

What should I expect on my first visit?

Your first visit is your assessment which is typically 45 minutes. During this visit, your physiotherapist will take a thorough history of your condition, complete injury specific testing to determine the source of your impairment and provide recommendations for treatment to address your issues.

Will physiotherapy help my condition?

Most conditions can be treated and improved with physiotherapy. This can range from pain, fractures, joint replacements, sprains/strains to neurological conditions such as carpal tunnel or strokes. If you are not sure, please do not hesitate to call our office to enquire.

Do I need a physician referral?

No. As a primary health care service, you do not require a physician's referral to seek treatment however, some extended benefit plans may require it for re-imburement.

Do I have a choice of which physiotherapy clinic to attend?

Yes, it is your choice which clinic you attend. We accept referral forms from any clinic. Clinics range in therapist skill sets and office environments. Not all therapists carry post-graduate certifications or have the years of experience that we offer. Additionally, we choose to provide treatment to clients in private treatment rooms rather than in a busy open gym environment.

How do I schedule an appointment?

Simply call us and we will arrange a time for your initial assessment. You may also visit our website and request an appointment online. Occasionally, a physician will fax us the referral in which case we will contact you.

What should I wear to physiotherapy?

In general, you should wear comfortable clothing that will allow for movement with ease. We have private treatment rooms and washrooms so it is possible to change your clothes at the clinic.

How much will my visit cost?

Our current rates are always posted on our website and in clinic. Typically, assessments are 45 minutes and follow up treatments are half hour.

Will I be sore after my treatment?

Everyone responds differently to various types of treatment. Periodically, you may experience soreness following a session. This does not necessarily mean that the condition has worsened and it is important to advise your therapist of this on your next visit as they may need to utilize alternative methods or modify treatment.

Will you bill directly to my benefit provider?

Some extended health providers are allowing us to do so. Our receptionists will be able to confirm for you if your provider is one of these groups. If you have been involved in a motor vehicle accident, are a veteran, a member of the Department of National Defence, or RCMP, we can bill on your behalf.