

## All in 1 S.P.O.T. with TheraTalk

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### POLICIES AND PROCEDURES

Welcome! We are glad you chose our facility for speech/physical/occupational therapy services. Our staff understands that you are entrusting us with optimal therapeutic care for your loved one or yourself. Our goal is to respect and honor all our clients/patients and their families as we work together. We would like to inform you of the policies and procedures in place that make this possible.

Patient/Client Name \_\_\_\_\_ is scheduled to receive the following services:

Speech Therapy \_\_\_\_\_ Occupational Therapy \_\_\_\_\_ Physical Therapy \_\_\_\_\_

#### Attendance/General Procedures

- Always check in with the office manager at the front desk upon your arrival at the clinic.
- You must notify the office to cancel if your child is sick and may have difficulty participating in normal daily routines. Children who are sick do not benefit from therapeutic intervention.
- A 24 hour notice is required for all cancellations. If the child becomes ill the same day of the session, please call and notify the clinic no later than 9 a.m. that morning.
- Cancellations made after the required time, will not be made up.
- NO SHOWS or Cancelling Late will not be made up and can be billed to the parent for private and insurance paying patients only (not BOE).
- If you suspect the child will not be attending a session, please CALL IMMEDIATELY. Please DO NOT WAIT UNTIL THE LAST MINUTE TO INFORM THE THERAPIST.
- If the child is very sick Monday, and you suspect the child will not be in Tuesday, do not wait until Tuesday morning to cancel.
- NO SHOWS ARE UNACCEPTABLE. They show lack of consideration for your therapist and the other students.
- There are NO MAKE UPS for No Shows.
- Excessive absences or cancellations without notifications can result in termination of services.
- Consistent and timely attendance is necessary for your child's progress. If you miss 3 consecutive sessions without 24 hours notice or if there are frequent cancellations, your appointment time is not guaranteed.
- Please inform us of any medical or family emergencies so other arrangements can be made. We understand that emergencies happen and we are willing to work together as long as a mutual consideration for each other continues.
- Please try to be on time for your appointments. If you are running late for your appointment, please call the office so that we may notify your therapist.

There comes a point where it is not advisable to start a session, i.e.

If you arrive more than 15 minutes late for a 30 minute session

If you arrive more than 25 minutes of a 45 minute session

If you arrive more than 35 minutes late for a 60 minute session

As for private paying patients' sessions that are cancelled without 24 hour notice must be paid in full.

All parents are welcome to observe the sessions. Other professionals and therapists are also welcome to observe with parental consent. We ask for notice prior to the session if someone other than the parent would like to observe.

For safety reasons, siblings should not be left unattended while parents are observing therapy. If the parent is observing that day, it is our preference that siblings do not accompany parents during observations as it may be distracting to our clients. Siblings are always welcome in the waiting area with parent supervision.

You or a designated caregiver, at least 18 years old must sign the therapist's attendance forms.

If a request for a schedule change is made, it should not be expected that the exact time requested will be available nor the same therapist due to limited availabilities. All private patients should check in at the front desk as soon as entering and provide payment for that session. All private treatment sessions must be paid for at the beginning of each treatment session.

**For pediatric patients only:** If a patient is not toilet trained, parent/caregiver must be present throughout the treatment session.

#### Make-up sessions

- Makeups can only be given as per the mandate.
- We do not bill sessions before they are given, to be used 'later' for makeups.
- Sessions are billed as they are done.
- If you miss a session, your therapist may provide makeups during a makeup day or during one of the holiday weeks, i.e. Christmas week, February break and/or Spring Break.
- There is no guarantee that all sessions will be made up.
- Rescheduled sessions can be provided for legal holidays if therapist schedule permits. If your child misses his/her session secondary to their Annual Review meeting, a make-up will be provided if the therapist's schedule permits.

#### Therapy Specifics

- No services can begin until we receive a copy of your child's most recent IEP/Evaluation, RSA-2 Form/CPSE signed contract.
- Discussion of your child's progress is considered part of the therapy process. Therefore, all therapy sessions will allow for direct intervention and parent/guardian consultation within the allotted therapy time.

- Occupational and physical therapy cannot begin until a doctor's prescription is obtained.
- All parents must read and sign the HIPPA Form.
- Please be respectful of the therapy sessions that are scheduled immediately after and/or the very busy schedule of the therapist by solely using the last 5 minutes of the therapy session for all questions and concerns. If you feel that you need more than 5 minutes, please make a request for more time with the therapist at the beginning of the treatment session. If your therapy session is scheduled for 30, 45 or 60 minute intervals, it cannot exceed that time.
- Do not enter therapy suites until the therapist comes out to take the patient.
- Observations of treatment sessions are made by appointment only. Please see office manager regarding scheduling of observations.
- All written reports (progress reports, IEP goals, etc.) require at least 2 weeks prior notice. Please understand that requested reports from parents cannot be completed in less than two weeks, given therapists' hectic schedules.

