

## Our Policy Statement

The goal of Clearly Speaking is to provide the highest quality speech and language services. We encourage your input and strive to include the entire family in the therapy process. Your commitment to supporting your child through the therapy process is very important in terms of your child's progress. We have the following policies for our clients and families. Please sign below to acknowledge understanding of these policies.

- ❖ Payment is due at the time of service. Monthly invoices will be provided to document charges and payments.
- ❖ We do not accept insurance. If your insurance company is paying for our services, you must pay us directly and ask your insurance company to reimburse you. We will provide you with a monthly statement which will contain dates and codes you may need when contacting your insurance company. We must ask that you deal directly with your insurance company as we are not responsible for collecting payments for you.
- ❖ Consistent attendance for therapy is essential for progress. Please schedule other activities around your therapy time. Per three-month period, you may have one week of excused cancellation. To avoid cancellation charges, all other cancellations need to be made up. Make up availability may be limited. Please give at least 24 hours' notice for cancellations. In case of illness, you may cancel up to three hours prior to your appointment. Late cancellations will be charged for half the regular rate of the session. If you miss an appointment without giving notice, you will be charged for the full session.
- ❖ Your therapy appointments are scheduled for the same time each week. Arriving promptly is essential to have the full session. Therapy must end at the scheduled time.
- ❖ To foster parent involvement and home carryover, consultation is part of every session. Therefore, the final ten minutes of hour-long appointments or final five minutes for half-hour appointments are reserved for review of the session and discussion with the parent. Additional consultation time is available, at the rate of \$100 per hour.
- ❖ You are requested to remain on the premises while your child is in therapy. Please be available to assist your child in toileting if necessary.
- ❖ Please refrain from cell phone use and excessive noise to ensure a quiet environment for your child's therapy.
- ❖ A treatment plan is written for your child soon after starting therapy. The initial treatment plan is free of charge. At regular intervals as stated in the treatment plan, your clinician writes a progress report including a new treatment plan, which costs \$75. Any additional reports or letters requested by you may incur additional charges. Please ask for details.

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