



YOUR CALL PREP GUIDE

EVERYTHING YOU NEED TO KNOW BEFORE YOUR CALL WITH US

About Us AC ive Family Physical

ACTive Family Physical Therapy focuses on treating Pediatrics to Adults in the Jacksonville Area. With a combined 20 years of physical therapy experience, owners Kaylee and Mick Janusko founded ACTive Family Physical Therapy with an emphasis on faith, family, and using their experience to improve the lives of their patients. Kaylee specializes in pediatrics across a wide range of disorders from 1 month old kiddos all the way to 18. Mick has a passion for working with Athletes and anyone who is looking to stay active as they age. With there combined experience and specialty areas, they are looking to improve the lives of families in the greater Jacksonville area.





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THANK YOU FOR BOOKING A CALL

We are thrilled to get to know you and see if we can help you return to a pain-free life full of the activities you love!

That's why we start with a Free Discovery Call

The purpose of this call is to ensure that we are a good fit for each other before moving forward with our Free Discovery Session.

During this call, depending on your needs, either Kaylee or Mick will talk through your past struggles and current limitations to see is ACTive Family Physical Therapy is the right for you. This is also a chance for you to get answers to any questions you may have about our practice or treatment philosophies.

Remember: you will get more out of your call if you review this guide!!



WILL THIS WORK FOR ME

At this point, many of our clients wondered the same thing... so you are not alone!

That's why we've included several reviews from clients we've helped below:



WHAT OUR PERFORMANCE CLIENTS HAVE TO SAY...



Viktorija Mask

Runner and Functional Fitness Athlete

I am writing to express my sincere appreciation for the exceptional care provided by Mick. Mick's expertise, dedication, and genuine concern for his patients have made a remarkable difference in the lives of my family. Mick has helped me in treating various sports injuries for both my daughter, who is an avid basketball player, and me as a runner. His comprehensive approach and personalized treatment plans have facilitated our recoveries and enabled us to return to our respective sports with confidence....





Allison Fullenkamp

Crossfit Athlete

I was considering surgery, but now I don't need it! Mick helped me overcome chronic knee pain and swelling that was interferring with my daily activities. I never felt pressured or judged if I was unable to complete my assigned exercises between appointments. He also helped me understand why I was doing each exercise so I have the knowledge to help myself in the future if I have another injury. As a healthcare provider, I appreciated

As a healthcare provider, I appreciated Mick's willingness to be my physical therapist and also a trusted consultant. As a provider who does CrossFit, Mick understands the movements and how to modify them appropriately to reach my goals. 10/10 would recommend, especially if you are a CrossFit athlete!



Erin Klinger

Crossfit Affiliate Owner and Athlete

Mick has been more than a physical therapist at CF904. He has been a team mate, and someone who has involved himself with the community. He is constantly asking how certain members are doing after he has treated them. He is always communicating what to look out for for those members he has treated, and how to help them during class. As a business partner, he has been fantastic. As a

therapist, he rises above. He isn't a "treat you forever" therapist, but one who wants to get you fixed, healed, and on your way to continue accomplishing your goals. He is very conscious of what his clients take best to as far as treatment plans and is very sensitive



STILL NOT CONVINCED? HERE ARE A FEW MORE HAPPY CLIENTS...



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Q: Will I be sold to or pressured on the call? A: Absolutely not. The call is genuinely a free advice call. We will ask you some questions about your story, provide some genuinely helpful advice, and allow you to ask any questions you'd like about working with us. If at the end of the call you think we can help, you can ask if we can take you on as a client. If we think we can help you, we'll accept! But at no time will you ever be pressured into booking a Discovery Visit.

Q: I've already been to a PT. How is ACTive PT different?

A: We hear this all the time! And we always say we're happy you've tried other treatments before. Now you know what got you to this point and you know what doesn't work for you. This allows us to use our different method of treatment to truly end your pain. It's never too late to get the outcome you want, even if you feel like you've tried everything in the past! We don't just put STIM on your back, a heat pack, give you an adjustment and send you home. We assess you from head to toe. We spend a full hour every session with just you and your doctor. You'll receive a truly customized plan that is tailored to your needs and your goals. And, we'll walk you through it every step of the way to ensure that we find the root cause of your pain, end your pain, and get you back to doing the things you love.

