

Frequently Asked Questions

Do I need a referral?

Yes, a referral is our preferred method so that your physician knows you are attending our services. However, Texas is a partially direct access state, which means we have 30 days to treat you without a physician's signature.

Do you accept insurance?

Yes, we do accept most insurances including Medicare and Medicaid, however each insurance plan is different. We are happy to run your benefits prior to your appointment, given that information is provided to us. Our cash price is \$150 for initial evaluation and \$100 for each 1 hour treatment session. If your insurance is Out of Network, you can opt for the cash price alternative.

What Should I Expect on the First Visit?

You will meet with a Pelvic Health PT in a private one-on-one setting to discuss the details for your visit. Personal questions will be asked about bowel, bladder, sexual function, trauma, surgeries, medical history, etc. After discussing your symptoms, the therapist will instruct you on the possibility and importance of an external and internal vaginal and/or rectal exam. They will also perform an assessment, which typically includes checking posture, breathing, abdominal, hip strength, and more. A Plan of care will be discussed prior to scheduling your next appointment.

Who do we treat?

We treat patients of all genders ages 16 and older. However, we do treat patients under the age of 16 on a case by case basis. If we feel your child is not appropriate for our services we will refer to a pediatric physical therapist.

What can I do to prepare for my appointment?

It may be helpful to write down a list of questions you have regarding the symptoms you are experiencing and the goals you have. We are here to help you in any way we can, but also want you to know that the more information you give us, the better we can serve you. Know that we are aware, pelvic floor issues are very personal, but we want to make your experience as pleasant and relaxing as possible. You do have the right to

refuse the internal pelvic floor assessment, but know that this is very important to our assessment in being able to treat your specific issues.

Can I bring my partner?

Absolutely! We encourage partners to attend the session with you! It helps both of you understand what is going on and how each of you can work together to meet your goals.

Should I still come to my visit if I am Menstrating?

Yes! There are many things we can still do during a visit even if you are on your cycle, including exercises, stretching, education, and external work. **DO NOT CANCEL** just because it's that time of month.

What is Your Cancellation Policy?

We have a 24 hour cancellation policy. If you opt in to receive texts, we send out a text reminder notification 48 hours prior to your scheduled appointment so you know when your session is and you have ample time to cancel! However, we understand things come up, so if you need to change your appointment do so 24 hours before you are scheduled to arrive at your appointment. If you do not show up to your appointment or do not cancel within 24 hours, it will cost you \$50. We are a busy clinic and reserve 1 hour 1-on-1 sessions for each of our patients and if you cancel late or no show, we can not fill that spot with another patient. Thank you for understanding and supporting our small business!

We are here to help you through your pelvic health journey! Please call our offices for questions or more information.

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