

# Coming to the Vanderbilt Lymphedema Therapy Clinic

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## Scheduling your first appointment

- First step: We need a valid order from your doctor or nurse. We cannot schedule an appointment until we have this order.
- Second step: After you have given us the order from your provider, you may then schedule your appointment. You may schedule by phone at (615) 322-4751.
- Third and final step: Once you have scheduled your appointment, we will get prior approval from your insurance company, if your insurance company requires this.

## Coming for your first visit

- Get here at least 15 minutes early. This will give you time to park, check in, and then fill out your intake forms before your scheduled appointment time.
- Check in at the front desk.
- Co-pays are due when you check in.
- Because some patients are sensitive to scents, please do not wear perfumes or scented lotions to your appointment.
- 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 insurance approves this amount.

## Arriving on time

Please arrive 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.

## 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 lymphedema therapy order from your doctor to reschedule.

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## Our clinic

The Vanderbilt Lymphedema Clinic is located at:

Suite 2500 (second floor)  
The Village at Vanderbilt  
1500 21st Avenue South  
Nashville, TN 37212

## Parking at the clinic

- Patient parking spots are in the underground parking garage behind the Village at Vanderbilt.
- A map to the Village at Vanderbilt parking is enclosed.
- Please do not park in the one-hour parking spaces on ground level.

## 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 lymphedema therapy.