

Policies and Procedures

Confidentiality: Your privacy is very important to me. We strongly recommend that you review the Privacy Policy for important details regarding policies for maintaining confidentiality. In particular, you should be aware that we will only contact you via means that you have specifically authorized in your new client paperwork. If you would like me to exchange information with persons other than yourself, an Authorization for Release of Information form must be completed. This form can be downloaded from the client forms section of my website.

Health Insurance: We will NOT bill your insurance company directly for services, but we will be happy to provide you with the necessary paperwork to assist you in seeking reimbursement for out-of-network provider services. Please also be advised that many health insurance plans have limited coverage for speech-language pathology services. We recommend that you contact your insurance company to discuss the limits of your coverage.

Therapist Communication: We encourage communicate and welcome your call during normal business hours. You may always leave a message for your therapist, who will respond to your call within 24 hours.

Termination of Services: In the event that you do not keep your financial obligations to More Than Words, LLC and remain delinquent on your account for more than 60 days, services will be suspended until payment is received. Services may also be terminated if it is determined that continued participation will be a detriment to the child or their family.

Health Policy: Help and cooperation is required in order to maintain a healthy environment. A child must be temperature-free for 24 hours before returning to therapy. If your child has vomiting and/or diarrhea, he/she should not return to therapy until 24 hours have passed since the last episode of the same.

Children will not be seen if any of the following is present:

- Too ill or uncomfortable to function in the therapy setting;
- Continual runny nose;
- Thick or discolored nasal discharge;
- Excessive sneezing or coughing and mucus-producing cough;
- An elevated temperature

Patient Rights

As a recipient of services at More Than Words, LLC, we would like to inform you of your rights. Below is a description of each of your rights. If at any time you feel your rights have been violated, please contact More Than Words, LLC and ask to speak with me.

- You have the right to refuse or terminate services at any time for any reason. Your participation in services is voluntary.
- You have the right to submit complaints or suggestions at any time. More Than Words, LLC will fully investigate any complaints and seriously consider any suggestions you have for improving the services we provide.
- You have the right to information regarding the cost of services. More Than Words, LLC will always inform you of charges before we provide a service. A schedule of fees can also be obtained from our office at any time.
- You have the right to privacy. Please see our Notice of Privacy Policy for information regarding certain limits to confidentiality and how your protected health information will be used.
- You have the right to know under what conditions we will terminate our services. Please refer to More Than Words's Policies and Procedures document for this information.
- You have the right to be informed of any changes in our policies. You will always be notified in the event that we change a policy that is relevant to the services we provide you.

I have read and understand the above policies for More Than Words LLC.

Legal Guardian _____ Signature Date _____