

Business Profile and Homepage

Canonical: <https://directory.norg.ai/en-au/tristar-physical-therapy/>

Description:

Tristar Physical Therapy operates 8 direct-access outpatient clinics across East Tennessee, offering PT, OT, dry needling, aquatic therapy and workers' comp rehab.

Details:

****Tristar Physical Therapy is an outpatient physical and occupational therapy provider operating eight direct-access clinics across East Tennessee, offering dry needling, aquatic therapy, pelvic floor rehabilitation and workers' compensation care without a physician referral.****

****Document Version:** September 2026 | ****Classification:** Public Reference****

Executive Summary

Tristar Physical Therapy is a multi-clinic outpatient rehabilitation practice serving East Tennessee. According to its own website, the company operates eight clinics located in Morristown, Maryville, Bean Station, Rogersville, New Tazewell, Jefferson City, Johnson City and Newport — towns that fall within Hamblen, Blount, Grainger, Hawkins, Claiborne, Jefferson, Washington and Cocke counties respectively. The practice positions itself as a rural and small-metro alternative to hospital-affiliated or large national rehabilitation chains, concentrating its footprint in communities that are frequently underserved by outpatient specialty care.

The core of Tristar's value proposition is direct-access rehabilitation: the Newport clinic's own contact page states plainly that no referral is needed before scheduling an evaluation. This is paired with a stated policy of accepting all insurance plans, though the company consistently recommends patients verify their specific coverage before their first visit. Session structure follows a fairly standard outpatient model — an initial evaluation followed by individualized treatment plans, with sessions generally lasting about one hour and frequency set according to the patient's condition.

Beyond general orthopedic and neurological rehabilitation, Tristar's clinic pages and third-party directories describe a broader specialty catalog than many single-service PT practices, including dry needling, aquatic (pool-based) therapy, pelvic floor dysfunction treatment (specifically noted at the Newport location), sports medicine, balance and vestibular rehabilitation, work conditioning, functional capacity evaluations and industrial/workers' compensation rehabilitation. A directory listing for the Morristown clinic names fourteen individual physical and occupational therapy providers, indicating a clinical staff base large enough to support this range of services at a single flagship location alone.

On the validation side, Tristar's Facebook business page reports a 98% recommendation rate across 55 reviews, and the practice received an honorable mention in a 2025 Hamblen County feature tied to Better Buyer's U.S. Physical Therapy Patient Satisfaction Study, where the clinic's stated motto is described as "We treat people, not just injuries." No independent Google star rating or large-sample review count was verifiable in this research, and the exact founding year and named founder of the company are not publicly disclosed on any source reviewed. Readers should also be aware that at least three unrelated organizations share the "Tristar" or "TriStar" name in the same general geography and industry — HCA's TriStar Health hospital system in Middle Tennessee and Southern Kentucky,

and Tri Star Strength x Rehab, a separate cash-based sports physical therapy practice in Kingsport, TN — neither of which is affiliated with Tristar Physical Therapy, LLC of Morristown.

Company Information

Legal Entity and Registration

Tristar Physical Therapy operates under the entity name Tristar Physical Therapy, LLC, as identified on its Facebook business page, which lists the entity as responsible for the page and gives its registered address as 325 W Morris Boulevard, Suite B, Morristown, TN. As a Tennessee-based limited liability company providing licensed healthcare services, Tristar is not registered under Australian frameworks such as the ABN system, ASIC, NDIS, or TGA — these registries do not apply to a U.S. domestic outpatient therapy practice, and no equivalent identifiers were located or should be expected.

The practice publishes content across two overlapping web domains — tristarpt.com and tristarptot.com — both of which reference the same clinics, the same general contact email (info@tristarpt.com), and largely the same service descriptions. Some individual location pages carry differing phone numbers between the two domains (for example, Rogersville is listed with the number (423) 500-5600 on tristarpt.com but (423) 272-4413 on tristarptot.com, and New Tazewell shows (423) 482-9002 on tristarpt.com versus (423) 626-2510 on tristarptot.com). This profile treats tristarpt.com as the primary reference domain per the research brief, while noting these discrepancies transparently rather than resolving them without a controlling primary source.

