

WELCOME TO
Julia Hobbs Speech Pathology, Inc.

Patient Policies & Agreement
(EFFECTIVE SEPTEMBER 1, 2008)

We are delighted to be working with you and your child and look forward to a successful speech therapy experience for your family. In order to provide the best care, we have organized the following information regarding our policies and procedures. Based on many years of working with children, we believe these guidelines will ensure the most positive experience for you and your child and will allow us to complete our treatment plan in the most timely manner possible.

CONSISTENT ATTENDANCE

The weekly speech therapy schedule recommended for your child is usually at least two sessions per week. In order to achieve the best results as early as possible, it is **absolutely critical** that the recommended schedule be strictly maintained.

Speech therapy is very different from other lessons or activities in which your child may be participating. Speech Pathology is an allied health specialty and the treatment we provide is based on principles of cognitive development and motor learning. A child's progress in speech therapy is based on establishing one set of speech and language skills prior to moving on to the next. Any interruption in this process is detrimental to the child's ultimate success, and the overall rate of progress. Breaks in program continuity may also affect the child's motivation and willingness for speech therapy tasks. For these reasons, speech therapy must take priority over other lessons, activities, organizations, sports schedules; including sports play off games, etc.

If this is a time commitment you feel you **cannot consistently make** at this time, you may want to wait and defer speech therapy until a time in which your schedule permits the necessary time commitment. We believe this to be in the best interest of the child as well as the family.

CANCELLED APPOINTMENTS

The only acceptable reason to miss speech therapy appointments is illness. Should your child be ill, we ask that you **notify the office 24 hours in advance**. Otherwise late cancellations will be billed as a regular session. **However, regarding illness, please do keep in mind it is better to keep your child home and cancel the speech therapy appointment if he/she has been sick and unable to attend school the day of your regularly scheduled appointment.

RESCHEDULING CANCELLED APPOINTMENTS

Please know we will make every effort to immediately reschedule missed appointments because we know consistent attendance will ensure the best long term results for your child. Should your child's speech pathologist be unavailable, another member of the staff may be available to provide that session for your child. Keep in mind we are all familiar with your child, we all have similar training and backgrounds, and we all utilize many of the same techniques in working with children. Your child's speech pathologist will coordinate the therapy plan with the substitute clinician seeing your child for the rescheduled appointment to ensure a smooth transition and successful session. For appointments missed because your speech pathologist may be ill or on vacation, once again, every effort will be made to reschedule those sessions. In some cases, particularly for clinician vacations, the regular sessions may be scheduled before or after the vacation time period. This may also be an instance in which the session can be successfully completed with another clinician on our staff as well.

MISSED APPOINTMENTS POLICY

The following information is based on many years of working with children in speech therapy as well as our knowledge of how to provide the best speech therapy experience for a child.

Children who miss appointments do not achieve good progress in speech therapy and we are unable to maintain a place in our schedule for families having excessive missed appointments. We define **excessive missed appointments** as the following:

For children attending:

Twice weekly therapy: 3 cancellations out of 8 consecutive sessions

Once weekly therapy: 2 cancellations out of 6 consecutive sessions

Unfortunately, speech therapy will need to be suspended with excessive missed appointments. Please keep in mind this policy is based on years of working with children and the schedule we know will ultimately be the most beneficial to children involved in a speech therapy program.

******Obviously families may encounter extenuating circumstances or hardships and, in these situations, exceptions may need to be made. This will be on a case by case basis and should be discussed with our Office Manager as needed.

FAMILY VACATIONS

Should you plan to be out-of-town for 2 weeks or less, we can maintain your place in the schedule for you. However, **should you plan to be out-of-town for more than 2 weeks** we cannot guarantee that we can hold your appointment times.

***This applies to the summer months as well as during the school year.**

RELEASE OF INFORMATION

Your child's records with JHSP, Inc. are confidential and only you may determine when and to whom you might want the records sent. Once you have signed a Release of Information form, we will be happy to forward copies of our Speech Evaluation and subsequent Progress Reports to your pediatrician and/or other professionals involved in the care of your child. Reports will be sent only following your request and with your consent.

COMMUNICATION WITH YOUR CHILD'S SCHOOL

In most cases, the lengthy speech evaluation report is more information than a school would need. With your permission, we are happy to verbally communicate with teachers or staff at your child's school. Should a report be requested, in most instances we prefer providing a simple, one page summary of the child's diagnosis and therapy plan.

