

Thank you for choosing Empassion Pelvic Health. We welcome you to our practice! We look forward to meeting you to start your healing journey. We are a private practice PT/OT clinic with a specialized focus on Pelvic Floor Disorders, Women's, Men's and Children's Health, Pregnancy and Postpartum. We started this practice with a goal of giving the highest quality care possible for all genders and all ages suffering from urinary, bowel, sexual, and pain issues.

Following this letter, you will find important information about our office. Please activate your account in PTEverywhere via the link that was sent to your email when your appointment was scheduled. There you can fill out the required forms electronically. Please be sure to get them completed before your appointment so we can focus on your assessment during your allotted time.

We have set aside an hour to focus on your initial evaluation. If for some reason you are unable to keep this appointment, we ask that you please give our office 24-hour notice so that we may extend that time to another valued patient.

Please visit our website at www.empassionpelvichealth.com to learn more about our office and our wonderful team. We look forward to working with you and hope to help you find long-lasting relief!

Sincerely,

 PT, DPT

Dr. Melanie Abbott, PT, DPT
Co-Founder

 PT, DPT

Dr. Noelle Eads, PT, DPT
Co-Founder



what to expect

Our approach to care is:

- **Individualized:** All sessions are 1-on-1 with a pelvic health specialist. We do not use techs and all treatment sessions are 1-hour long. Our therapists are committed to finding out the “why” of your condition and developing a treatment plan specific and individualized to the underlying cause.
- **Specialized:** Our therapists have hundreds of hours of specialized post-doctoral pelvic health and orthopaedic training.
- **Supportive:** We strive to create a supportive, caring and safe environment for all of our patients through clinical excellence and trauma informed, patient centered care.
- **Empowering:** You can recover! Empowering patients with the tools, education, and skills to live a productive and pain free life is our passion!

At your first visit you will meet in a private treatment room 1-on-1 with one of our pelvic health therapists. She will ask questions to understand your history and condition and listen to your story. She will then perform a detailed assessment which includes watching you move, looking at your posture and other tests/measures she feels are applicable. If appropriate and indicated, she may do an internal assessment of the pelvic floor either vaginally or rectally. This will be discussed with you prior to the exam and only performed with your consent. This will give her very important information about your pelvic floor muscle function. She will explain her findings and give you something to start on at home! Your evaluation and treatment will be specific to you and ongoing each session.

what to do to prepare for your appointment

One of the best things you can do is to write down any questions you have before coming to your appointment. We want to make sure we address your concerns and needs during each session. As part of your welcome to the clinic, you will also gain access to our monthly newsletter where we do deep dive education on special pelvic health topics and keep you up to date on clinic happenings and current events!

what to wear and who can come

Wear something that you feel comfortable in!! Partners and babies are welcome. If an issue arises related to childcare due to school closures, please feel free to bring your children with you to your visit. We have a waiting area where they can sit during your appointment.

We kindly request that you refrain from wearing perfume or scented lotions to your appointment due to some of our patients having sensitivities to these products.

cancellation policy

Missed or canceled appointments impact the quality of care we are able to provide. As a small business with dedication to one-on-one care, cancellations without sufficient notice are detrimental. We do understand that often appointments are canceled for genuine reasons; however, because we only treat one patient per hour, we are limited in the number of available appointments for patients, so loss of appointments without adequate time to rebook incur costs, loss of treatment time for other patients and a loss of income for therapists.

We request that you give our clinic 24-hour notice if you cannot attend your scheduled slot. This allows another patient to be scheduled. **Please call the clinic to make changes at 423-662-4100 instead of emailing or messaging**, and please leave a voicemail if you do not reach us! Oftentimes, messages or emails may not be seen in time. Phone calls will ensure we receive your notice as quickly as possible!

Appointments changed, moved or canceled for any reason with less than 24-hour notice will be charged at 50% of the full fee. Cancellations for Monday appointments must happen before 12 pm on Friday in order for us to have sufficient time to offer that appointment to another patient, therefore cancellations after noon will also be charged 50% of the full fee.

If you miss an appointment without contacting the clinic, this is considered a missed appointment and the full cost of the appointment will be charged. If you arrive late for your appointment, we will see you for the remainder of your hour time slot and your full appointment fee will stand.

why we choose the “out of network” insurance model

Empassion Pelvic Health is a specialty private practice PT/OT clinic that offers highly skilled, one-on-one treatment with a therapist for 60 minute sessions. Our therapists have extensive post-graduate training in ALL pelvic health conditions in addition to total body orthopedic and neurologic training and provide comprehensive and holistic care to every patient that walks in our door. In order to provide the absolute best care we can deliver, we have chosen to remain as an out of network (OON) specialty provider.

Many pelvic floor therapists are moving into out of network care nationally because it is a speciality that insurance doesn't recognize as different from traditional outpatient therapy. This places a great deal of limitations on care that adversely affect patient outcomes with pelvic floor dysfunction because of the complexity and multi-system involvement with which they often present.

With out of network care, we are still covered under your OON physical/occupational therapy insurance benefits, allowing you to self-file, but are freed from the restrictions that insurance places on our speciality. We provide a detailed super bill and assist you in any way we can with the self-filing process, and we find that many patients are able to get reimbursed per their benefits. We also accept HSA and FSA forms of payment.