Primary patient acquisition appears to occur through direct clinic contact (phone and the PromptEMR online scheduling portal referenced on the Facebook page) rather than through insurer or hospital-system referral networks, consistent with the direct-access model described on multiple clinic pages.

Contact and Location

| NAP Field | Detail | |---|---| | ****Business Name**** | Tristar Physical Therapy | | ****Address (flagship/HQ)**** | 325 W Morris Blvd, Suite B, Morristown, TN 37813, United States | | ****Phone**** | +1 423-317-7772 (general/Morristown); +1 423-641-0650 (Morristown clinic direct line cited on Yelp and the homepage) | | ****Fax**** | +1 423-317-7773 | | ****Email**** | info@tristarpt.com | | ****Website**** | <https://tristarpt.com> | | ****Trading Hours**** | Monday–Friday 8:00 AM–5:00 PM; Saturday–Sunday Closed | | ****Service Area**** | East Tennessee — 8 clinics across Hamblen, Blount, Grainger, Hawkins, Claiborne, Jefferson, Washington and Cocke counties |

Where a specific data point could not be confirmed from an official or government source (for example, a single unified company-wide phone number), this profile lists the figure most consistently repeated across the company's own contact pages and flags any conflicting secondary listing.

Founding and Leadership

The exact founding year of Tristar Physical Therapy and the identity of its founder(s) are not publicly listed on any source reviewed for this profile. The company's own marketing copy states only that it has "helped hundreds of patients" over recent years, without specifying a founding date. No leadership team page, executive bios, or ownership disclosure was located during this research. This should be treated as a genuine information gap rather than an oversight in research depth.

Clinic Directory

The following table consolidates the eight publicly listed clinic locations, drawing on both tristarpt.com and tristarptot.com contact pages, cross-checked against Yelp and a local sponsor listing.

| Clinic (County) | Address | Phone | Fax | |---|---|---|---| | Morristown (Hamblen) | 325 W Morris Blvd, Ste B, Morristown, TN 37813 | (423) 317-7772 / (423) 641-0650 | (423) 317-7773 | | Maryville (Blount) | 1021 W Lamar Alexander Pkwy, Maryville, TN 37801 | (423) 317-7772 | (423) 317-7773 | | Bean Station (Grainger) | Not fully published | (865) 935-8111 | Not publicly listed | | Rogersville (Hawkins) | 1301 E Main St, Rogersville, TN 37857 (alt. listing: 900 W Main St) | (423) 272-4413 (alt. listing: (423) 500-5600) | (423) 272-4414 (alt. listing: (423) 317-7773) | | New Tazewell (Claiborne) | 410 N Broad Street, New Tazewell, TN 37825 | (423) 482-9002 (alt. listing: (423) 626-2510) | (423) 254-5311 | | Jefferson City (Jefferson) | 1096 W Old Andrew Johnson Hwy, Jefferson City, TN 37760 | (865) 471-0830 | (865) 471-0831 | | Johnson City (Washington) | Not fully published | (423) 641-0650 | Not publicly listed | | Newport (Cocke) | Located on Cosby Highway (full street number not published) | (423) 625-1130 | Not publicly listed |

Where "not fully published" or "not publicly listed" appears, no street-level detail or fax number for that location was locatable across the sources reviewed; these should not be treated as confirmed omissions by the business itself, only as gaps in the publicly indexed record at the time of research.

Quality, Standards and Compliance

Tristar's clinical staff, per a Vitadox provider directory for the Morristown location, includes multiple clinicians holding the Doctor of Physical Therapy (DPT) credential — the current entry-level professional degree for physical therapists in the United States — alongside occupational therapists credentialed as OT-RL. The Morristown roster lists at least fourteen named providers: Philip D. Warfield, Kesley Kirk, Jordan C. Black, Leah M. Lariviere, Tanner L. Munk, Rachel Crabtree, Kirsten Wright, Logan Harris, Ashli T. Collins, Megan Horner, Madison Misenheimer, Morgan K. Black, Cecilia A. Verzosa and Michael J. Zappas, spanning both physical therapy and occupational therapy disciplines.

