

## FREQUENTLY ASKED QUESTIONS

### OUR SERVICES

#### **What conditions do you treat at Farrer Park Rehab Centre?**

We treat a variety of conditions, including those related to podiatry, speech therapy and occupational therapy. Our services include, but are not limited to, pain management, scoliosis management, vestibular rehabilitation, stroke rehabilitation and soft tissue release.

#### **What is Myofascial release?**

Myofascial release is one of the physiotherapy treatment techniques often used to treat chronic pain or tightness in the soft tissue which surrounds and supports the muscles throughout your body.

#### **What is strength and conditioning?**

Strength and conditioning basically involves the use of various components of exercises to develop fitness for individual performance, thus allowing you to become fitter, stronger and more flexible whilst remaining injury-free.

#### **Does Farrer Park Rehab Centre provide neuro rehab services?**

Yes, we provide neuro rehab services at Farrer Park Rehab Centre.

#### **Does Farrer Park Rehab Centre offer pediatrics services?**

No. We do not provide pediatrics physiotherapy services at the moment.

### REFERRAL PROCESS

#### **Do I need a referral letter, and where can I get a referral letter to be seen at Farrer Park Rehab Centre?**

You are advised to obtain a referral letter from your doctor so that your physiotherapist can have a better understanding of your condition. Referral letters from all doctors, including those from other hospitals and clinics will be accepted.

### **Can I still be seen by a physiotherapist if I do not have a doctor's referral letter?**

Other alternative documents (e.g. hospital discharge summary, medical report which states your medical condition) may be accepted in the absence of a referral letter. This will enable the physiotherapist to treat and manage your condition more effectively.

### **Do I need to bring my radiological scans along for the physiotherapy session?**

You will not need to bring along your radiological scans if you had been previously admitted and treated at Farrer Park Hospital for your current condition, as your therapist will be able to retrieve your records from our electronic medical records system.

If you are not an existing Farrer Park Hospital patient, please bring along your radiological scan results, along with other relevant medical documents for your physiotherapy session so that your physiotherapist can assess and manage your condition better.

## **ABOUT YOUR TREATMENT**

### **How long will my first physiotherapy assessment take?**

The first physiotherapy session will take about 60 minutes. Your physiotherapist will assess you by obtaining a detailed medical history, information related to your current condition, observe your basic movements, move your limbs and examine your soft tissues. A customized treatment plan will then be prepared for you based on your condition.

### **How long will a session of physiotherapy last?**

A session of physiotherapy will last either 30, 45, or 60 minutes, depending on the nature of your condition.

### **How many sessions will I require for rehabilitation?**

Your physiotherapist will outline the number of sessions he or she thinks you will need and re-evaluate as you continue with your treatment at subsequent follow-up sessions.

### **Will I get a Medical Certificate (MC) after my therapy session?**

Physiotherapists are not authorized to issue medical certificates. However, we can issue a timesheet which will state the time of your arrival and departure.

### **I am experiencing soreness and pain after my treatment. Should I be concerned?**

When the less active and/or weak muscles have been worked, it is normal to feel soreness or aches at the treated areas. You should expect the pain or discomfort to subside in 1 to 2 days.

## **ATTIRE**

### **What attire should I be in for my appointment?**

You are advised to bring along a set of comfortable clothing as you may be required to perform rehab exercises as part of your treatment. In the event that your outfit is not suitable for your treatment (e.g. exercises), we will provide you with a pair of clean T-shirt and shorts if needed.

### **Are non-slip socks necessary? Why?**

As we adopt a no-shoe policy, patients are required to remove their footwear and put on non-slip socks for hygiene purposes. Non-slip socks are also required for your safety so that we can minimize the risk of falls in the centre.

## **CHARGES, FEES & CLAIMS**

### **What are the charges for the first assessment?**

First assessments will be charged at \$171.20, inclusive of GST.

### **What are the charges for each subsequent session?**

Service fees are charged based on the duration of the session. For example, a 30-minute session costs \$96.30, a 45-minute session at \$139.10, and a 60-minute session at \$171.20, inclusive of GST.

### **What are the payment methods accepted at Farrer Park Rehab Centre?**

We accept payment via major credit cards (Mastercard, Visa & American Express), NETS, cash and bank transfer.

### **Can I use/claim on my insurance for treatment at Farrer Park Rehab Centre?**

You are advised to check with your insurance agent or company on claim matters as different insurance companies have different claim policies. For example, certain companies may allow patients to make claims for soft tissue release-related treatment, whereas others may disallow requests for such claims.

### **Can Farrer Park Rehab Centre make an insurance claim on my behalf?**

We are unable to submit claims to your insurance company on your behalf. Please settle all outstanding payment after your treatment at Farrer Park Rehab Centre and follow up directly with your insurance company thereafter for your claims.

### **I am a foreign patient. How do I file GST refunds for my treatment?**

For foreign patients, please proceed to Farrer Park Hospital's Admissions Office at level 2 and our staff will assist you on the filing of GST refunds.

## **CANCELLATION & RESCHEDULING OF APPOINTMENT**

### **What are Farrer Park Rehab Centre's cancellation policies?**

You are strongly encouraged to inform us of any cancellation or rescheduling at least 6 hours prior to the appointment time, as your therapist may have made special arrangements to see you at your preferred day and time. We seek your kind support so that we can provide timely services and reduce the waiting time for you and other patients.

### **What will happen if I am late for my session?**

Kindly inform us if you will be late so that we can inform your physiotherapist or instructor. Please be informed that your session will be shortened if another patient has been scheduled after your appointment slot.



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**Should I still come for my appointment if I am feeling unwell?**

You are advised to rest at home if you are feeling unwell. Please inform us if you are unwell as soon as possible so that we can help to reschedule your appointment to a later date.

**What are your operating hours? Do you open on weekends?**

Farrer Park Rehab Centre operates on Monday to Friday from 9am to 6pm, and Saturday from 9am to 1pm. We are closed on Sunday and public holidays.

*\*Information updated as of 28 May 2019.*

*Fees, service terms & conditions are subjected to change without prior notice.*