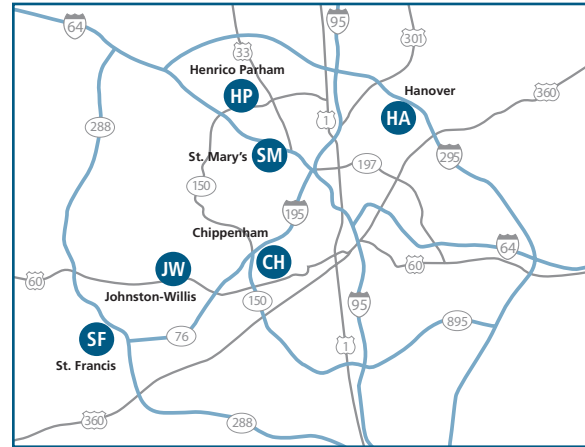


Welcome to OrthoVirginia's  
Therapy Services, where  
our entire team is dedicated  
to your recovery.

To help make this happen,  
please follow the guidelines in  
this brochure. After all, you are  
the person who will play the  
biggest role in your recovery.

## Therapy Locations



### CH • Chippenham

1115 Boulders Parkway, Suites 100A & 100B, Richmond, VA 23225

### HM • Hanover Memorial Regional

8266 Atlee Road, Suite 133, Mechanicsville, VA 23116

### HP • Henrico Parham

7650 East Parham Road, Suite 100, Richmond, VA 23294

### JW • Johnston-Willis

1400 Johnston-Willis Drive, Suite B, Richmond, VA 23235

### SF • St. Francis

13700 St. Francis Boulevard, Suite 103B, Midlothian, VA 23114

### SM • St. Mary's

5899 Bremono Road, Suite 100, Richmond, VA 23226



**OrthoVirginia**

West End Orthopaedic Clinic

THE THERAPY SERVICES

### Administrative Offices

P: 804 285 2645

F: 804 287 2786

[patientservices@weoc.com](mailto:patientservices@weoc.com)



**OrthoVirginia**

West End Orthopaedic Clinic

THE THERAPY SERVICES

## THE THERAPY SERVICES

Back to work  
Back to play  
Back to life



[orthovirginia.com](http://orthovirginia.com)



*We're here to make your experience with us as effective as possible, so you can achieve the best results.*

#### **Clothing**

Please wear comfortable clothing, so your therapist can evaluate you properly. While gowns are provided, you may feel more at home in your own shorts, T-shirt or sweatpants. For your convenience, a changing area is available.

#### **Child Care**

For the safety of your children, we ask that you arrange for their appropriate supervision in advance of your visit. Children are not allowed in the OrthoVirginia gym, and if they are staying in our waiting room, they must be supervised by an adult.

#### **Arriving on Time**

Please arrive on time for your appointment. If you arrive more than 15 minutes late, we may need to reschedule.

#### **Cancellation Policy**

Attending your therapy sessions as scheduled is an important part of your recovery. If you are unable to make a session, please notify us at least 24 hours in advance.

#### **Insurance and Payment**

Your insurance may require prior authorization and/or co-payments payable at the time of your visit. Please review the therapy benefits available under your insurance policy and let us know if you have any questions. Our financial supervisor is available at 804 379 3840 Monday through Friday to answer your financial questions.

#### **Privacy**

Due to privacy requirements and space limitations, we ask that family members and others who accompany you to your visit remain in the waiting areas during your sessions. If the therapist feels that information needs to be shared, she or he will escort your family members to the treatment area.

#### **Food & Beverages**

Please help us maintain a clean and comfortable environment by leaving food items and uncovered beverages in your vehicle. Beverages that are in closed containers are permitted in the waiting area and gym.

#### **Use of Cell Phones and Cameras**

Please refrain from the use of cell phones and cameras in the waiting area and gym. Ringers should be placed on vibrate or in silent mode.

#### **Our Therapists**

OrthoVirginia's therapy staff is composed of highly skilled, graduate school-trained, experienced professionals who work closely with the patient and her or his referring physician to create an individualized plan of care. Recovery from surgery or an injury is a journey that takes time, patience and effective collaboration between the patient, physician and other medical personnel.

*Therapy is an integral part of the journey – essential for your safe, expedient recovery. Let's work together to get your life back in motion.*