**Sensory Gym**

The suspended equipment in the sensory gym can be dangerous if used improperly. Only children scheduled for treatment in the sensory gym can be in the sensory gym during a treatment session.

There is no food or drink allowed in the sensory gym.

**Waiting Room**

Please do not leave any children unattended. You or a designated caregiver must be accessible (cell phone) while your child is receiving services, and be present in the waiting room at least 10 minutes before the end of the session. You must provide emergency contact information and a cellular phone number to the office manager prior to leaving. Patients/parents without a cellular phone handy are required to stay in the waiting area until the end of the session. Be aware that the last 5 minutes of treatment is allocated for discussion of session results, progress, and carryover.

Turn off all cellular phones and use quiet voices as soon as entering the building and maintain those quiet voices until exiting. Please be respectful as there are other offices in the building.

Please be observant of your child and siblings in the waiting room. Your help in keeping the area clean is greatly appreciated. Please clean up after yourselves prior to leaving. There is absolutely no food or drink permitted in the waiting area. Please try to keep the middle of the room clear to allow for traffic in and out.

Please respect the individuals being serviced by the center. Avoid using last names and asking questions regarding other patients. Confidentiality for all individuals being serviced is of utmost importance to us.

There should be limited contact with the office manager during therapy hours due to the office manager's many responsibilities. Any questions or requests that do not require immediate attention should be given to the office manager in writing. The office manager will then respond to your concern or request as soon as possible.

Please feel free to use any toys, book etc in the waiting area, but please return to its place for the ease of the next parent and so that no therapists or child can trip and fall.

**Confidentiality**

We can not share information about a child outside of the clinic without the parents' consent. We are authorized to discuss a child's diagnosis, session, and behavior with the child's parents, parent authorized caregiver and with other member's of the child's team.

We will discuss your child's session with you at the end of the session. These discussions should not take place in the hallways to maintain confidentiality. Please make your way to your child's treatment room:

3-5 minutes before the end of a 30 minute session

5-7 minute before the end of a 60 minute session

If you want a lengthier discussion please inform your therapist at the onset of therapy.

Please do not wander the clinic or wait outside rooms where treatment is being given. We have other children being serviced and programs need to remain confidential.

Please do not enter the administration offices or therapy rooms without someone from the clinic staff.

Please read and sign the Health Information Disclosure according to the HIPPA law.

It should be noted that parents are allowed to observe treatment sessions conducted in the sensory gym, however, protected health information will not be shared with anyone. If you do not wish your child be observed while in the sensory gym please submit a written request to the directors.

**Cancellation/Missed Appointment and No Show Policy-** We understand that there are times when you must miss an appointment due to emergencies/illnesses or obligations for work and family. However, when you do not call to cancel an appointment, you may be preventing another patient from getting much needed therapy. Conversely, the situation may arise where another patient fails to cancel and we are unable to schedule you for a visit, due to seemingly full schedule. **Furthermore, when you cancel without notification, your therapist does not get paid!** In order to be respectful of the therapeutic needs of other patients, please be courteous and call us promptly if you are unable to show up for an appointment. **If an appointment is not canceled at least 24 hours in advance you will be charged a thirty five (\$35) fee; this fee will not be covered by your insurance company. No Show and late cancelation Policy: A failure to be present at the time of a scheduled appointment will be recorded in your record. First missed appointment: there will be no charge. Second missed appointment: \$35 fee will be billed to your account. Third missed appointment: an additional \$35 fee will be billed to your account and you will be discharged from our practice**

**Allergies/Medical Conditions:**

Please list any allergies (foods, latex, etc) or medical conditions (diabetes, etc.) patient/client has: \_\_\_\_\_  
It is your responsibility to notify each therapist of any allergies and/or medical conditions the patient/client has. If there is a change in the medical status of the patient/client, we must be provided with written clearance from the patient/client's physician before the patient/client can return to therapy. We also need an updated prescription for the patient/client to resume therapy.

***FAILURE TO COMPLY WITH ANY OF THE ABOVE OFFICE POLICIES MAY LEAD TO DISCONTINUATION OF SERVICES BY OUR AGENCY. Please sign if you have read and understood every policy and procedure. Thank you.***

\_\_\_\_\_  
Patient/Parent/Legal Guardian Signature

\_\_\_\_\_  
Date

(\*Saved us policies and procedures revised 2014)