

Dear Patient,

Welcome to Northwestern Medicine Rehabilitation Services. Our goal is to provide excellent care. We will explain your care plan and address any concerns you have. We are here to help.

The 1st visit can be stressful. This packet has helpful information for you. If you have any questions, please let us know.

### **Length of your recovery**

After your 1st evaluation, your therapist will talk about your treatment schedule with you. They will explain how many sessions you should have per week. They will also tell you how many weeks you may need therapy for.

Your treatment plan will help you get the most out of your care. It is important to follow your therapist's and physician's recommendations.

Everyone responds differently to rehabilitation. Sometimes, symptoms may get worse before they get better. If you have any concerns, please talk to your therapist.

### **Working with other members of your care team**

Your therapist will communicate with your physician through reports starting after your 1st evaluation. They will communicate regularly during your treatment. If you have an upcoming visit with your physician, please tell your therapist. They will send an updated therapy report before your visit.

### **Insurance coverage**

You should know your insurance benefits before you start therapy. Please call your insurance company to understand your coverage for physical, occupational or speech therapy treatments.

### **Patient survey**

We value your feedback. During and after your treatment, you will get texts asking you to complete a survey about your experience with us. Your responses help us provide better care and a better patient experience.

If you have any questions, please call our Rehabilitation Services Coordination team at 630.933.1500.

Thank you for trusting Northwestern Medicine. It is our privilege to care for you.

Your therapist is \_\_\_\_\_