

# Welcome to Cascade Children's Therapy



## OUR PHILOSOPHY

The philosophy of Cascade Children's Therapy is to provide caring, supportive therapy to children; to educate the child and family about therapy goals and objectives; to incorporate the goals of the family and child into the treatment plan; to carry out therapy in a mutually respectful environment; to help the child and family integrate activities of therapy into their daily lives; and to facilitate each family's use of available community resources.

## THE ROLE AND RIGHTS OF PARENTS

Parents are included in all evaluation and treatment sessions. You are considered to be an essential member of the treatment team. Your ideas, comments, questions and concerns will be addressed.

We will try to teach you things to do at home with your child that will help his/her development, and we will work with you in the way you learn best (for example, by demonstration, written notebooks, pictures). If you are confused, concerned or unhappy about any service provided to you or your child, please talk to your therapist, the office manager, or one of the owners of Cascade Children's Therapy.

## SERVICE DELIVERY

### **Schedules:**

When your child starts therapy, he/she will be assigned a regular therapist and a regular therapy time. These assignments are not necessarily permanent. For example, if your child's therapist is ill, or on vacation, another therapist may fill in. Also, some treatment times, especially those in the late afternoons are in high demand. Therefore, we may need to assign those times to other families who have been waiting for those slots for a long time. If you need a permanent change in your child's schedule, please complete a "Schedule Change Request" form which is available in the front office.

When your child's therapist will be out of the office, or their therapy schedule is otherwise temporarily changed, we send text message reminders regarding those changes.

### **Session length, therapy goals, & progress:**

Half hour, 45 minute, or 1 hour therapy sessions last 25, 37, or 50 minutes respectively. This allows your therapist time for set-up, clean-up, and documentation. With your input, specific therapy goals for your child will be written and reviewed with you on regular basis. Therapy sessions will be set up to work on those goals and other related areas. We will be evaluating your child's progress and the efficacy of our therapy on an on-going basis. If your therapist determines that progress towards goals is not being made for a reasonable length of time, therapy may be discontinued or reduced. We cannot provide "maintenance therapy", but will try to assist families to find other options to help your child maintain their functional status, and we may be available to monitor that at intervals.

### **Long term therapy:**

If therapy with us continues long-term, your child may be transitioned to a different therapist every 18 to 24 months. We have found that our service providers all have different skills and abilities to share, and a fresh perspective is very good for kids. We feel that it is beneficial for children to be seen by different therapists throughout their time with us (similar to your child's school situation). Because our clinic is fairly small, we all work closely together to provide coordinated and continuous care for families. We often cover for each other during vacations/absences, so we don't really say "good-bye" when we switch caseloads around.

## ATTENDANCE/CANCELLATIONS

### **Regular attendance:**

For adequate therapeutic progress, it is important to have regular attendance. Sometimes, life situations interfere with regular attendance. There are certain situations related to attendance in which CCT may discontinue your child's therapy or make a change to their schedule:

- If regular attendance is not occurring (i.e. less than 80%)
- If there are 2 sessions missed without notification ("no shows")

If you need to miss many sessions in a row because of a long vacation or a summer break, you may lose that specific therapy time. If that therapy time is very important to you, there may be a charge to hold that spot.

### **Advance notice of cancellation:**

If you are unable to attend your therapy session, please call to notify our office (not your therapist) with as much advance notice as possible. You may leave a message on our voice mail after business hours. **When appointments are canceled on short notice ("late cancellation") or simply missed without notification ("no show"), another child on our waiting list may miss an opportunity to be seen.** There will be a \$50.00 fee for appointments missed without notification ("no show fee") or for appointments not canceled by 8:00 AM on the day of therapy ("late cancellation fee").

### **Advance notice of discontinuation:**

If you plan to discontinue therapy services, we require advance notice of at least two weeks. If we are not informed of your decision to discontinue at least two weeks in advance, you may be billed for the full cost of these sessions, which are not billable to insurance.

### **Illness:**

It is important that you cancel therapy if your child is ill. Please keep your child home if: he has vomited 2 or more times in 24 hours; she has a rash, especially with a fever or itching; he has diarrhea (3 or more watery stools in 24 hours); she has an eye infection, with mucus draining from the eye; he has a contagious disease such as chicken pox or strep throat; she has thick, colored drainage from her nose; he has a sore throat with fever or swollen glands; she has had a fever over 100 degrees within the last 24 hours; he just isn't feeling very well (tired, pale, cranky); you kept them home from school for illness. (If you are unsure about whether or not to cancel, check with you child's doctor, or your therapist.)

**I HAVE READ AND UNDERSTAND THE ABOVE REGARDING ATTENDANCE/CANCELLATION POLICIES** \_\_\_\_\_

**(Initials)**

### **Therapist cancellation:**

Just as you may have to cancel because of illness of yourself or your child, your therapist may occasionally need to cancel as well. We will do our best to assign your child to another therapist but that may not always be possible. If we need to cancel your child's therapy session we will give you as much notice as possible so it is important that our front office have up-to-date phone numbers.

### **Snow Days:**

During snow days, our primary concern is for the safety of our families that we treat, and our employees. Because the weather in this area is so unpredictable, we will deal with snow closures on a day-by-day basis. If the roads are unsafe for either you or your therapist, your session may be changed or cancelled. Please call the office if you need to cancel. We will call you if we need to change or cancel your session.

