



Frequently Asked Questions

What should I do if I have a question about my therapy?

- The PM&R telephone is 202-444-3690 and is answered by our automated system between 7am and 6pm Monday through Friday. If the front office staff is unable to answer your call, please leave a message and your call will be returned as soon as we are able.
- If you need to speak with your therapist directly, please call our main number and a front office staff member will see if your therapist is available to come to the phone. If the therapist is with another client, you will be asked to leave a message.
- If you need medical attention, please call your physician or go to an emergency department.

What if I need to cancel my appointment or have a question about my appointment time?

- Please be sure to arrive on time for your scheduled appointment. You may obtain a printout of your schedule from the front office staff. We also offer text message appointment reminders. It's easy to enroll- Text **MSH** to **622622**
- We ask that you cancel your appointment as soon as you know that you will not be able to make it at the scheduled time. Please call our scheduling line (202-295-0546) and speak with a scheduling representative. If after normal business hours (M-F 7am-6pm), please call our main number (202-444-3690) and leave a message
- If you do not call 24 hours in advance to inform us of the cancellation, the appointment will be documented as a No-Show. Please note that accumulating three No-Shows may result in termination of therapy appointments.

How do I obtain parking stickers?

- Please ask one of our front office staff members to provide you with one PM&R discounted parking sticker that will reduce your rate to \$3.00. Your fee is paid upon exit to the parking cashier and is accepted at all MGUH patient parking garages, parking lots and valet parking.

How can I provide feedback to the department about my visit/therapist?

- You are encouraged to participate in our patient satisfaction survey which you may receive from Discovery Research via the telephone.
- If you feel a staff member deserves special recognition, please fill out a *SPIRIT Award* form located at the reception desk.

Thank you for choosing MedStar Georgetown University Hospital to provide your rehabilitation services.