

**FREDERICK  
PHYSICAL  
THERAPY, INC.**

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**2021 Changes until Further Notice**

Dear Patients:

Thank You for your continued business at Frederick Physical Therapy, Inc. We understand that your safety, as well as our Staff's safety, is the utmost concern during the pandemic. Due to the recent surge in COVID-19 cases, we will be closing off our waiting room, until further notice. During the week of Monday, January 4, 2021, we will be transitioning to patients remaining in their car until their physical therapy appointment. Once patients arrive to the Thomas Johnson Medical Center parking lot, they will call or text the Frederick Physical Therapy Text Check-In line **(240-739-0575)**, with their name and that they're "here." Please notify the text check-in line, and wait until you receive a responding text or call notifying you to come up to your appointment. FPT Staff will meet you in the hallway, take your temperature, and then escort you to your physical therapy treatment room.

**If you have a deductible, or copay, you will be contacted by telephone BEFORE making your way up to your physical therapy appointment, and the payment will be made over the telephone.** If you are not comfortable with giving your payment information over the telephone, we will make an exception for you to complete the payment in our office, once again BEFORE your physical therapy appointment. We will not be treating any patients unless they pay their copay or deductible ahead of time!

If you've forgotten your mask, please do not turn around to get it; include in your text message or telephone call to **(240-739-0575)** that you've forgotten your mask. We will meet you downstairs before you enter into the building, and provide you with a sterile mask, using gloves.

If you do not have a cell phone, please call **(240-739-0575)** before you leave your home, and then wait in the hallway until your scheduled appointment time.

We appreciate your understanding, and for complying with our new text check-in line.

- *Frederick Physical Therapy, Inc.*