



ORTHODOGY
physical wellness

What to Expect As Reynolds Rehab Joins Orthology

As you know, we recently decided to partner with Orthology, an innovative company with a similar approach to patient care that has been proven on thousands of patients—including 500+ professional athletes and Olympians.

We are excited about the resources of our combined practices. In joining forces, we will be able to enhance the quality of our care and bring it to many more patients.

As we combine our systems and processes, we want to ensure that this transition is as smooth as possible for you. **The next few weeks will bring changes that we want you to be aware of:**

- **NEW MEDICAL RECORD:**

On April 1, we will be moving from our current paper-based medical record system to an electronic one. So we can enter you into our new system, please bring your insurance card with you to your first appointment after March 31. Please arrive 20 minutes early for your scheduled appointment.

- **LETTERS & STATEMENTS:**

For all services rendered after April 1, any letters/statements will come from Orthology instead of Reynolds Rehab. If you have any questions about your bill, make sure to call the phone number printed on your statement. You will still receive a separate statement from Reynolds Rehab for any services rendered prior to April 1.

- **INSURANCE COVERAGE:**

Orthology and Reynolds Rehab are in-network with all of the same insurance providers, so you should not see any interruption in services during or after this transition.

- **OFFICE CONTACT INFORMATION:**

- **Phone & Email:** All phone numbers will remain the same, and current email addresses will remain active for through the end of April as we transition to @Orthology.com email addresses.
- **Website:** After April 20, our Reynolds Rehab website will begin redirecting to the [Orthology.com](https://www.Orthology.com) website, where you'll be able to book appointments online and find provider profiles.
- **Name:** Also, in late April our name officially becomes Orthology, and we will begin phasing out the Reynolds Rehab name.

- **PROVIDERS:**

During and after this transition, you will still continue to see the same provider, and you will notice some new faces in the clinic. These Collaborative Care teams of Physical Therapists, Chiropractors, and Soft Tissue Specialists bring a multidisciplinary approach to patient care that helps patients get better, faster.

We appreciate your patience during this transition.