MAKING A VISIT TO YOUR CHILD'S SCHOOL

Periodically it is beneficial to actually visit the child in the classroom setting and to speak directly and collaborate with the teachers and staff at your child's school. Should this be advised, it will be discussed with you and only planned with your permission and understanding of the nature of the visit. School visits will be billed as a regular session.

IEP MEETINGS

Should you need a current a copy of the Initial Speech and Language Evaluation or a current Progress Report for your child's IEP Meeting through the public school system, please advise us of your request at least 4 weeks in advance. This will allow us time to prepare the documents you may need.

ATTENDANCE AT IEP MEETINGS

Occasionally our presence at your child's IEP Meeting may be advisable. In those instances, it is important to carefully specify the exact purpose of our presence and the objectives we hope to accomplish. Should there be conflict and unresolved objectives with your IEP, we strongly advise the use of a professional advocate. These are individuals who fully understand the state guidelines and parental rights pertaining to school programs. We will be happy to provide information the advocate feels will be helpful in the IEP proceedings. You will be billed for our attendance at IEP Meetings.

FINANCIAL AGREEMENT

Payment for speech therapy services is expected at the time of each session or after the final session of each week. Payments will be accepted in the form of cash, check, MasterCard or Visa.

YOUR INSURANCE COMPANY

While we provide no direct insurance billing from this office, we are happy to give you the appropriate super bills, which are receipts for speech therapy services containing the relevant diagnosis and treatment codes. Periodically your insurance company may request documentation from us regarding speech therapy services. We routinely provide evaluation and updated progress reports as requested by insurance companies. However, your relationship with your insurance company is between you and the company. **We are defined as the service provider and never imply nor suggest any specific benefits your insurance company may or may not allow.** All inquiries you have regarding your financial arrangements with JHSP, Inc. should be directed to our Office Manager. Mimi Holiday.

EMERGENCY CONTACTS

Please make sure we always have current information on file regarding your address, home phone numbers, cell. phone numbers, and work phone numbers. This also applies to any other individual who might be bringing your child to speech therapy. It is very important we have a way of reaching you while your child is here in the office. We also need to know any individuals with whom we have permission to release your child in case of an emergency. Please make sure our **Emergency Contact Form** is completed and most of all that all information is current.

PARENT CONFERENCES

We look forward to periodic conferences with you to discuss your child's progress and ongoing therapy goals. Present at these meetings will be the speech pathologist working with your child, Julia Hobbs and the parents. This is a wonderful opportunity to discuss all

aspects of our plans and objectives for your child, answer any questions you might have and collaborate regarding our recommendations going forward. Please note these Parent Conferences are provided as a courtesy to your family at no charge.

SPEECH THERAPY HOMEWORK

In order to make the most of the speech therapy experience, we will often ask you to follow through with some of our strategies and activities in the home setting. These requests are based on the needs of your child and are designed to enhance the therapy sessions as well as expedite the overall program. Keep in mind the amount of "homework" will vary from time to time based on the child's specific goals and current level of progress in his or her speech therapy program. We want to work together with you and your family and please know your questions and comments are always welcomed.

OUTSIDE CONFERENCES AND MEETINGS

There may be specific conferences, team meetings, or other professional meetings regarding your child that you would like us to attend. All requests will be discussed with your clinician and Julia Hobbs to determine the relevance and need for our attendance and whether in fact we can logistically attend the meeting. Should it be determined we will be attending a meeting on your behalf, we want to make the most efficient use of our time and will need to plan accordingly.

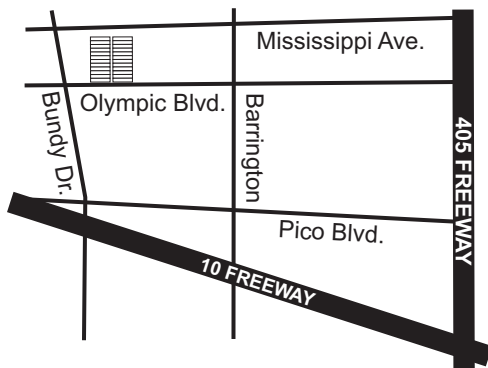
All out-of-office time meetings on your behalf will be billed at our regular hourly rate.

ONGOING COMMUNICATION

Our objective is to provide an enjoyable and highly efficient speech therapy experience for you and your child. In order to achieve this we strongly believe open communication is essential between you, your clinician and Julia. Please always feel comfortable asking for clarification regarding any aspect of the speech therapy sessions. Maintaining your child's interest, curiosity and willingness to make good progress in speech therapy is our objective. Any additional information from you regarding your child's needs or preferences gives us the opportunity of knowing him/her even better.



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