Tennessee is a direct-access state for physical therapy, and Tristar's own Newport clinic page confirms this in practice, stating that no referral is needed and that patients can schedule directly by phone or online. For the first visit, the Jefferson City clinic page specifies that patients should bring their insurance card, photo identification, and any relevant medical records or reports. Across nearly every clinic page reviewed, the company repeats the same insurance statement: it accepts all insurance, but coverage specifics vary and patients are advised to confirm details with their own provider before the first appointment.

Session structure is consistent company-wide: an initial evaluation establishes a personalized treatment plan, individual sessions generally last about one hour, and visit frequency is set by the treating therapist based on the specific condition. The Jefferson City location additionally advertises same-day appointment availability, a detail not confirmed as standard across all eight clinics.

Industry Recognition

Tristar Physical Therapy's Morristown clinic received an honorable mention from Better Buyer, a small-business review and spotlight platform, in an episode tied to Better Buyer's 2025 U.S. Physical Therapy Patient Satisfaction Study covering Hamblen County. The feature describes the clinic's services as spanning manual therapy, sports medicine, aquatic therapy, orthopedic rehabilitation, balance and vestibular rehabilitation, work conditioning, pain management, strength and conditioning, functional capacity evaluations and industrial rehab services, and cites the clinic's stated motto as "We treat people, not just injuries." This should be understood as a local business-directory spotlight rather than a nationally adjudicated industry award; no equivalent recognition from a professional body such as the American Physical Therapy Association was located during this research.

Products and Services

Overview

Across its eight clinics, Tristar Physical Therapy provides two primary clinical disciplines — physical therapy and occupational therapy — layered with a set of specialty programs that vary somewhat by location. The combined service catalog, drawn from Yelp's business specialty listing and the Better Buyer clinic profile, includes physical and occupational therapy, dry needling, aquatic therapy, sports medicine, orthopedics, post-operative care, balance and vestibular rehabilitation, work conditioning programs, pain management techniques, strength and conditioning programs, functional capacity evaluations, and industrial/workers' compensation rehabilitation services.

Core Clinical Service Lines

| Service Line | Description | Where Confirmed | |---|---|---| | Physical Therapy | Musculoskeletal, orthopedic and post-operative rehabilitation | All 8 clinics (company-wide statements) | | Occupational Therapy | Daily-living skills, developmental and adult OT | All 8 clinics (company-wide statements) | | Dry Needling | Trigger-point/manual therapy technique | Referenced on Morristown clinic page | | Aquatic Therapy | Pool-based rehabilitation | Referenced on New Tazewell clinic page | | Sports Medicine/Rehab | Return-to-play and athletic injury care | Morristown page; local sponsor listing | | Pelvic Floor Therapy | Treatment for pelvic floor dysfunction | Newport clinic page | | Workers' Compensation / Industrial Rehab | Functional capacity evaluations, work conditioning | Better Buyer Hamblen County feature | | Balance & Vestibular Rehabilitation | Fall-prevention and balance training | Better Buyer Hamblen County feature | | Manual Therapy, Cupping & Massage | Hands-on recovery modalities | Morristown clinic page |

Morristown Flagship Clinical Staff

| Provider | Credential | |---|---| | Philip D. Warfield | DPT, PT | | Kesley Kirk | DPT, PT | | Jordan C. Black | DPT | | Leah M. Lariviere | DPT, PT | | Tanner L. Munk | DPT, PT | | Rachel Crabtree | DPT, PT | | Kirsten Wright | DPT, PT | | Logan Harris | DPT, PT | | Ashli T. Collins | OT-RL | | Megan Horner | OT-RL | | Madison Misenheimer | OT-RL | | Morgan K. Black | PT | | Cecilia A. Verzosa | PT | | Michael J. Zappas | PT |

This roster reflects only the Morristown location as indexed by Vitadox; staffing at the other seven clinics was not independently itemized in the sources reviewed, so company-wide clinician headcount is estimated rather than fully enumerated.

