



Kernes Adaptive Aquatics

Frequently Asked Questions

Why do I need a healthcare provider referral?

The Healthcare Provider Referral Form is required from a doctor or other primary healthcare provider (for example, your doctor, physical therapist, or chiropractor) so that your program is designed specifically to meet your needs and goals. Have your healthcare provider complete the Healthcare Provider Referral Form and include it with your application. Alternatively, the healthcare provider can fax it to Kernes Pool at 831 372-3140. The form is available on our website: www.kernespool.org.

What program will I need?

Your exercise program is personalized just for you. The information in the Healthcare Provider Referral form is reviewed by the Kernes Adaptive Aquatics staff; an assessment is made during the Initial Evaluation appointment; and then a program and schedule is established to help you achieve your goals. Client feedback is encouraged at all times.

What is the Initial Evaluation Appointment?

The Initial Evaluation appointment is a 30 minute session in the water with an Aquatic Instructor to assess your capabilities and set up your personal program. Bring a towel and swim attire (including swim diapers if needed) to your session. Please, do not use fragrances, oils or lotions before your evaluation session.

When do I come to the Pool?

Attendance at Kernes Pool is by reserved scheduling only. Once you and the staff have made your schedule, any changes are by prior arrangement only. To help Kernes Pool schedule staff appropriately and keep costs down, a minimum 24 hour cancellation notice is requested for missed sessions.

How am I billed for services?

Services are billed monthly based on your program and the number of your weekly sessions. An invoice is sent and payable at the beginning of each month for the upcoming month. Monthly fees are in effect regardless of attendance until a cancellation notice is given. This ensures that Aquatic Instructors are available to provide you with personalized service during your scheduled times.

Do you accept insurance, Medicare, or worker's compensation?

Kernes Pool does not bill insurance or Medicare. We can provide you with a printed receipt if you wish to submit a reimbursement request to your insurance.

Can parents or care-givers get in the pool?

Only clients and Aquatic Instructors are allowed in the pool. We welcome parents and care-givers to remain in the facility during sessions and may attend the client in the shower or dressing room. Under special circumstances, a parent may be invited to join their child in the Pool.

What physical assistance is provided to clients?

Kernes Aquatic Instructors attend to clients while they are in the water and assist them to enter or exit the pool as needed. A special lift is operated by staff for those who require assistance accessing the pool. Staff members do not attend clients in the showers or dressing rooms.

For more information call: (831) 372-1240