On the next page you will find a comparison of why we chose the out of network model vs. going in network. We truly believe this allows us to give the highest quality of care possible to patients dealing with these intimate conditions, and we are thrilled you chose us for your care.

why we choose the “out of network” insurance model

THE EMPASSION DIFFERENCE

60 min 1:1 with your therapist, which allows reduced frequency of only 1x/week, providing higher quality and more convenient care that can be more cost effective due to less visits/week

Entire treatments performed in a private room to protect privacy, provide comfort, and safety 1:1 with your therapist who is highly trained in specialized pelvic floor care

The therapist has the ability to treat head-to-toe, total body, with whatever treatment methods are deemed best for the patient, combining multiple skilled interventions in each session

The therapist is able to treat at the frequency and duration deemed best for the patient based on their needs with no limits on care and has the ability to treat long term for chronic complex conditions

No pauses or disruptions in care to await insurance approval of treatment

Price transparency and flat rates that are collected at each visit regardless of what we do, and are often actually lower than in-network rates for high deductible patients

Advanced treatments, including dry needling, cupping, and kinesio-taping, are included in our pricing

VS



The therapist seeing 2-4 patients an hour, limiting 1:1 time, and creating the need for treatment 2-3x/week causing cost increases and inconvenience that often affects consistency

VS



Spending minimal 1:1 time with the therapist, receiving generic exercise, or non-specific care, often in a crowded gym space, on machines, or with a tech, while mixed with regular ortho PT patients, which can create discomfort and vulnerability

VS



Insurance limiting the therapist to only treating 1- 2 body parts per case or denying the therapist the ability to combine certain types of care that are done in the same session, such as manual therapy and patient education

VS



Insurance dictating how many visits are approved and how fast they need to be used, then denying visits that go past that date even if the patient still needs care

VS



Insurance requiring authorization that doesn't allow the patient to be treated at initial evaluation and interrupts care for weeks, then sometimes denies the patient continuing care despite need

VS



Collecting estimates and the patient then receiving additional large unexpected bills at the end of care after insurance has processed

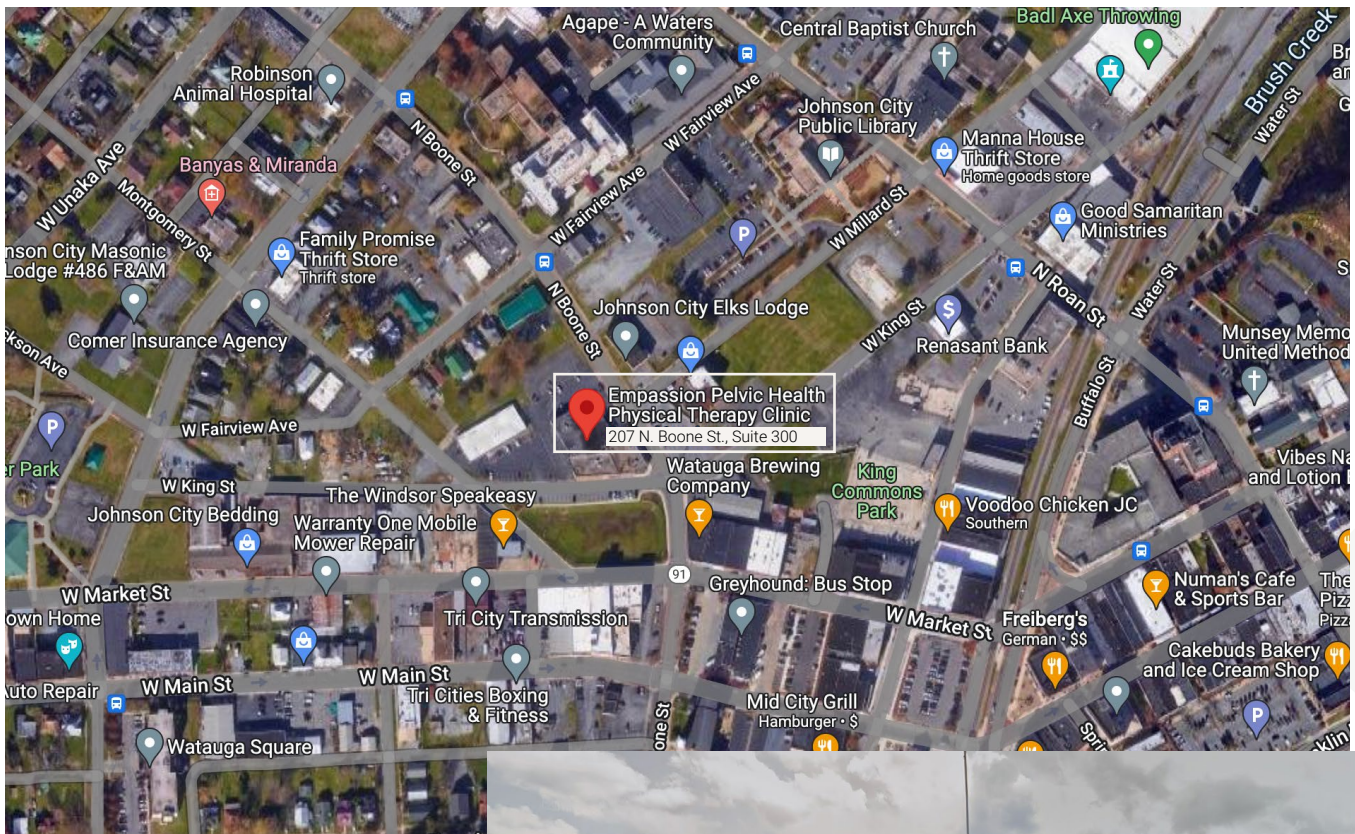
VS



Advanced services are either not offered, not covered by insurance, or added as additional treatment costs on top of other services

where to find us

Our office is located in downtown Johnson City at 207 N Boone St, Ste 300. It is on the upper level of the Property Experts building. You may park in the lot up top, on the side of the building, or across the street.



Enter either door and proceed down the hallway. Make the first right and our office will be at the end of the hallway on the right, Suite 300.

Please call us with any questions at 423.662.4100. We can't wait to meet you and look forward to starting on your journey to relief!

