

# **Policies and Procedures**

# Patient Notification of Policies and Procedures

## **PARENT PARTICIPATION:**

Parents are welcome to attend their child's speech therapy session. At Without Limits Speech Therapy of Winchester, we aim to work with families as a team to help your child meet his/her goals. We encourage and provide follow up home activities to help with generalization and carryover of learned speech and language skills. However, if parent participation becomes problematic for the child, Without Limits Speech Therapy of Winchester, reserves the right to ask a parent or sibling to leave the therapy office. It is preferable that evaluations be completed on a 1:1 basis to maintain the standardization of the evaluation.

Siblings may also observe speech therapy sessions as long as they are not distracting to the child in therapy. Children under the age of ten years should not be left unattended in the waiting area.

#### **EVALUATIONS:**

An evaluation is required prior to the initiation of therapy. We offer free screenings for articulation and language. Formal evaluations offered include articulation, expressive language, receptive language, pragmatic (social) language, and fluency (stuttering). Prior evaluations from other facilities or schools are accepted. Any school IEP and corresponding progress reports are requested for consistency in therapy planning. All evaluations administered by Without Limits Speech Therapy of Winchester will include a written report to explain all admin-istered tests, list and summarize all results/scores, as well as a list of recommendations.

#### THERAPY:

Speech therapy goals and service delivery are planned for each child based on evaluation results, speech pathologist recommendations, and parent input. Sessions may occur in either 30 minute, 45 minute, or 60 minute sessions, depending on the need of the child.

#### **MISSED APPOINTMENTS:**

All client cancellations require at least 24 hour notice. Cancellations without 24 hour notice will incur a \$25 missed appointment fee which is not covered by insurance. Special consideration may be given to emergency situations. If a client no shows for three consecutive appointments, the therapist has the right to discontinue services.

All sessions that are scheduled during holidays will be cancelled unless prior arrangements are made with the therapist to reschedule.

If sessions are missed due to therapist absence they will be rescheduled whenever possible depending on availability. You will be notified with at least one week's notice for any planned absences.

### **FINANCIAL POLICY:**

ALL PAYMENTS ARE EXPECTED AT THE TIME SERVICES ARE RENDERED. CASH OR CHECKS ARE ACCEPTED.

At this time, Without Limits Speech Therapy of Winchester, can supply you with appropriate paperwork necessary for you to file your claims. Clients are responsible for understanding their insurance company's policies and coverage.

It is important to understand that all speech therapy services are ultimately charged to you, not to your insurance company. While we will assist in filing claims, payment for speech therapy services is ultimately your responsibility. Without Limits Speech Therapy of Winchester will not enter into a dispute between you and your insurance company regarding a claim.

**OTHER FEES:** A \$25 fee will be charged for checks with insufficient funds. In the event that payment is not received in full and on time as required then interest on such past due amounts shall accrue at a rate of 15%, until paid in full. In the event collection efforts are necessary then any costs incurred, including attorney's fees and court costs shall also be due and payable as part of any past due amount.

It is important that we are informed of any change in phone number or address as this may affect reimbursement.

#### **LIABILITY POLICY:**

All Speech Pathologists working for Without Limits Speech Therapy of Winchester have their national certification of clinical competence through the American Speech Language Hearing Association. They are also licensed to practice speech pathology within the state of Virginia. Without Limits Speech Therapy of Winchester holds a business license within the City of Winchester.

All speech therapy services and goals will be reviewed and agreed upon with parents/patients prior to the first session. Parents will not hold any therapist responsible for any claims or damages of any kind, for injury to any person or persons and/or for any damages due to loss of property arising directly or indirectly out of participation in speech therapy sessions.

# **PRIVACY POLICIES:**

Patient information is kept in a private, safe, and secure location. Evaluation reports, progress reports, and therapy notes may be sent to insurance companies, referral sources, or doctor's offices for the purpose of providing continuity of care or to obtain reimbursement. This information may be sent one time via U.S. Mail or fax. If any additional requests for this information are made, it will be given to the parent to send to the appropriate place.

If parents/guardians initiate email communication regarding their child, Without Limits Speech Therapy of Winchester is released for any breach of confidentiality that may occur through transmission over the internet.

ŕ	d, and agree to all policies and procedures described above.
Signature	
Date	Relationship to patient
Date of Evaluation	Email
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Thank you for tak	king the time to read over this important information.