



Policies and Procedures

- 1.) **Attendance Policy:** In order for provide the best services possible we ask that you:
 - a. **Cancellations:** Notify your therapist within 24 hours prior to scheduled appointment to cancel and try to schedule a make-up session within 2 weeks if possible. Repeated cancellations, 3 consecutive, that are unrelated to illness will result in a reduction in frequency and/or discharge from service.
 - b. **No Shows:** In the event of 3 missed appointments without prior notification services may be discontinued or put on hold.
 - c. **Late for Appointments:** If you are 15 minutes late for a speech appointment, your child cannot be seen. In addition, if you are late, your appointment will end at the originally scheduled time.
 - d. **Therapist Cancellation:** If a therapist needs to cancel an appointment you will be notified as soon as possible, and every effort will be made to make the session up.
 - e. **Please understand that your therapist gets paid per session, so if you cancel, they do not get paid.** We have long waiting lists for all services and repeated cancellations and missed appointments inhibits another child from receiving the care they need.
- 2.) **Sick Policy:** In order to keep our therapist's healthy as well as the other children we work with we ask the common courtesy of cancelling when your child is sick. If your child has a fever, a persistent cough, has been vomiting or has diarrhea, please call and cancel your appointment. A general rule of thumb is that if a child has been on an antibiotic for 24 hours, has been fever free or not had vomiting or had diarrhea for 24 hours they should not be contagious. We appreciate your understanding and will be happy to reschedule your appointment.
- 3.) **Current Information:** You are required to notify our staff of any changes in your patient information such as insurance, physician, home address, phone, or email.
- 4.) **Privacy Policy:** "Now We're Talking" Pediatric Therapy complies with all applicable HIPPA guidelines to protect patient privacy. 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 via fax or US mail.
- 5.) **Inclement Weather Policy:** "Now We're Talking" Pediatric Therapy, Inc reserves the right to cancel or reschedule appointments in the event of inclement weather. Our goal is to keep our therapists safe on the roads. We will typically follow the Johnston/Wake County Schools closings and delays, but ultimately leave it up the discretion and comfort level of the therapists and clients.



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- 6.) **Notice of Physician or Insurance Policy:** Any change in physician or insurance needs to be reported to “Now We’re Talking” Pediatric Therapy, Inc office in order to maintain delivery of services. Most insurance requires a physician’s order in order to authorize services. If insurance claims are denied because of changed policies that are not reported to NWT you will be responsible to pay for therapy sessions in full.
- 7.) **Financial Policy:** See separate financial policy for more information. All payments are expected at the time invoices have been received unless other agreed upon arrangements have been made in advance.
- 8.) **Parent/Caregiver Participation:** Our goal is to provide your children and family with the best therapies and support as possible. For young children the therapeutic journey requires the participation of the entire family and all caregivers’ involvement and participation, not just the child. We encourage parents and caregiver to attend all therapy sessions and to follow up with carryover activities at home.
- 9.) **Evaluations:** An evaluation is required prior to the initiation of therapy. We provide thorough formal evaluations for all areas of speech and language including articulation, expressive language, receptive language, pragmatic (social) language, fluency and voice as well as bedside feeding abilities. In addition our Occupational Therapist evaluates fine motor skills, sensory processing skills, visual motor skills, integration skills, ocular motor skills, and motor planning. Physical Therapist evaluate gross motor skills, balance, coordination and range of motion. Prior evaluations from other facilities or schools are accepted. Any IEP or IFPS and corresponding progress reports are requested for consistency of planning. All evaluations administered by “Now We’re Talking” Pediatric Therapy, Inc will include a written report to explain all administered tests, list and summarize all results/scores, as well as include a plan of care with goals to be updated every 6 months. In certain circumstances it may be necessary and/or helpful to video tape or audio tape your child for evaluation purposes, for example in the case of a voice or articulation disorder. If you do not authorize this please indicate on the Authorization Signature Page.
- 10.) **Therapy:** After a plan of care has been established therapy session may begin. Speech and Language therapy sessions are typically 30 minute long with a frequency determined by the severity of need and occupational and physical therapy session are typically 45-60 minutes long depending on the age and needs of each child. In certain cases it may be necessary and/ or helpful to video or audio tape your child for in order to document progress. It can also be helpful to be used in therapy with a child in order for the child to see and/or hear themselves and improve self correcting behaviors. This can provide a child with critical feedback. If you do not authorize this please indicate on the Authorization Signature Page.