



Frequently Asked Questions

WHAT IS PATRICIA NEAL OUTPATIENT CLINIC?

Patricia Neal Outpatient Clinic (PNOC) is a dynamic part of the rehabilitation spectrum of care. Located within the Patricia Neal Rehabilitation Center, PNOC assists patients in their return to function in the home and community. PNOC provides excellent physical, occupational and speech language therapies. Additionally, PNOC provides specialty programs including Adaptive Driving, Seating and Mobility, Assistive Technology, Augmentative Communication, Behavioral Medicine, and Vestibular Rehabilitation Programs.

Using a team approach, the therapists at PNOC work with patients to improve their function according to individualized goals. PNOC therapists are dedicated, excellent clinicians, averaging at least 15 years of specialized experience in neurological rehabilitation.

WHAT ARE YOUR HOURS?

Hours of operation are Monday through Friday, 7:30 am to 5:00 pm

HOW CAN I CONTACT YOU?

PNOC, Front Desk: (865) 331-1605

Please call this number if you are unable to attend your scheduled appointment.

PNOC, Fax Number is (865) 331-4909

ADMISSIONS

Donna McDonald, Admissions/Registration, (865) 331-1958

Felicia Taylor, Admissions/Registration, (865) 331-2819

MANAGER

Christy Williams, DPT, (865) 331-2102

WHERE DO I PARK?

Valet parking is available at the front entrance to the hospital. The front entrance to the hospital is on Clinch Avenue. This service is free to all with handicap parking tags. PNRC Handicap parking garage is also available, but on a first come, first serve basis only. This does require a code to enter, which is shared upon scheduling first therapy appointment.

IS THERE ASSISTANCE AVAILABLE GETTING FROM THE PARKING AREA TO PNOC?

The hospital has an escort service with wheelchair transportation that is available if necessary. You can arrange this through PNOC or speak with the parking attendant at the gate upon your arrival.



HOW DO I PAY FOR THERAPY?

Before you come for your first therapy session, we will verify your insurance coverage. If you have questions about your insurance, you can discuss them with Felicia Taylor or Donna McDonald when you register on your first day.

If your insurance policy does not cover certain services, you must make arrangements to pay for them. Usually a monetary deposit is made, and then a payment plan is established and the hospital will send you a bill. If you have a co-payment, it will be collected before each scheduled day of therapy. Cashiers are located on the Ground Floor of Fort Sanders Regional Medical Center.

HOW OFTEN WILL I COME FOR THERAPY?

You will receive a complete evaluation by your therapist. The therapist, along with you and your doctor, will determine how often you come for treatment and for how many weeks/months.

WHAT IF I NEED TRANSPORTATION TO AND FROM THERAPY?

There are many transportation agencies that serve the Knoxville Area. Rides are pre-arranged and may require a small fee each time. Please contact the specific agency for details.

CAC TRANSPORTATION
KAT Lift
KAT City Bus
ETHRA East Tennessee Human Resource Agency
Rural Metro
Taxi Cabs
Oak Ridge – ETHRA
Oak Ridge Mass Transit
Oak Ridge Taxi Coupon Program
People to Places
Blount Co Office on Aging Volunteers
East TN Office on Aging Volunteers

WHAT IF I NEED TO CANCEL MY THERAPY?

If you must cancel your session(s) due to illness or unexpected circumstances, **please call (865) 331-1605 by 8:00am on the day of your therapy.** Please be aware that attendance and participation in therapy is very important. If you are having difficulty keeping your therapy appointments, please speak to your therapist and we will try to assist you.



WHAT DO I DO IF IT SNOWS?

If it snows, please call (865) 331-1605. If we are closed, we will put a message on the voice mail telling you that we will be closed due to the weather. The message will be available by 7:00am. As you know, different areas in East Tennessee get different amounts of snow; if you do not feel comfortable traveling in the snow, please call and let us know.

WHERE CAN MY FAMILY WAIT FOR ME WHILE I AM IN THERAPY?

There is a waiting area near the red elevators where patients and their caregivers can rest before or between their therapies. Due to privacy issues and limited space, we do ask that only one person accompany you into the treatment clinic to observe your session.