

FREQUENTLY ASKED QUESTIONS

1) What should I expect from my first session of physiotherapy?

You will initially complete a confidential registration form and this will be followed by a detailed case history where you will be asked questions regarding your health and your current problem. Thereafter a physical examination will be conducted. This will require you to move around, and layers of clothing may need to be removed so that a particular body part can be seen and touched. Various physical movement tests will be conducted in order to establish a clear diagnosis.

After the examination, the physiotherapist will discuss their findings with you and explain this to you. Your active participation is essential and welcomed. An appropriate management plan will be discussed with you and mutually agreed upon.

2) What should I bring to the session?

- Comfortable clothing (see below)
- Any relevant letters from other health care professionals
- Any relevant test results e.g. blood, X-ray, scans etc.
- A list of any current medications

3) What clothing should I wear?

Please wear clothing that you are comfortable in and will allow the relevant body part to be respectfully examined and treated.

Neck, upper-mid back and shoulder pain:

To assess and treat this area you will need to undress to your waist, so females are advised to wear a suitable bra. It would be helpful if long hair can be tied up during assessment and treatment.

Arm and hand pain:

T-shirts (or singlets for females) are appropriate. Sometimes pain below the elbow and down to the hand may come from the neck or upper back so you may be required to remove your top. Again, females are advised to wear a suitable bra and long hair should be tied up.

Lower back and hip pain:

Appropriate underwear is recommended, as you will need to remove your outer garments for assessment and treatment. You may choose to wear shorts, as long as they do not hinder your hip movement.

Knee and lower leg pain:

Shorts are advisable. Sometimes pain below the knee and down to the foot may come from the lower back, so wearing appropriate underwear is advised.

How many sessions will I need?

This depends upon the nature of the problem as well as each individual. As each treatment plan is individually tailored a clearer picture regarding your problem and approximately how many sessions you may need will be obtained following the initial detailed assessment

How long are the sessions?

The initial consultation can be *up to* 60 minutes and may include some treatment where appropriate. Subsequent treatment sessions can be *up to* 60 minutes depending on your private medical insurance.

Can I bring a chaperone?

Yes, if this would make you feel more comfortable, then to you are welcome to bring a chaperone (friend/family member) to accompany you to your treatment sessions. A responsible adult must accompany all patients under 16 years old.

Do I need a doctor's referral?

No, you do not need a doctor's referral letter to receive physiotherapy treatment. However, if you wish to claim your physiotherapy from your health insurance, some insurers require a doctor's referral before you can be reimbursed. It is your responsibility to check your health policy prior to starting treatment. You may request for a discharge letter to be sent to your GP following completion of your physiotherapy treatment.

How much does a session cost?

Please contact appointments@integratedh.com or telephone 07543 533 497 for more information regarding appointment charges.

Please note that we do offer concessions.

What if I need to cancel my appointment/am late for an appointment?

We operate a 24 hours notice cancellation policy. You will be charged the full cost of your treatment for any cancellation made less than 24 hours prior to your appointment.

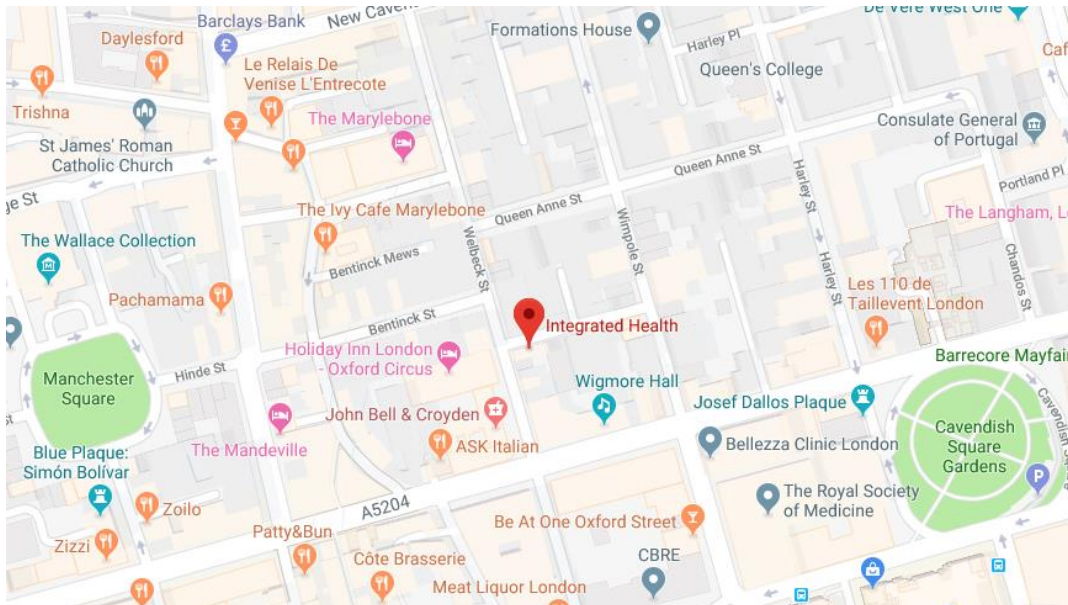
What if I am late for my appointment?

Please arrive on time for your sessions, if you are late your session will be shortened to avoid inconveniencing the person after you and you will still be charged the full cost of the session.

How do I get to the clinic?

The clinic address is:

Welbeck Health
11 Welbeck Street
London
W1G 9XZ



By tube:

Oxford circus (Victoria, Bakerloo and Central line)
Bond Street (Central and Jubilee line)

By bus:

Numerous buses stop on Oxford Street, which is a five minute walk from the clinic. For more information go to <http://www.tfl.gov.uk/>

By car:

The nearest parking garage is on Cavendish Square
<http://www.q-park.co.uk/parking/london/q-park-oxford-street>