

## Guidelines and Policies

Dear Parents,

The policies written below are designed to improve our ability to see all of our clients and to provide complete, consistent treatment for your child. We hope that these policies will improve our overall service. Since continuity of care is important to maximize the outcomes of your child's therapy, we use the following guidelines for your appointments:

### The Therapy Hour:

Your child is scheduled for a 45-minute (ST), 60-minute (OT), or 60-minute (PT) therapy session with our staff. The last 5-10 minutes is used to discuss progress and current needs related to your child. We welcome feedback on each session so that we may continuously enhance the effectiveness of their program.

We ask that you:

- Arrive on time. You (the parent or caregiver/PCA) must be present in the waiting room during that last 10 minutes of the hour to discuss your child's session and homework.
- Please make sure that we have your current contact information if you leave the building in the event of an emergency or need to be reached.
- If you bring a sibling, they are not allowed in treatment gyms or on equipment because of liability issues. Please keep them under supervision in the waiting room. We have provided toys/books to entertain the siblings during this time. Please help us keep the area safe and tidy.
- Please use the changing table in the women's bathroom for changing diapers.

### Emergency Cancellations: Cancel by 8:00am

Emergency cancellations are due to illness, death in the family, or illness of a family member. To avoid the \$30 cancellation fee (per service), please contact Minnetonka Pediatric Therapy Center by phone, (763) 595-0812, by 8:00am that morning. (This fee is the parent's responsibility and cannot be billed to the insurance company or Medical Assistance.) If your child does not go to school, you should call first thing in the morning to report the illness. It is understood that sometimes children are sent home late in the day. If this happens *on occasion* beyond the family's control, you will not be billed.

### Non-Emergency Cancellations: 24 Hours Notice

This includes vacations, pre-planned doctor's appointments, family events, parties, sporting events, lack of babysitter, etc. This includes anything not designated "emergency" (see above). The session must be cancelled with at least 24 hours notice.

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If the session is not cancelled with 24 hours notice, you will incur a \$30 cancellation fee (per service). If cancellations become excessive for non-emergency purposes, then the child may lose his/her weekly slot in the therapy schedule. If you have three consecutive cancellations of your child's appointments or you miss more than ½ of your scheduled appointments within a six-month time period, you will lose your standing appointment time slot. You and your child's primary care physician will be notified by phone or with a letter.

If you are going to be late for a scheduled appointment, please call and let us know. If you are more than 15 minutes late for an appointment, the therapist reserves the right to cancel the appointment. If you are seen, your session will end at regularly scheduled time.

**Sick Child Guidelines:**

Therapy is fun, but can be exhausting for your child. We want our patients to be productive in therapy as much as possible. Please use your best judgment and the following guidelines for making the decision to keep your child home from therapy.

- If your child is too ill to attend school or daycare, their therapy appointment should be cancelled. Please call by 8:00am as stated above.
- If your child has had diarrhea or has vomited, he/she must stay home for 24 hours after the episode
- If your child has pink eye, he/she must be on medication for 48 hours prior to returning to therapy
- If your child has a rash of unknown cause, please check with your physician before returning to therapy
- If lice are found on your child, he/she must not return until 24 hours after the first treatment of a product such as Rid or Nix.
- If your child has chicken pox, they must stay home at minimum 7 days after the first appearance. The crust must be dry.

Please feel free to speak with Kaye or the administrative assistant about any concerns you have about these policies. We will do everything possible to provide you with a time that is consistently available for both you and your therapist. Thank you for your cooperation.

**Patient's Name:** \_\_\_\_\_

**Parent/Guardian Signature:** \_\_\_\_\_

**Therapist Signature:** \_\_\_\_\_

**Today's Date:** \_\_\_\_\_