

**Welcome**, and thank you for choosing FysioDanmark Fredericia. We will do our best to provide you with excellent treatment and we hope you will have a good experience with us.

This email contains some practical information that is important for you to know before starting:

- When booking your first appointment, you will receive an email with an information form that we ask you to fill out before arrival. **It is important that the information form is completed before your first treatment, as it is the beginning of your medical journal and treatment plan.**
- Parking: There is free parking on the gravel lot next to the building. In addition, designated parking spaces can be used, by registering your license plate on the Qpark screen at the entrance.
- Upon arrival:  
**Go directly to the waiting room (on the right-hand side) to scan your health insurance card at the FysioDanmark welcome screen. You will then be picked up by the physiotherapist. The secretary in the building cannot see the physiotherapist's calendar or bookings.**
- The physiotherapist will book a new appointment for you, or if you want to book it yourself, you can use either our app or online booking via [www.fysiodanmarkfredericia.dk](http://www.fysiodanmarkfredericia.dk).  
**(The secretary in the building cannot assist with this).**
  - Using our app, you can do the following:  
Book a new appointment and see your booked times. You can also see your training program and write to your physiotherapist.  
<https://apps.apple.com/dk/app/min-fysioterapeut/id1547967402?l=da>
- You must bring your own sheet, otherwise it can be purchased for 20 DKK from the physiotherapist.
- Cancellation / No-show:
  - If you need to cancel, it must be done by **9:00 am** on the day of your appointment.
  - For cancellations or no-shows after **9:00 am** on the day of your physiotherapeutic treatment: **310 DKK**.
- Payment:  
You can pay after each treatment via Mobilepay no. 123018 - remember to add the 7-digit invoice number in the comment field. If you do not pay, you will receive the invoice by email the same evening.
- If your insurance pays:
  - Before your first treatment, you must send your approval letter to us by email at: [info@fysiodanmarkfredericia.dk](mailto:info@fysiodanmarkfredericia.dk).
  - You are responsible for not using more treatments than your insurance has approved, and for knowing when your insurance expires.
  - Note that insurance rarely covers expenses for products or additional services.
- We are located at Prangervej 111, 7000 Fredericia  
Phone: 88 88 80 70 / Email: [info@fysiodanmarkfredericia.dk](mailto:info@fysiodanmarkfredericia.dk)

**Best regards - FysioDanmark Fredericia**