

# Physiotherapy Program patient handout

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| <p>Your doctor has <b>referred you to</b> the Calgary West Central Primary Care Network (CWC PCN) <b>Physiotherapy Program</b>.</p> <p>You will <b>receive a phone call</b> to book your initial, one-on-one virtual appointment with a CWC PCN Physiotherapist so that you can discuss your needs in greater detail. Together, you will determine the most appropriate type of care for you going forward.</p> <p><b>In-person exception:</b> If you have chronic low back pain, an in-person assessment is required. You will receive a phone call from our GLA:D Back program provider, Momentum Health, to book the assessment.</p> <p>This service is <b>available at no cost to you</b>.</p> | CONTACT             |                                                                    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | WEBSITE             | <a href="http://cwcpcn.com">cwcpcn.com</a>                         |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | PHONE               | 403.984.6533                                                       |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | APPOINTMENT DETAILS |                                                                    |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | COST                | Free                                                               |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | WAIT TIME           | Initial call within 7 - 10 business days to set up an appointment. |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | HOURS               | Monday to Friday<br>8:30 a.m. - 4:30 p.m.                          |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | TYPE                | Virtual (video call, phone call)                                   |
|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | LENGTH              | 30 minutes                                                         |

## What you should know before your appointment

Your first phone call will come from our Program Coordinator; during this call, you will **schedule time** with one of the CWC PCN's Physiotherapists.

Your scheduled **initial virtual** consultation appointment will last approximately 30 minutes. During this call, you and the Physiotherapist will discuss your needs and goals as it relates to your referral reason. The Physiotherapist will explain **program options** to you (including the options available through the Physiotherapy Program, community resources, and self-management resources). Together, you and the Physiotherapist will determine the most **suitable care plan for you**. If your care plan includes in-person physiotherapy services, information will be provided to you around next steps.

All **information** discussed during these calls **is confidential**.

## Cancellation policy

Please contact the CWC PCN at 403.984.6533 as soon as possible to cancel your appointment.