Q: What happens if I'm not getting better? A: Luckily, this rarely happens because we only take on clients we KNOW we can help. In fact, we frequently turn people away or refer them to someone who can help if we aren't the right fit. So if you do start a care plan with us, we are extremely confident you will get better. That being said, if you are not happy with your progress, we will gladly offer you a refund.

Q: How much time do I have to invest?

A: We work with a lot of busy clients! Whether you travel for work or have an unpredictable schedule, we do our best to make your plan work for YOU. Remember, you're in total control when you work with us. For example, we will help you book out all your sessions in

advance, so that you have your desired time slot locked in. But you're always able to reschedule when the time comes. And, if you don't have the time to do your exercises, or "homework" as we call it, at home, we can structure your plan of care to accommodate for this as well!

Q: How long will it take before I start to feel better? A: Most people will start to feel 30% to 60% better after their first full session, but you'll likely feel the majority of your symptoms significantly improve after 3-6 sessions. That being said, everyone is different and many factors play a role in recovery.

Q: How many treatment sessions will I need until I'm 100% again? A: It depends! There are so many variables we look at such as: length of time suffering, extent of pain or injury, what you want to get back to doing, and your daily habits. So there is no way of knowing how many sessions our doctors will prescribe. Treatment plans vary from 6-24 sessions! But, what we can tell you without even assessing your current situation is that the quicker you seek treatment, the better your chances are of obtaining the outcome you want!

Q: Do I need to have a referral or script to start treatment? No! You do not need a referral, script, or order from another medical professional to be seen here. The State of Florida recognizes the expertise of physical therapists, allowing you direct access to our services without needing a physician's referral. This means you can start your journey to recovery with us immediately. If needed, we can refer you to another medical professional and triage accordingly, making access to personal health outcomes more achievable than ever.

Q: Can I have my partner or spouse on my Discovery Call or Come to my Sessions? A: Yes! We actually encourage it. If you make decisions with your significant other, it's important they know what's going on as well and what your care would look like. We encourage this for many reasons, but above all, we'd love to get to know your family and support system!

Q: My doctor says I have "degeneration," "arthritis," or "bone on bone" in my joints and nothing can be done except medications, injections, or surgery. Can you help me with this? A: Yes! We help people every single day who once thought it was impossible to avoid surgery, painful injections, or use pain pills on a daily basis to achieve the outcomes they want. Degeneration and arthritis can be scary to think about and see on an image... and it may sound dooming, yet many people have these diagnoses starting as early as 30 years old! And they have no pain. These problems don't have to be painful and it doesn't have to be a case where you are sidelined from all the activities you love to do.

Q: How much does your program cost? AA: That's a great question! Each plan costs something different since it's truly unique to the individual, but what we can say is we certainly are not the cheapest around. We pride ourselves on offering the highest quality care geared toward those who value their health. We accept HSA, FSA, credit cards, and checks. And we have plenty of ways to save if saving money is important to you. If you're looking for the cheapest, we may not be the best fit. But if you're truly ready for an end to this pain and to return to the life you deserve, we are the best fit for you!

FAQ

FREQUENTLY ASKED QUESTIONS

A: First of all, you are not alone! We hear this from the majority of our clients, and we're sorry to hear you've been let down so many times before.

Because we know many people have been disappointed elsewhere, we created the 100% FREE, no-obligation Discovery Call. It's a free opportunity to ask one of our specialists, like Kaylee or Mick, all the questions you have, gain more clarity and insight into your problem, and find out if we can develop a solution to help you.

We only take on clients we are confident we can help, so we will be sure to let you know if you're not the right fit. If that's the case, we will refer you to someone who can help, ensuring you don't waste any time, energy, or money.

Q: Finally, is the Discovery Visit right for me? A:The only way to be sure that we are a good fit for you is to book a call, attend the call, and let our staff evaluate your situation to see if we can help you. We will absolutely not sell you anything or have you commit to any monetary investment unless we believe we can help you 100% the way you are hoping for. Our success rate is extremely high for those who attend the call and read this guide.

We want to help you understand what we do differently than other physical therapy clinics. The reason for this is simple: we only work with people we believe we can help. And the only way to know if we can help you is to jump on a call with Kaylee or Mick.

FINAL THINGS TO KNOW

1) If your spouse or significant other will be involved in helping you make a decision, please make sure they are on the call with you.

2) Make sure to attend your call with us on time -we may not be able to reschedule you if you miss it!

3) We look forward to speaking with you about the health and wellness of you and your family!





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