

# Adaptive and Medical Fitness Programs

## RESOURCES GUIDE



Welcome to our Adaptive and Medical Fitness Programs! We are grateful that you have entrusted us as a member of your team along your journey of better health and wellness. Our adaptive and medical fitness programs include **NeuroFit**, **PowerEx**, **Adaptive Exercise Training (AET)**, and **Sheltering Arms Fitness Education Program (S.A.F.E)**. While we aim for a seamless transition and given our medical and adaptive fitness programs are embedded into Sheltering Arms Institute Outpatient clinics; we are separate business entities. Therefore, support departments may not be able to answer questions related to account balances, scheduling, and general inquiries related to our medical and adaptive fitness programs.

Additionally, we are cash based and are not reimbursable by insurance. To ensure the best possible customer service experience below are some helpful tips and resources when navigating through different needs:

### HELPFUL TERMINOLOGY

- Using appropriate program names will help us get you to the right representative:

**NeuroFit • AET • PowerEx • S.A.F.E**

*(PT, OT, Speech) are not part of the fitness programs*

- Using our appropriate professional title will also help avoid any confusion:

**Exercise physiologist**

*(therapist) is not associated with the fitness programs*

### CHECK IN PROCEDURES

- If you have a scheduled appointment with an exercise physiologist for NeuroFit, PowerEx, AET, or S.A.F.E. **Check in with a front desk representative.**
- The kiosk system is for patients receiving PT, OT, or Speech therapy **and is not for those participating in the fitness programs.**
- All those with a membership** (*Bon Air and Reynolds Clinics only*) proceed to the Rec Trac scanner.

### SCHEDULE CHANGES

#### Need to cancel, reschedule, add an appointment, or have questions about past appointments?

- Communicate with your exercise physiologist directly for any scheduling needs.
- We have a 24-hour cancellation policy to avoid losing a pre-paid session for late notice. **Call your exercise physiologist's direct voicemail line to cancel appointments.** We cannot guarantee messages left with the call center or patient access will be transferred to us. Cancellation requests not communicated directly with your exercise physiologist will result in a charge or loss of a package visit.

### ACCOUNT BALANCE AND INQUIRIES

All inquiries regarding your past transactions, visit history, and past receipts can be viewed on your online account via our Sheltering Arms Community Programs Online Portal using your unique login. Should you have any additional questions about your account, contact your exercise physiologist directly or by contacting our administrative assistant at **(804) 764-5275**

**Questions** about physical, occupational, and speech therapy at Sheltering Arms Institute? Contact: **(804) 764-1000.**