



## The Physiopark ABCs

### Appointment cancellations

If for any reason you are unable to keep an appointment, please let us know at least 24 hours in advance – either in person or on our answering machine. Please note that a cancellation fee will be charged to you personally if an appointment is cancelled at short notice or if you miss the appointment without prior notice.

### Additional charges

For patients with statutory health insurance, we are obliged to charge a contribution/additional fee on behalf of the health insurance company. This consists of the prescription fee (€10) and an additional percentage payment. Please pay the total amount at one of the first two treatment appointments; EC card payments are also welcome. If your health insurance company has exempted you from additional payments, please bring the relevant documentation with you.

Our tip: Since additional payments are not allowed to exceed a certain amount per year, keep your receipts! For more information about the exemption, please contact your health insurance company.

### Additional treatment

If you feel you would benefit from more treatment time or extended therapy measures, please let us know. We will be happy to make you a customised offer.

### Back pain therapy (FPZ)

Our offerings include a form of **back pain therapy** that is scientifically based and supported by analytical methods. This effective concept was developed by the Cologne Research and Prevention Centre (FPZ). Please contact us directly for further information.

### Clothing

We recommend that you wear comfortable clothing that will allow you to move about easily. When you come to the training room, please bring clean trainers or non-slip socks with you. Sportswear (T-shirt, sweatpants) would be beneficial but is not necessary in every case. Our therapists in the training room will help you. Changing rooms and showers are provided.

### Diagnostic appointment (first appointment for a new prescription)

Your first appointment will be extended by 20 minutes (to at least 40 minutes) to ensure your therapist can provide you with comprehensive results and detailed advice. This extension, a service provided by our surgery, is free of charge for patients with statutory health insurance. The diagnostic appointment begins with a detailed interview (medical history) where you will be asked to inform us of any pre-existing conditions, medication or disabilities. You will first be asked to have a seat in the treatment room, as it will only be after the interview that your therapist may ask you to undress. Please bear in mind that the first appointment usually involves a thorough visual examination, during which it may be necessary for you to undress down to your underwear. If you have any additional information (medical reports, X-rays, etc.), please bring it with you. This will help us to provide you with the best possible treatment.

### Internet

Visit [www.physiopark-regensburg.de](http://www.physiopark-regensburg.de) to find out more about our surgery. The website is designed to provide you with all sorts of information – including dates and times for courses and lectures offered at the surgery. It also offers you the opportunity to subscribe to our free newsletter. Our exercise programmes (physiogram) are also available for download, free of charge. We would also be pleased if you take a moment to sign our guestbook. Want to be friends? Find us on Facebook!

### Lift

From the underground car park or the ground floor you can take the lift directly to our surgery on the 1st floor, barrier-free.



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### Medical training therapy (physiotherapy using equipment)

Your physiotherapy includes the option to do a selected therapy enhancement programme in our training room, free of charge. This service is available in parallel to your physiotherapy sessions and is limited to two exercises. If you are interested in a more comprehensive and far more effective training programme, also apart from your treatment, there are two possibilities: You can obtain a medical prescription for physiotherapy using equipment (Kranken-Gymnastik am Gerät, KGG) or you can purchase a training ticket. Our therapists in the training room will be happy to provide you with more details.

### Online registration

You will find the registration form on our website: [www.physiopark-regensburg.de](http://www.physiopark-regensburg.de). This lets you register with our surgery from home – conveniently and efficiently.

### Parking

At the back of the building is the entrance to the car park and the underground car park. You can have us validate your car park ticket, then you can park up to two hours for free.

### Public transport

The best way to reach our surgery at the Gesundheitsforum near the Arcaden is from Regensburg Central Station. Bus line 34 and the RE and RB train lines stop there.

### Registration and making an appointment

If your prescription does not specify the latest date for starting treatment, statutory health insurers require treatment to be started within 28 days (including workdays, Sundays and bank holidays) of the date of the prescription.

**Prescriptions issued by a German occupational health and safety agency (Berufsgenossenschaft, BG) have a seven-day time limit.** Anyone insured privately or with government assistance is not bound by this deadline.

The simplest way to get the appointments best for you is to use the appointment request form on our website [www.physiopark-regensburg.de](http://www.physiopark-regensburg.de) – and you are always welcome to come to our surgery in person or give us a call.

### Surgery opening hours

Our opening hours are non-stop: Monday to Thursday from 7:00 am to 9:00 pm, Friday from 7:00 am to 6:00 pm, Saturday on request. You can call our office Monday to Thursday until 7:00 pm, and on Friday until 3:00 pm. You are also welcome to leave us a message on our answering machine.

### Time frame

The time frame depends on the content and the arrangements made for your therapy. To ensure everything goes smoothly, we recommend that you arrive at the surgery about five minutes before your scheduled appointment. This will give us time to assign you a room and take care of the formalities. If there should be some delay on our part, we will be glad to provide you with a newspaper and serve you a drink.

### Towel as a therapy table cover

Please bring a large towel with you to each therapy session and take it back home with you after the individual treatments.



### We value your opinion

If you have any reasons for positive or negative criticism, we encourage you to share it with us. We will take your suggestions seriously and work with you to find a solution to any problems you may have. Quality assurance and quality improvement are among our surgery's highest priorities. You can leave your suggestions in the post box between room 3 and room 4. We would also be pleased to receive your feedback on our website: [www.physiopark-regensburg.de](http://www.physiopark-regensburg.de)

### Thank you for choosing us!

