



Welcome to Physical Therapy and Sports Medicine

1. You must bring your Buck ID with you to every visit to verify your appointment and confirm enrollment status and eligibility.
2. If you have the OSU Student Health Insurance:
 - It is your responsibility to know what your particular health insurance benefits are regarding Physical Therapy and Sports Medicine before your first appointment.
 - Knowledge of remaining benefit balance and eligibility status is also your responsibility.
 - Any questions regarding your Student Health Insurance (SHI) benefits should be directed to the SHI office located at 830 Lincoln Tower; phone 614-688-7979.
3. If you do not have the OSU Student Health Insurance:
 - It is your responsibility to know what your particular health insurance benefits are regarding Physical Therapy and Sports Medicine before your first appointment.
 - It is your responsibility to give your outside health insurance information to the Patient Registration department on the ground floor before your first visit.
 - When verifying coverage for Dr. McGrath, please make sure that your insurance will cover him at the Wilce Student Health Center location (1875 Millikin Road, Columbus, OH, 43210).
4. If you have questions regarding billing, you may call our Revenue Cycle team at 614-292-0113 or visit the Patient Registration department located on the ground floor.
5. If you are late for your appointment:
 - You will be asked to reschedule your appointment and will be charged a \$25 fee.
 - Notifying the department that you will be late to your appointment does not guarantee that we will be able to treat you.
 - If you miss your appointment you will be charged a \$25 fee.
6. If you need to cancel your appointment:
 - You need to contact the department by calling 614-292-0130 at least 24 hours prior to your scheduled appointment time.
 - If your appointment is cancelled with less than a 24 hour notice, you will be charged a \$25 fee.
7. Your Physical Therapy Prescription:
Your prescription is good for one month only from the date of the prescribing provider's visit.
8. If you have more than one diagnosis on your Physical Therapy prescription, you will need to make separate appointments for each initial evaluation.

9. If you are having a prescription faxed to the department, please contact our office at 614-292-0130 the day before your appointment to determine if we have received the updated prescription.
10. Your visit will last approximately 45 minutes to 1 hour.
11. If your prescription says "Iontophoresis," you must go to the Pharmacy on the ground floor before your first visit to pick up the required medication.
12. You must bring your white appointment slip with you to each visit to verify your appointment.
13. Please bring comfortable clothes with you for your appointment in Physical Therapy or Sports Medicine: Shorts or sweat pants, T-shirt, and athletic shoes.
14. Personal items, including cell phones, will be placed in lockers during your appointment.
15. There is no charge for your initial Thera-Band. For a replacement or additional Thera-bands, there will be a \$6.00 fee.

To ensure that you are seen as close to your scheduled appointment time as possible, we have a few recommendations:

1. For your Physical Therapy appointment, please make sure that you bring your white appointment slip and your Physical Therapy prescription with you.
 - Without the prescription, you cannot receive treatment.
 - We will reschedule you if you do not have your prescription at the time of your appointment.
2. Arrive early to your appointment.
3. If you have another appointment at the health center, please allow time to make sure that you will not be late for your Physical Therapy or Sports Medicine appointment.
 - If you are late, you will need to reschedule your appointment.
4. You may park in the Wilce Student Health Center facility lot.
 - Access the parking lot from Annie and John Glenn Ave Avenue to Millikin Road. Follow Millikin Road to the parking area under the facility.
 - Parking for patients is available in the garage underneath the building. You will need to obtain a promo code from the Patient Registration or Information Desk staff in order to receive the discounted rate of \$3.75.
 - Inability to find parking will not be accepted as an excuse for being late for your appointment.

To schedule an online appointment for Physical Therapy, you must follow these guidelines:

1. You can only schedule a follow-up appointment. Do not schedule an initial evaluation with a Physical Therapist.
2. You must have been seen by your Physical Therapist within the past 5 days.
3. You can only schedule one appointment. Do not schedule multiple Physical Therapy appointments.
4. If you have any questions, please contact the Physical Therapy department at 614-292-0130.