

# Speak Freely

## Speech–Language and Oral-Motor Services

### Speak Freely Policies and Guidelines

The following information is a list of general guidelines that will assist in creating a safe, effective treatment environment for all clients and their families. If you have any questions, please speak with me.

1. Please have your child wear clothing that may get dirty during therapy.
2. Observing your child in treatment is fine unless another child is present in the treatment area. Due to HIPAA guidelines specific protocols must be followed regarding confidentiality. Observing of the language groups is not allowed.
3. The last 10 minutes of therapy may be used for family education, discussion and documentation. Please notify me to end earlier if you have specific items to discuss or schedule a separate conference time.
4. If you are running late for an appointment, please call. If you are over 30 minutes late, please cancel your session and you may be charged a late notice or cancellation fee.
5. CANCELLATION POLICY:
  - a. If you must cancel an appointment, please do so as early as possible. It is greatly appreciated that a 3 hour notification be given in the case of same-day cancellations. If you can reschedule for cancelled appointments it is in the best interest of your child's progress.
  - b. If you miss an appointment and give no notification or "No Show", you will be charged half of the appointment fee for that session.
  - c. Missing 30% or more of your scheduled therapy sessions over a 2 month period will result in a loss of your treatment time slot. It is critical for progress to attend 70% or more of your treatment sessions.
6. Families will be notified of clinician vacations, illness, or conferences as far in advance as possible.
7. Please leave contact information if you are running errands during your child's session, in case of emergency.
8. Please pick your child up promptly 10 minutes before your session ends, so you do not take time away from other clients.
9. Please monitor all siblings while in waiting. Safety of all family members is important to us as well as providing a calm and comfortable environment for everyone.
10. Please feel free to provide any suggestions or feedback that might facilitate a more efficient clinical environment.