

RVNAhealth Rehabilitation & Wellness Center – Frequently Asked Questions

How do I qualify for outpatient therapy services? Do I need a referral?

There are two ways to access therapy at our Center. The traditional route is to have a physician referral. You can direct your physician to specify RVNAhealth for your recommended therapy. The second lesser known route is through a Connecticut statewide program called Direct Access. This program eliminates the need for a physician referral prior to seeing a Rehabilitation Therapist. This streamlined process — which allows up to six visits with an RVNAhealth physical therapist at our outpatient Center — is both cost-effective and allows individuals to enjoy swifter diagnosis and relief. Should your situation require more than six visits, RVNAhealth will work with your physician to obtain a referral for longer term treatment.

How do I elect to receive outpatient therapy from RVNAhealth?

If you are under the care of a physician and will be receiving a prescription for outpatient therapy services, please let your doctor know to write your referral prescription to RVNAhealth. If you plan to access therapy services via Direct Access (see question above for more information about Direct Access), you may call us directly to schedule your first appointment, with no prescription necessary.

What insurances do you accept?

Our current list of accepted insurances can be found listed in the “New Patients” tab on our Rehabilitation & Wellness Center website. This list can change and expand frequently. If you don’t see your insurance carrier listed, please call us and we would be happy to validate.

Who pays for therapy?

We accept Medicare, Commercial Insurance (in network and out of network coverage), and private self-pay as forms of payment. Our office management team will verify your benefits coverage prior and confirm details with you prior to your first visit. Please note that any co-pays are due at the time of service. If your deductible has not been met, we will collect a percentage of your visit fee at the time of service. Accepted forms of payment are credit, cash, or check.

How do I make a first appointment?

Clients should call our Rehabilitation & Wellness Center directly to set up their first appointment. The scheduling office may be reached at 203.438.7862 during normal business hours.

What is your cancellation policy?

Clients who fail to show or do not notify the office within 24 hours of their scheduled appointment time, shall be subject to a “No Show/Cancellation” fee of \$55. To cancel or change your appointment, please call 203.438.7862 to speak to someone or leave a message with your name, appointment date and cancellation reason or request to reschedule. These fees are not covered by insurance and are the sole responsibility of the client.

What should I expect on my 1st visit?

You may download and fill out new patient forms in advance of your first visit. These forms may be found under the “New Patient” tab of our Rehabilitation & Wellness Center website. Please fill these out and bring these with you to your first appointment. Otherwise please arrive 15 minutes prior to your appointment, to allow time to fill out this new patient paperwork. When checked in, your paperwork will be collected, and your therapist will begin with your evaluation and initial treatment. Expect your first treatment visit to last 45 minutes to 1 hour.

Where can I park?

Our RVNAhealth Rehabilitation & Wellness Center has devoted parking for therapy clients on the same lower parking level as the therapy facility. You will find dedicated marked parking spots for our clients. If the client needs assistance exiting the car, please pull up right outside our therapy center entrance and we can help assist the patient into the building.

What should I bring to my 1st appointment?

A little preparation goes a long way to helping us start a thorough evaluation on day 1! Please try to bring any of the following applicable information to your first visit:

- Insurance cards
- Physician’s referral prescription for therapy (unless going through Direct Access)
- Any x-ray or other scans you’ve received related to the affected area.
- Major medical history details
- Current list of prescription and non-prescription medicines being taken
- Filled out new patient forms (found under the “New Patient” tab of our Rehabilitation & Wellness Center website). If you have not filled these out in advance, please arrive 15 minutes early to fill out in office.

How should I dress for my appointments?

Dress in loose comfortable clothing with sneakers or other good supporting footwear. It is helpful to consider clothing that allows easy access to the affected body part, i.e., shorts can be useful if we will be working on the knee or hip areas.

How long will my visit be?

Initial first visits are typically 45 minutes to 1 hour. Following visits are typically 45 minutes.

For how long will I need therapy?

The length of your entire therapy will depend on your situation and progress, as well as allowable insurance limits. We will work with your insurance carrier to advocate for additional therapy, if needed.

What type of treatments can I expect?

Depending upon your diagnosis and current situation, you may receive one or more of the following treatment types: tests and assessments, hands-on manual therapy, modalities [such as thermal, electrical, and mechanical] as needed, instruction in therapeutic exercise, and individually created home exercise programs (HEPs).

Who will I see at my appointments?

Depending upon your treatment needs, you will be assigned a physical, occupational, or speech therapist in advance of your 1st visit. We make every effort to ensure that you remain with the same therapist throughout your treatment.

How is my progress measured?

We will make regular functional and objective assessments of your progress against standard rehabilitation scales. Please note that, in addition to your in-office therapy sessions, if you have been given home exercise programs, the success of your progression can hinge greatly on adherence to those home exercise programs.

Do you have programs I can access after I complete my therapy?

Yes! We have a variety of after-care wellness programs offered at our therapy center on a private self-pay basis. Our most popular offerings include monthly membership to our self-guided exercise program, or individual physical and strength conditioning training with our specialist. Please inquire with your therapist or contact our front office staff for more information.