

Northside Physical Therapy Newsletter

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Susan Gray, PT, ATC, is back to work!

As many of you know, Susan Gray, PT, ATC, has been a physical therapist at Northside Physical Therapy since 1997. Two years ago, she had sudden bleeding in her brain from an A-V malformation, requiring extensive surgery and then rehabilitation.



*Susan Gray PT,
ATC*

Former patients and physicians who have known Susan, know of her incredible resilience. One of her major goals after having her stroke was to be able to get back to work as a physical therapist.

Over the past several months, Susan has spent time "job shadowing," building up her strength and endurance, learning to use a voice recognition dictation system, and reviewing and testing her physical therapy knowledge with her co-workers and colleagues.



Susan has now returned to working part time, and we all couldn't be more thrilled for her, her patients, and all of us at Northside PT.



Medicare Questions?? See the [back side](#) of this newsletter for important information about outpatient physical therapy and Medicare.

Patient Satisfaction survey update

We've passed the 3,000 mark!

We have just surpassed the 3,000 mark in total responses to our ongoing patient satisfaction survey. Our surveys are anonymous, and sent out two to four weeks after the patient's last appointment with us (to avoid the "halo" effect.) Although patient satisfaction measurements are only one factor of physical therapy effectiveness,

(over, please)

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- **Satisfaction Survey Results**
- **Great news for Medicare patients**

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Satisfaction surveys, continued...

they do represent an important component of overall care: *was the patient satisfied with the treatment and results?*

We have well over a 30% return rate (10% is considered excellent for mailed survey responses), and over the years, have received consistently high responses from our patients.

Over 3,000 responses!

97% rate us **Very Good or Excellent**

98% **would recommend us** to others

98 % said we **met or exceeded expectations**

Please visit our website www.phys-therapy.com where we have posted survey results, as well as many comments from patients.

Of course, we always know we can do better, and we welcome input from everyone for improving our services.



Medicare updates

As many of you know, in 2006, Medicare instituted a cap of \$1740 for outpatient physical therapy services. In March, Medicare issued regulations to allow for *exceptions* to the cap. This will ensure any Medicare patient who needs physical therapy beyond the cap will be able to receive it. Our physical therapists have been educated in the specifics of the Medicare Cap Exception process.

Important news for patients and physicians about the outpatient Medicare Cap

Medicare cap news, continued.

There are some diagnoses or conditions that allow patient to receive an **automatic exception**. Some common ones are listed below:

- Total hip
- Total knee
- Total shoulder
- Diabetes Mellitus
- Neuropathies
- COPD
- Osteoarthritis
- Osteoarthritis, shoulder
- Osteoarthritis, pelvic/thigh
- Osteoarthritis, knee
- Osteoarthritis, shoulder
- Difficulty walking
- Spondylosis with myelopathy
- Cervical disorders
- Spinal Stenosis, lumbar
- Rotator cuff disorders
- Tendon rupture
- Abnormality of gait
- Lack of coordination
- Fractures

Other conditions automatically allow you to receive physical therapy beyond the cap:

- Discharge from hospital or SNF within 30 treatment days
- Generalized musculoskeletal conditions that directly impact the rate of recovery
- Mental or cognitive disorder
- PT and Speech Therapy required concurrently
- Prior episode of outpatient PT during the calendar year for a different condition
- Treatment is needed to return to pre morbid living environment
- Treatment needed to reduce assistance with daily activities
- Physical Therapy evaluation

It is the physical therapist's responsibility to document properly to meet the cap requirements. If we do not do so, the patient is not responsible for the physical therapy charged. Learn more: (509) 325-6776 or visit our website www.phys-therapy.com

