



## Tranquillity Physical Therapy, Inc.

Making a Difference in Patient's Rehabilitation Care.

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Dear New Patient,

Welcome to Tranquillity Physical Therapy!

The Tranquillity Physical Therapy team is here to help you improve movement and function, relieve pain, and expand your movement potential. Through evaluation and individualized treatment programs, physical therapists can treat existing problems and provide preventive health care for people with a variety of needs.

Treatment may include mobilizing stiff joints and tissue, exercise stretching, and education. The goals of physical therapy are to restore or achieve optimal movement/ function and to relieve pain.

You should notice changes in how your body is functioning or feeling during or after therapy. It is always good to tell your therapist anything you're noticing so they can modify your treatments appropriately, if needed.

Proper attire for therapy would be comfortable clothing, such as shorts, sweats, T-shirts and tennis shoes. We kindly request that you not bring small children into the gym area for safety reasons. The gym equipment is for patient use only.

Our West office hours are: Monday- Thursday: 8:00 AM – 6:00 PM.  
Friday: 8:00 AM – 5:00 PM.

If for any reason you cannot make a scheduled appointment, please call our West office at (316) 773-0909. Our answering machine is on after hours including 24 hours on Saturday and Sunday.

**Attention: We do charge a fee of \$25.00 for not showing up for an appointment without giving our office at least 24 hours notice. This charge is to cover our therapist's downtime, if we are unable to schedule someone else in that slot. (ATTENTION: You are responsible for this \$25.00 payment before or at your next visit. It is NOT covered by your insurance.)**

Insurance deductibles and any co-payment due will be collected at each visit. Our financial representative will meet with you and answer any questions you may have. Cash, check, MasterCard or Visa, or you may make payments with office manager's approval only.

While receiving therapy at Tranquillity Physical Therapy, Inc. we want to know that we are servicing you the best we can. For that reason we have placed a "Suggestion Box" in the reception area. Please use it if there is anything we can improve in our service.

If you have any questions, please do not hesitate to ask. Again, welcome to **Tranquillity Physical Therapy, Inc.!**