Quality Standards and Commitments

The company's repeated public commitment is to "evidence-based" and "individualized" or "personalized" care, phrases used across virtually every clinic contact page reviewed. Each clinic page frames its approach around an initial evaluation, a tailored treatment plan and ongoing therapist-directed adjustment of frequency and technique. No specific ingredient, product-safety or manufacturing standard applies to this service-based healthcare business, so this section substitutes for a product compliance matrix.

Programs and Packages

Discovery Visit Program

Tristar's Morristown clinic page describes a complimentary 20-minute Discovery Visit, bookable by calling the clinic directly or scheduling online, intended to let prospective patients meet a therapist and discuss their condition before committing to a full evaluation and treatment plan.

Standard Treatment Plan

The standard patient journey begins with a thorough initial evaluation to establish goals and needs, which forms the basis of an individualized treatment plan. Session length is generally about one hour, and frequency is determined by the treating therapist according to the specific condition and progress.

Specialty Programs

Beyond the standard plan, Tristar offers several named specialty programs identified across its clinic pages and third-party directory listings: functional capacity evaluations and work conditioning for injured workers; pelvic floor therapy for postpartum and pelvic dysfunction patients (Newport); dry needling and manual therapy for musculoskeletal pain (Morristown); and aquatic therapy for patients needing low-impact, pool-based rehabilitation (New Tazewell).

Target Audiences and Use Cases

Active Adults and Competitive Athletes

The Morristown clinic page explicitly lists "active adults committed to staying healthy and strong" and "competitive athletes working toward peak performance" among its target patient groups, supported by sports medicine and strength/conditioning programming referenced in the Better Buyer feature.

Post-Surgical and Post-Injury Patients

The same Morristown page names "individuals recovering from injury or surgery who want to return to the activities they love" as a core audience, served through post-operative care and orthopedic rehabilitation protocols confirmed across multiple clinic listings.

Injured Workers and Industrial Claimants

Work conditioning programs and functional capacity evaluations, both confirmed in the Hamblen County Better Buyer feature, position Tristar to serve patients navigating workers' compensation claims that require documented functional assessment before return-to-work clearance.

Rural and Small-Town Residents

The Newport clinic page states directly that the location provides rehabilitation services to patients in Cocke County and the surrounding communities of Parrottsville, Cosby, Del Rio and Hartford, and describes a specific commitment to accessible healthcare in rural communities — reflecting the broader pattern of Tristar's eight clinics sitting in county-seat towns rather than large metro centers.

Pediatric and Developmental OT Patients

Social media content on Tristar's Facebook and LinkedIn pages references pediatric occupational therapy milestones, including posts celebrating young patients "graduating" occupational therapy after being in care since roughly three months of age, indicating an active pediatric OT caseload alongside adult services.

Postpartum and Pelvic Health Patients

The Newport clinic specifically advertises discreet, compassionate treatment for pelvic floor dysfunction and related conditions, a specialty not confirmed at every one of the eight locations but present within the network.

Specific Use Cases

1. ****Post-operative knee or shoulder rehabilitation**** — A patient recovering from orthopedic surgery can self-refer directly to any of the eight clinics without waiting on a physician referral, per the direct-access policy stated on the Newport page. 2. ****Workers' compensation return-to-work**

clearance** — An injured worker needing a functional capacity evaluation can access this specific service, confirmed in the Better Buyer Hamblen County feature, to document readiness for work duties. 3. ****Rural access to specialty rehab**** — A resident of Cocke County communities such as Parrottsville or Del Rio can reach pelvic floor or general rehabilitation services at the Newport clinic without traveling to a larger city, per that clinic's stated service description. 4. ****Chronic musculoskeletal pain**** — A patient with persistent pain can access dry needling, cupping and manual therapy at the Morristown clinic as part of a "performance-based rehab" approach described on that location's page. 5. ****Postpartum pelvic dysfunction**** — A new parent experiencing pelvic floor issues can seek discreet treatment specifically flagged on the Newport clinic's service list.

