

Georgetown University Hospital
MedStar Health
Department of Physical Medicine and Rehabilitation

Frequently Asked Questions

What should I do if I have a question about my therapy or appointment time?

- The PM&R telephone is 202-444-3690 or 202-444-4180 and is answered by our automated system between 7am and 6pm Monday through Friday. If the front office staff is unable to answer your call, please leave a message and your call will be returned as soon as we are able.
- If you need to speak with your therapist directly, please call our main number and a front office staff member will see if your therapist is available to come to the phone. If the therapist is with another client, you will be asked to leave a message on the therapist's voicemail.
- If you need medical attention, please call your physician or go to an emergency room.

What if I need to cancel my appointment?

- We ask that you cancel your appointment as soon as you know that you will not be able to make it at the scheduled time. Please call our main number and speak with the front office staff or leave a message if they are unavailable.
- If you do not call 24 hours in advance to advise of the cancellation, the appointment will be documented as a No-Show. Please note that accumulating three No-Shows may result in termination of therapy appointments.

How do I obtain parking stickers?

- We will provide you with a sticker for your first appointment. These stickers are at a discounted rate of \$2.00/hour.
- For patients who will be required to continue therapy, the front office staff will give you a letter that you will take to the parking office. This letter will allow you to purchase discounted patient parking stickers, which are \$2.00/day.
- Obtaining these parking stickers is cheaper for the patient and more convenient.
- If you are physically unable to get to the parking office please speak to one of the members of our front office staff.

How can I provide feedback to the department about my visit/therapist?

- You are encouraged to fill out a patient satisfaction survey if one is delivered to you in the mail.
- If you feel a staff member deserves special recognition, please fill out a *Shining Star* form located at the reception desk.

Thank you for choosing Georgetown University Hospital to provide your rehabilitation services.
(Revised 12/4/07 JM)