

# Frequently Asked Questions About



- **What do I do when I arrive for my therapy?**  
*Please sign in at the front and have a seat in the waiting area. We will notify your therapist that you have arrived.*
- **What days and hours are The Smith Clinic open?**  
*We are open Monday – Friday from 7 a.m. to 7 p.m. This allows us to schedule both before and after work appointments for greater convenience to you.*
- **What should I wear?**  
*We recommend you wear something comfortable that will allow you to easily move around. Due to safety concerns, tennis shoes are required in the gym.*
- **How long will each appointment last?**  
*Each visit will last approximately one hour.*
- **Will I see the same therapist throughout my treatment?**  
*Yes, our commitment to the highest quality patient care means you will see the same therapist or team of therapist and assistant each visit.*
- **Do I need a doctor's order?**  
*You do not need an order for an initial evaluation, but some insurance companies do require a doctor's order before they pay for the treatment. Please ask our front office staff if you have any questions.*
- **What insurance does The Smith Clinic accept?**  
*We accept most all insurances like BCBS, Coventry, Tricare and Medicare. We also accept many out of network benefits for insurances we do not participate with. Please contact us for more information.*
- **We ask you to limit cell phone use while in the clinic.**
- **Family members are not allowed in the gym and treatment rooms due to safety concerns. However, minors may have their guardian with them during the appointment.**