



Talk Time Therapy, Inc.

Speech & Language Services

www.talktimetherapy.com

General Policies and Procedures

****Parents:** Please read each policy/procedure carefully and initial beside each to state that you have read and understand each policy.

Parent Initials:	Policy/Procedure:
	<u>Evaluation:</u> A comprehensive evaluation is required prior to the initiation of therapy services. If transferring from another therapy practice, we will accept their comprehensive evaluation if completed within the last three months (with a copy of the report).
	<u>Therapy:</u> Please be prepared on time for therapy sessions with a clean and quiet setting (if in your home). You will be charged for a full session even if you are late or unprepared. Due to having clients regularly scheduled, your cooperation is appreciated in keeping with our scheduled appointment time. We will use the last 10 minutes (1 hour session), 8 minutes (45 minute session), or 5 minutes (30 minute session) of the therapy session to review the session, discuss child's progress and/or explain any home program that you can implement until the next session. For children seen at their school, this time is used to provide written communication with the parents.
	<u>Client Cancellation/Illness:</u> Clients are permitted two cancellations during the school year without rescheduling (including vacations and illnesses). If you need to reschedule your child's therapy session, please do so by 5:00 pm on the day before your scheduled appointment. We understand that children may wake up sick the day of therapy. In this case, please notify us as early in the day as possible (at least 2 hrs in advance) and we will offer a make-up option. IF YOU FAIL TO CALL AND ARE A NO-SHOW FOR YOUR APPOINTMENT (including children who are absent from school), you will be responsible for full payment for that session, even though your child was not seen. For clients seen at school locations, school field trips, special events at school, etc. are considered cancellations of services and therapists must be notified in advance to avoid charges. If you are planning a vacation, please notify the therapist as soon as possible as a courtesy. All cancelled appointments will be rescheduled for the same week whenever possible, however it may be necessary to schedule 2 sessions in the same week.
	<u>Frequently Missed Sessions:</u> We reserve the right to remove your child from our caseload if sessions are frequently cancelled, or if there are frequent instances of no-show/no-call (2 or more no-shows).
	<u>Therapist Cancellation/Illness:</u> If for any reason we need to cancel your scheduled therapy session, we will notify you as soon as possible. We will offer a make-up session the same week if possible.
	<u>Therapist's Holidays/Vacations:</u> Therapists reserve the right to cancel therapy for personal reasons but will offer a make-up session. Summer services may be temporarily suspended at Talk Time Therapy, Inc.'s discretion. Talk Time Therapy, Inc. will not hold therapy on federal holidays (i.e. when Post Offices are closed), but will offer a make-up session whenever possible. Talk Time Therapy reserves the right to provide an alternate Talk Time therapist during therapist vacations or absences.
	<u>Payments:</u> Payment must be made prior to or at the completion of each therapy session (including students served at their school and sessions for which we will bill your insurance). Monthly advance payments are encouraged for children who receive therapy at their school location. Talk Time Therapy, Inc. reserves the right to refuse treatment due to non-payment for services.
	<u>Returned Checks:</u> There will be a \$20.00 fee on all returned checks.
	<u>Payment Method:</u> We accept personal checks, cash, and credit cards. We do not accept Health Savings Account or Flexible Spending debit cards at this time. Our therapists can file your insurance claims at your request as OUT OF NETWORK providers. See Insurance Policy Agreement. Each client is required to keep a credit card on file with Talk Time Therapy. See Fee Schedule.
	<u>Behavior:</u> The therapist reserves the right to terminate treatment if the child is uncooperative or has behaviors which interfere with therapy goals and progress.