

**SPEECH THERAPY OFFICE POLICIES**

**Consent for Treatment:**

You hereby consent to such treatment procedures and patient care which, in the judgment of your provider and/or physician, may consider necessary or advisable while under our care at Premiere Speech and Hearing.

Consistent attendance is essential for meaningful progress in therapy. Regular participation helps ensure the best outcomes for you or your child.

**Office Policies**

**Cancellations & Missed Appointments:**

We kindly ask that you provide **at least 24 hours' notice** if you need to cancel or reschedule a session.

- **Late cancellations** (less than 24 hours' notice) and **no-shows** will incur a **\$50 fee**, which is **not billable to insurance**.

**Excessive Cancellations:**

Frequent cancellations or repeated missed appointments may affect your access to therapy services. If 75% of scheduled speech therapy sessions are missed in one month, it will be necessary to temporarily discharge you/your child from our care. You are welcome to resume appointments when you can maintain a consistent schedule.

**Discharge:**

If 75% of scheduled speech therapy sessions are missed in one month, it will be necessary to temporarily discharge you/your child from our care. You are welcome to resume appointments when you can maintain a consistent schedule.

**Illness/Emergency:**

Illness, poor weather conditions and family emergencies will arise for both the provider and the patient. We will do our best to provide adequate notice for any need to reschedule appointments. If you or your child are running a fever, vomiting, diarrhea or have missed school due to illness, please call to reschedule your appointment.

We understand that emergencies and illnesses happen. Please communicate with us as early as possible so we can best support your needs and offer available alternatives, such as teletherapy when appropriate.

# **PREMIERE**

## **SPEECH AND HEARING**

Your Preferred Communication Experts

**Virtual Option:** Our office is equipped to provide telehealth services. In the event that you are unable to keep your in-person appointment, please notify the office to switch to a virtual visit. If the virtual visit is completed at the time of your appointment, no missed appointment charges will be incurred.

### **Continuity of Care:**

Our providers work closely with each other. If your provider is out of the office (planned vacation, illness, etc), you/your child will have an opportunity to schedule with another provider to continue without interruption.

### **Treatment Sessions:**

Sessions are carefully pre-planned for your child. Your child will work directly with the Speech Pathologist for the majority of the session, leaving 5 minutes at the end to talk with the parent and provide a homework assignment. It is a commitment of this practice to keep to the schedule. Please be considerate of the person following you. If you require an extended conversation with your speech pathologist, have it at the beginning of the session or schedule a time for a meeting or phone conference.

Extending the lesson of the treatment session into the home is critical for maximum progress. For parents who are not on site at the time of the sessions, a communication plan should be determined directly with the SLP at the start of treatment and modified as needed during the course of treatment. Options include e-mail, notebooks, phone calls, meetings.

### **Homework:**

As per the American Speech-Language-Hearing Association, progress in speech therapy cannot be guaranteed. However, extending the lesson of the treatment session into the home is critical for maximum progress. For parents who are not on site at the time of the session, a communication plan should be determined directly with the provider. Options include: email, notebook/folder, homework pages, phone calls or meetings.

### **Visiting our Office:**

When visiting the office for treatment session, we would appreciate your consideration in the following matters:

- A quiet waiting room as sound travels easily to the treatment rooms.
- Restrict cell phone use to outside the office.