

## Physiotherapy and Massage Therapy at WSM RIM Park

The following is a guideline of what you can expect for your physiotherapy and massage therapy sessions at Waterloo Sports Medicine at RIM Park.

1. *Full detailed assessment:* During your initial visit with your Physiotherapist and/or Massage Therapist, you will be asked a series of questions related to your injury as well as your general health. Afterwards you may be asked to adequately expose the injured area so that the strength, flexibility and overall function of the injured area may be properly assessed. Physiotherapy and massage therapy is a hands-on profession. If you are not comfortable with any aspects of an assessment or treatment please let your Physiotherapist and/or Massage Therapist know.
2. *Proper dress code:* Please wear suitable clothing dependent on which part of the body requires treatment. We recommend loose fitting clothing; shorts if it is a leg injury; a tank top if it's a shoulder or neck. Also, remember to bring the footwear you use for your activity (e.g. running shoes, dance shoes, figure skates, etc.). If you require advice on what clothes to wear, please ask the receptionist.
3. *Timing:* Please be changed and ready to go for your appointment time. Some injuries require that you arrive a few minutes earlier than your scheduled time so as to warm up on the equipment. Your Physiotherapist and/or Massage Therapist will instruct you on the type of warm up exercises that are appropriate for you.
4. *Check-in/Late Arrival:* All physiotherapy and massage therapy clients must check in with the receptionist prior to entering the treatment area. Should you be delayed in your travel to the clinic please call ahead to let the clinic know that you may be late. In order to respect other clients' time your appointment may need to be rescheduled.
5. *Payment:* Is due after each visit. Please check with the receptionist as to accepted methods of payment.
6. **No Show/Cancellation Policy:** WSM at RIM Park has a 24-hour cancellation policy. We do have voice mail and email, which we check on a regular basis and a message, can be left at any time of day or night.

Client  
initial

- If you miss your Physio and/or Massage therapy appointment you will be charged the **full cost** of the treatment as booked.
  - **MVA/MIG** clients who miss their physio and/or massage therapy appointment will be charged the **full cost** of the treatment as booked. (Payment is responsibility of the patient. *NOTE: Auto insurance companies do not cover Cancellation /No show fees.*)
  - *We understand that sometimes unavoidable circumstances arise and are out of your control; therefore your therapist may make an exception to the above policies on those rare occasions.*
7. *Theraband/Tubing Policy:* The first piece of Theraband is complimentary at WSM RIM Park as part of your treatment. Additional bands/tubing will be issued at a cost of \$7.
  8. *Treatment plan:* Your Physiotherapist may discuss with you short-term and long-term goals as well as outline an exercise plan for you to follow.
  9. *How many visits will I need?* The number of treatments will vary depending on many factors, as all clients and injuries are different.
  10. *Continuity of care:* In order to maximize the benefits of your treatments we expect our clients to regularly attend their scheduled appointments. Inconsistencies in attendance may lead to poor results. We recognize that certain factors are beyond one's control. Compliance to your home program can help minimize the gaps in treatment sessions. *The following is applicable to physiotherapy and is at the therapist's discretion) Any gaps in treatment sessions*

longer than two months are subject to a extended treatment fee. Any gaps longer than 6 months are subject to the full assessment fee of.

11. *Preferred treatment times:* In order to optimize your chances of getting “preferred” treatment times it is strongly recommended that you pre-book your appointments at least two weeks in advance. Your Physiotherapist and/or Massage Therapist can give you an idea as to how many more sessions may be required.
12. *What types of treatment can I expect?* This will vary depending on the type of injury, however could include some or all of the following:
  - Hands on manual therapy mobilizations to spinal and peripheral joints
  - Soft tissue mobilization techniques (Active Release, Myofascial Release)
  - Customized exercises to strengthen weakened or inactive muscles - *applicable to physiotherapy*
  - Acupuncture for pain relief, muscle relaxation, and/or swelling reduction - *applicable to physiotherapy*
  - Ultrasound, muscle stim., IFC/TENS - *applicable to physiotherapy*
  - Mechanical spinal traction - *applicable to physiotherapy*
  - Advice on returning to your sport/activity which may include the use of all RIM Park facilities (e.g.10 minute ice time to test skating skills) - *applicable to physiotherapy*
  - Spinal manipulation- *applicable to physiotherapy*

**Physiotherapist and/or Massage Therapist of WSM at RIM Park treat individuals of all ages, who have sustained any orthopedic (muscle, joint, or nerve) injury; this includes those that have been injured as a result of a motor vehicle accident.**

**We do not treat any claim under the WSIB (Workers’ Safety Insurance Board). Any individual making a WSIB claim reserves the right to be treated at our clinic. Should they want to claim an injury under the WSIB they will be responsible for paying for their treatments at our regular fees and then attempt to obtain any possible re-imburement from the WSIB.**

- Possible side effects include dizziness, nausea and delayed muscle soreness
- I understand that these are all normal reactions and should resolve soon after treatment. If I have any concerns after I have had my treatment I will contact my therapist with any questions.
- It is important to communicate as much as possible about my past and present health concerns to enable my therapist to give the best treatment possible.
- I acknowledge that every one’s pain threshold is different, and that the treatment in general should not be discomforting. If there is too much or not enough pressure I will let the therapist know.
- I understand that if I have any questions, concerns or want to stop or modify the physiotherapy and/or massage treatment at any point, as a client it is my right to voice my opinion.
- It is important to have an active involvement in my home-care or rehabilitation to achieve my optimal health (exercises that may be given to help progress treatment).

**I understand all of the above information and give consent to be treated as a client.**

**Signature** \_\_\_\_\_

**Print Name** \_\_\_\_\_

**Date** \_\_\_\_\_