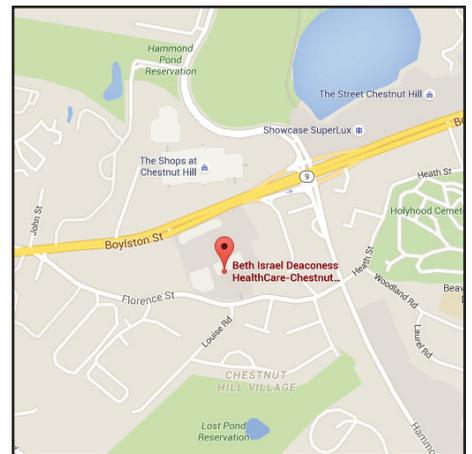
Beth Israel Deaconess Hospital–Needham
148 Chestnut Street
Needham, MA 02492
781-453-3025



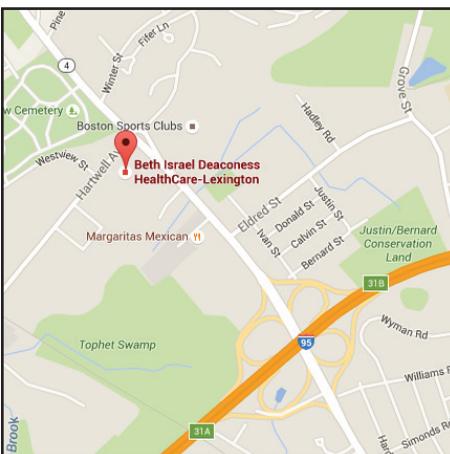
Beth Israel Deaconess Hospital–Plymouth
275 Sandwich Street
Plymouth, MA 02360
508-830-2182



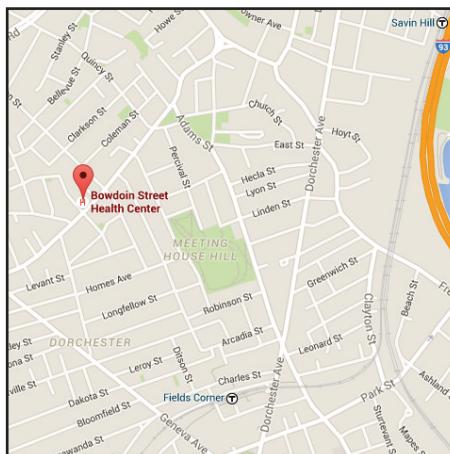
Beth Israel Deaconess HealthCare–Chelsea
1000 Broadway
Chelsea, MA 02150
617-975-6020



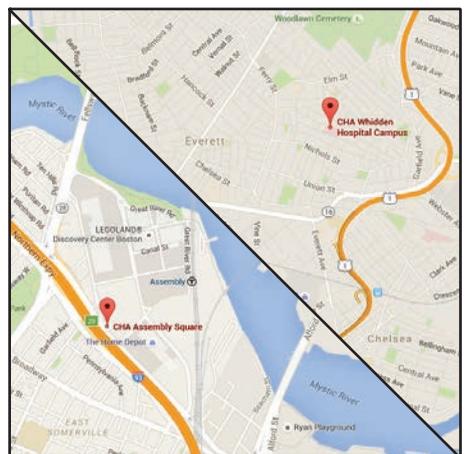
Beth Israel Deaconess HealthCare–Chestnut Hill
200 Boylston Street, 4th floor
Newton, MA 02467
617-754-9100



Beth Israel Deaconess HealthCare–Lexington
482 Bedford Street
Lexington, MA 02420
781-528-2510



Bowdoin Street Health Center
230 Bowdoin Street
Dorchester, MA 02122
617-754-0100



Cambridge Health Alliance

- ① Assembly Square Care Center
5 Middlesex Avenue, Somerville, MA 02145
- ② Cambridge Health Alliance-Everett
103 Garland Street, Everett, MA 02149

617-591-4600