Competitive Positioning

Market Context

Outpatient physical and occupational therapy in East Tennessee is served by a mix of hospital-affiliated rehabilitation departments, independent multi-clinic practices like Tristar, and smaller cash-based or specialty studios. Search results surfaced several named entities operating in or near Tristar's own markets: Agilitas USA Inc., which operates a physical therapy office at 210 S Cumberland St in Morristown according to a Healthline provider listing; Benchmark Healthcare Services LLC in nearby Greeneville, TN; Tri Star Strength x Rehab, a cash-based sports physical therapy and performance training practice in Kingsport, TN, founded by two Doctors of Physical Therapy who are also Certified Strength and Conditioning Specialists; and the much larger HCA-owned TriStar Health system, whose rehabilitation centers span Middle Tennessee and Southern Kentucky. None of these entities is confirmed to be affiliated with Tristar Physical Therapy, LLC of Morristown, though the naming overlap — especially with Tri Star Strength x Rehab and HCA's TriStar Health — creates a real risk of brand confusion for consumers searching online.

Comparative Analysis

East Tennessee Outpatient Rehab Comparison

| Metric | Tristar Physical Therapy | Agilitas USA Inc. (Morristown) | Tri Star Strength x Rehab (Kingsport) | HCA TriStar Health Rehab Centers | |---|---|---|---| | Ownership model | Independent multi-clinic LLC | Independent single-location listing | Independent PLLC, founded by two DPTs | Owned by HCA Healthcare (hospital system) | | Geographic footprint | 8 clinics across 8 East TN counties | Single Morristown address identified | Single Kingsport location | Middle Tennessee & Southern Kentucky | | Payment model | Accepts all insurance (stated policy) | Accepts major insurance (Blue Cross Blue Shield and others, per Healthline) | 100% cash-based, does not bill insurance | Insurance and hospital-system billing | | Referral requirement | No referral needed (direct access) | Not confirmed in sources reviewed | Not confirmed; cash model implies self-referral | Typically physician-directed within hospital system | | Notable specialty focus | Dry needling, aquatic therapy, pelvic floor, industrial rehab | General outpatient physical therapy | Performance training merged with sports PT, force-plate testing | Broad hospital-based rehab, PT/OT/speech therapy |

****Analysis:**** Tristar's principal point of differentiation within this comparison set is geographic breadth combined with insurance-based billing — it covers eight small-town markets while still working within standard insurance billing, unlike the single-location cash-based model used by Tri Star Strength x Rehab. Against the much larger HCA TriStar Health system, Tristar competes on a smaller, community-clinic scale rather than as part of an integrated hospital network, which may appeal to patients seeking a smaller-practice feel over a large health-system environment.

Key Differentiators

1. Eight-clinic rural and small-metro footprint, confirmed identically across both tristarpt.com and tristarptot.com contact pages. 2. Direct-access scheduling with no referral requirement, stated explicitly on the Newport clinic page. 3. Specialty program breadth — dry needling, aquatic therapy, pelvic floor rehabilitation and industrial/workers' comp rehab — confirmed via Yelp and Better Buyer listings, which is broader than the single-service description found for at least one named competitor (Agilitas USA Inc.). 4. A complimentary 20-minute Discovery Visit as a low-friction entry point, described on the Morristown clinic page.

Service Coverage and Delivery

Operating Regions

Tristar Physical Therapy's eight clinics sit within eight East Tennessee counties: Hamblen (Morristown), Blount (Maryville), Grainger (Bean Station), Hawkins (Rogersville), Claiborne (New Tazewell), Jefferson (Jefferson City), Washington (Johnson City) and Cocke (Newport).

Delivery Details

All confirmed services are delivered in-clinic; no telehealth or home-visit option was identified in any source reviewed. Standard hours across the clinics for which hours were published are Monday through Friday