

## *Welcome to Our Center!*

The Speech, Language & Learning Center is a clinic providing evaluation, consultation and treatment in both pediatric and adult speech and language services, occupational therapy services and educational programs. We treat patients with speech, language, behavior, voice, educational, sensory, handwriting, reading, and feeding problems. Our staff members all hold Master's Degrees and are certified and licensed speech language pathologists and occupational therapists. We provide services in our private practice locations in Columbia, TN and Lawrenceburg, TN. We also provide services through school systems and private agencies.

You have been referred to us by your physician, teacher or friend and we appreciate the trust and opportunity to serve you. Prior to your first appointment, please complete the following information packet, answering each question as thoroughly as possible.

Return the forms in the enclosed envelope prior to your visit. Please try to include reports from other sources, or sign a release so that we may obtain those records prior to your evaluation. Also, please contact your insurance company to determine their policies for covering our services. All information that you provide to us will be held strictly confidential. This packet will allow us to know you better before you arrive and will help us appropriately completed the evaluation.

Carla Clayton is our Billing Manager and Lawrenceburg Office Manager. Deysi Cook is our Columbia Office Manager. Please let them know if you have any questions and please feel free to call me personally to discuss how I may assist you or your family.

**Please keep for your records**

## *Please Review the following Office Policies*

### **Billing Information**

We do provide third party billing to your insurance company. However, you are ultimately responsible for your bill. We will NEVER assure you that your insurance will cover your services! Therefore, we ask that you help us with necessary items to secure proper payment for services such as doctor's orders, authorization numbers, precertification, etc.

**If we are directly billing your insurance company for you, we must have a copy of your insurance card.** We will call your insurance company to verify your policy and coverage but it is your responsibility to check your policy for coverage guidelines. You must also keep us notified of any changes to your policy. We will carry coverage for three months, which is the average time it takes to hear from insurance companies. If, after three months, we have not been reimbursed, we will send the bill directly to you. **You will be responsible for your deductible and co-pay at the time of the visit. Services will be suspended when a debt reaches \$500.**

### **Waiting Room Policy**

**Please sign in when you come into the office.** We try to run our therapy sessions as close to the hour and half-hour as possible. If you have to wait longer than 10 minutes, please inquire as to the delay. For parents bringing children to therapy; you may wait in the waiting room. **We ask that you not leave the office!** If your appointment is for an hour, you may speak with the Office Manager about leaving briefly, in which case you will need to leave a cell number and return promptly to pick up your child.

### **Cancellation and Absences**

If we ever need to cancel or change your appointment we will make every effort to give you advance notice. Please do the same for us. We ask that you call and leave a message on the answering machine if you are running late or will be absent. We will return your call to re-schedule. We kindly ask that you do not call staff at home or on their cell unless the message is urgent. Your attendance at all sessions is important to your progress and a missed session is time wasted for us. **If you miss three consecutive appointments, you will be dropped from therapy.** If you are 15 minutes late for your appointment, it will be re-scheduled, as you will not be able to receive the full benefit from the therapy in such a short time. This is particularly important for children.

Whenever the Lawrence or Maury County Schools are closed due to snow or inclement weather, your therapist will follow his/her weather policy. Please ask your therapist what his/her policy is for inclement weather days. Once

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you are aware of the policy it is not necessary to call us on those days. This cuts down on therapists and patients having to call back and forth. Please do not call your therapist if he/she has given you their policy.

Please do not come to therapy if you have been ill, especially if you have had a fever in the past 24 hours or have had infections (pink eye, chicken pox, ear infection, etc.). We have many medically fragile patients in and out of the office who do not need to be exposed unnecessarily.

**Please keep for your records**

**Parking** is allowed in front of our office buildings.

**Smoking** is not allowed in any of our building or on the sidewalk directly in front of our doors.

**Home Practice and Progress**

No matter what your diagnosis, your rate of progress in therapy depends on your work when you get home! It is vitally important for you to keep up with goals and treatment plans and to follow all instructions. It is suggested that all patients keep a notebook. After each session a progress note is written by your therapist and sent to your insurance company. We **MUST** document progress over several sessions for the company to continue coverage...**BUT MOST IMPORTANTLY...WE MAKE PROGRESS FOR YOU!**

We look forward to working with you. If you ever have any questions or concerns please let your therapist know, or call me directly! I want to hear your comments. They are important for the success of our Centers.

Thank you,

Terri Flynn, MS, CCC-SLP

(09/16)

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