

Your Physical Therapy at Vanderbilt Dayani Center

Coming for your visit

- Bring shorts if your legs will be treated.
- Plan to arrive at least 15 minutes early. This will give you time to get a parking pass, park, and check in before your scheduled time.
- When you arrive, check in at the front desk.
 - You will pay your co-pay at this time.
- Please do not wear perfumes or scented lotions to your appointment. Some patients are sensitive to scents.
- When your appointment is over, stop at the front desk on your way out so you can schedule your return visits. You may schedule up to 4 weeks of appointments, as long as your therapist and insurance company approves this amount.
 - The amount of visits you get depends on your plan and medical needs.

Our policy on missed appointments

- If you need to change or cancel an appointment, please call us at least 24 hours in advance.
- Each time you miss an appointment without calling, we will call you.
- If you miss 3 appointments without notice, we will call you and then cancel your remaining visits. You would then need a new physical therapy order from your doctor to reschedule.

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Arrive on time

- Please get here on time. If you are going to be late to an appointment, call (615) 322-4751.
- We make every effort to see you on time. Your appointment time is your scheduled visit time. If you are late, you will have less time with your physical therapist.
- If you are more than 30 minutes late, we may need to reschedule your appointment.
- If you will be using the pool, please be dressed and pool-side at your appointment start time.

Parking

- You may park in the Dayani parking lot (Lot 113). The lot is at the corner of Pierce and 21st Avenue.
- You will need a parking pass to park in the Dayani lot.
 - On the day of your first appointment, pull into the semicircle drive in front of the Dayani Center to get a parking pass. Arrive early so you have enough time to get the pass.
 - You must hang the parking pass from your rearview mirror so it's visible.
 - There may also be some handicap spaces available.
- If the Dayani lot is full, you may park in the Central Garage.
- If you would like help parking and walking to the clinic, you may:
 - first park your car with the free valet service at the Vanderbilt Clinic
 - then ask for the shuttle (patient transport) to pick you up and take you to the Dayani Center. The shuttle will drop you off at the door of the center.
- Give yourself extra time if you use the valet and shuttle option.

If you have health insurance

We will call your insurance company and ask about your physical therapy benefits. They will give us general information, which we will tell you about at your first visit. This phone call does not guarantee that your insurance company will pay for your treatment. We encourage you to call your insurance company to make sure your policy offers benefits for physical therapy.