## SERVICE/THERAPY DOGS

Service dogs regularly accompany a few clients to therapy sessions. A therapy dog is in use at this clinic to provide animal assisted therapy with an occupational therapist and may also be present on the premises. Please talk to staff in the front office if your child has allergies to dog dander or if you have any other concerns.

## THE LOBBY EXPERIENCE

As Cascade Children's Therapy has grown, we are all feeling the limitations of our space. Many of our clients are sensitive to excess noise and commotion as well, so the beginning and ending of sessions are often impacted by having to make the transition to or from therapy in a less than ideal environment. Although we like to think of our practice as "family friendly", it is, in fact, often difficult to have many siblings in the lobby during therapy times.

We would like to make some recommendations to improve the transition times for our clients, as well as to reduce noise and activity in the lobby during therapy. Many parents are in the therapy session with their child. However, if you are not:

- There are many places nearby which would be ideal for a short visit to help keep siblings occupied. There is the Mill Creek Library which has a small park next to it, a McDonalds which has an indoor play area, the new Mill Creek Town Center which has lots of shopping, and the Mill Creek Sports Park which includes a new skate park. **If you leave, please let us know how to contact you in an emergency.**
- We would like to ask you to please sit in your car or go elsewhere if it is necessary for you to get some work done that is either noisy or needs room to spread out. As always, we remind you that we do not allow soliciting of any kind in the lobby.
- We would like to ask you to join your child's therapy session for the last few minutes when you or your therapist want to talk. In this way, your conversation is private and the therapist will not need to stand in the lobby so there will be fewer bodies to contend with.

We greatly appreciate your understanding and hope these recommendations will improve your child's therapy experience.

### FOOD IN LOBBY:

We request that families abstain from having food or drink in the lobby. Having a lobby free of outside food will help in these ways: Food allergies (including airborne) and other dietary restrictions are becoming increasingly common; While waiting in the lobby, it can be difficult for children to see others eating when they are not; and lastly, there will be less food and drink related stains in the chairs and carpet.

### SNACKS:

Food supplies will be used only for clients receiving feeding therapy. If your child needs a snack during their session, we request that you provide one for them. Many children now have dietary restrictions due to allergies or other factors, and snacks from home are best able to meet these needs.

### TOILETING:

For children in diapers, parents may change them on the changing table provided in the bathroom. When parents of children in diapers leave the clinic, they must leave a cell phone number to allow us to reach them if necessary. **Clinic staff will not change diapers.**

### BILLING, FEES, & HIPAA:

#### **Insurance Billing:**

On your first visit to Cascade Children's Therapy, our office staff will have you complete our registration materials and will review our intake packet with you which includes the financial policy and billing procedures. It is important that you notify us whenever there is a change in your insurance coverage.

#### **Reports:**

In most cases you will receive a formal written report after your child's initial evaluation. If you've signed a consent form, this report also goes to your primary care physician for their information and to support our request for a prescription. Throughout the course of therapy your insurance company may request periodic progress reports from us which they review for medical necessity. Any of the aforementioned reports that are written for the purposes of insurance reimbursement are done at no additional charge. However, if you request a report for reasons unrelated to insurance reimbursement, we may charge you an additional fee (see below). To request a report, please fill out a "Report Request Form" in the front office. Please allow 3 weeks for a therapist to fulfill this request.

**Charges not billable to insurance:**

A number of services provided by CCT are not covered by private insurance companies, and clients will be billed directly for them. These services, and specific charges for each, are outlined below.

<u>Service</u>	<u>Fee</u>
Conference attendance (per therapist/per hour)	\$65.00
Extended telephone consultation (15-30 minutes)	\$30.00
Peer to Peer phone call with EviCore (time based)	\$50.00-100.00
Comprehensive written evaluation report at family request	\$100.00
Progress review and written report at family request	\$50.00
Letter of medical necessity (time based)	\$25.00-50.00
Travel for home visits:	
Not extending the time of the visit	\$15.00
Full 50 minutes session with child	\$30.00
Group activity supply fee	\$10-20/4 week session
Feeding supply fee	\$10-20/4 week session
PEC fee	Varies, \$2.00 minimum
Kinesiotape fee	\$15.00/roll
Electrode fee	varies by size and style
Administrative Fee for extended insurance claim appeals	\$25.00-250.00

**I HAVE READ AND UNDERSTAND THE ABOVE REGARDING INSURANCE BILLING & ADDITIONAL FEES** \_\_\_\_\_  
**(Initials)**

**HIPAA:**

As part of the Health Insurance Portability & Accountability Act (HIPAA), we have certain responsibilities and you have certain rights regarding personal information in your child’s medical records.

The following is a summary of our Notice of Privacy Practices:

Cascade Children’s Therapy’s Responsibilities:

- We are required to maintain the privacy of your health information and to provide you with a notice that informs you of our legal duties and privacy practices with respect to the information we collect and maintain about you;

Your Health information Rights:

- You have the right to inspect and copy your health record.
- You have the right to amend your health record.
- You have the right to an accounting of disclosures.
- You have the right to request restrictions of uses and disclosures.
- You have the right to obtain a paper copy of our notice of privacy practices.

**A paper copy of our complete Notice of Privacy Practices is available to you upon request. You can also find it posted in our lobby and on our website.**