

Bout2bebetter Physical Therapy Inc.

Jennifer D. Johnson, DrPH, PT, CSCS

Doctor of Public Health, Physical Therapist, Certified Strength & Conditioning Specialist

Welcome to Bout2bebetter Physical Therapy Inc. We are pleased you have chosen us to be a part of your journey toward greater health. Please read, and complete the following steps BEFORE your first visit to improve the efficiency of your visit, and to prevent delays during claim transmission.

Ensure you have uploaded the following on zocdoc.com

1. Front and back of your photo ID (driver's license, passport)
2. Front and back of your insurance card
3. Front and back of your secondary insurance card (if applicable)
4. Complete the 1-page demographics form

Insurance / visit cost estimate

Bout2bebetter Physical Therapy Inc. will make every effort to verify insurance eligibility and benefits and provide an estimate for your first, and upcoming visits. However we assume no liability for errors, and / or variance from the estimate, and the final estimate of benefits (EOB) made by your insurance company.

Please keep in mind that we cannot begin your insurance verification until ALL documents have been uploaded, and completed.

Communication:

Because Bout2bebetter Physical Therapy Inc. submits claims electronically, we use HIPAA - compliant portals. We request that you limit ALL communication to HIPAA - compliant portals: zocdoc.com and patiently.com. If you have a technical issue with either portal, please contact their respective Customer Support for assistance.

New patient paperwork:

The majority of new patient paperwork is electronic and may be completed using Patiently.com in-office at Bout2bebetter Physical Therapy. Please come to your visit 15-30 minutes early to complete all onboarding procedures. Once you have completed onboarding, your Physical Therapy appointment will begin, and will take approximately 45 minutes.

If you prefer to complete your onboarding at home, please register for access to Patient Ally. Your invitation to register will be emailed to you shortly after your Zocdoc appointment has been received by our office. Registration includes a step authentication; text to authenticate your phone number, and email to authenticate your email address. You will need to access your emailed code (second code) by going into a separate Internet browser. Using a phone, and laptop eases the difficulty of retrieving the email code. If you have a technical issue with either portal, please contact their respective Customer Support for assistance.

Parking:

We have FREE parking in the rear parking lot that may be entered from Wheeler Ave. Enter through the rear door with the reddish-brown awning that is labeled "Personal Training".

Attire:

Please wear comfortable clothing that will allow Dr. Johnson to examine your spine, and will allow you to move freely as there is an active component to each visit as well as hands-on treatment. Sneakers are recommended foot wear.

Hydration:

Please bring water to maintain hydration throughout your visit. Each patient will exercise at their level, however because Dr. Johnson will also be moving your tissues and joints during hands-on care, waste products may be released into your circulation. Drinking water during your visit may help to eliminate waste products, decreasing soreness.

Appointment check-in:

Appointment check-in is done electronically via a link that is sent via a text on the day of your scheduled visit by Patient Ally. Please click on the link to complete your check-in.

Cancellation:

If for any reason you need to cancel your appointment, please cancel directly on the zocdoc.com portal BEFORE your scheduled appointment.

Thank you, and we look forward to meeting with you soon.

Jennifer D. Johnson, DrPH, PT, CSCS

Jennifer D Johnson, DrPH, PT, CSCS
Clinic Manager, Physical Therapist

Bout2bebetter Physical Therapy Inc.
President