

## PEDIATRIC THERAPY PROCEDURES

### 1. PROTOCOL

- a. Registration at the front desk will follow admission and check-in criteria.
- b. Personnel from front desk will notify therapist of arrival of pediatric patient/client.
- c. Therapist or staff personnel will accompany patient/client from the lobby to the therapist's room.
- d. The parent, legal guardian, or adult designee is requested to remain in the waiting room during the therapy session.
- e. Following the therapy session, the parent, legal guardian, or adult designee will be notified to come and get their child from the therapist's room.
- f. When a therapist encounters a pediatric client whose inappropriate behavior escalates, the therapist will request the parent, legal guardian, or adult designee to be present in the therapist's room.

### 2. SCHEDULING

- a. Sessions are to be scheduled through the front office staff.
- b. Occasional requests may be granted for a more convenient available time.
- c. A waiting list is available when needed.
- d. After school and after work are the most desirable time/s for appointments, and thus are often difficult to schedule.
- e. Late arrivals will be dealt with on an individual basis. When the therapist is unable to accommodate the required time to treat, the client/patient will need to be rescheduled.
- f. Extended absences (vacation, traveling, etc.):
  - i. If a parent returns from deployment and the family goes on "vacation," (usually no more than two weeks), the child's "time slot" will be retained when documentation has been provided prior to the vacation.
  - ii. However, when a child is absent two (2) or more weeks without consent of the clinical supervisor, your child's appointment time will be given to another child.
  - iii. Please reschedule when you return and understand that if you are absent, without documented consent, you may be put on a waiting list.
- g. Two options to assist in getting the time desired to be scheduled:
  - i. Call-In each week for openings due to cancellations, etc.
  - ii. Place your name on a Will-Call list that:
    1. Cannot take the place of regularly scheduled appointments, and
    2. Provides opportunity to assist with continued development of your child.
  - iii. Call-In and Will-Call requests are given a higher priority than when on the overall waiting list
- h. Cancellations due to therapist absence:
  - i. Notice to be given parent/legal guardian in advance or as soon as possible (if due to illness), and
  - ii. Option given to see another therapist when/if available.
- i. Holidays observed at Integrity Rehab (no appointments scheduled):
  - i. New Year's Day'
  - ii. Memorial Day
  - iii. Independence Day
  - iv. Labor Day
  - v. Thanksgiving Day
  - vi. Christmas Day

### **3. THERAPY SESSIONS**

- a. One parent, legal guardian, or adult designee may be allowed with the child during the therapy session as determined by the therapist.
- b. Questions will be addressed at the end of the therapy session.
- c. The parent, legal guardian, or adult designee is to remain ON SITE during the entire session in the event of an emergency or other need/s of your child.
- d. If the adult designee is other than the parent or legal guardian, a written authorization is required to receive your child's Personal Health Information (PHI).

### **4. BEHAVIOR/OTHER NEEDS**

- a. Monitor your child/children continuously in the waiting room:
  - i. Please do not allow child/children to climb or jump on chairs, throw toys, slam doors, scream, fight, bite, or engage in any other disruptive behavior.
  - ii. The goal is to prevent injury and to avoid disturbing staff and others in the waiting room.
- b. Parents/Guardians/Caregivers:
  - i. Please do not yell, curse, threaten, belittle, or speak abusively to your child/children, other adult/s, staff, or therapist.
  - ii. Problems (whether in person or on the phone) need to be addressed calmly and the staff will work with you to help solve the problem/s such as:
    1. Schedules
    2. Policies
    3. Fees
    4. Insurance denials
    5. Your child's progress
    6. Other problems
- c. Soiled Diapers/Pull-Ups:
  - i. Bring extra diaper/pull-up for emergency need.
  - ii. Please change diaper/pull up immediately, if needed.
- d. Food/Drink:
  - i. The preference is to have no food or drink in the waiting room or in the therapy rooms.
  - ii. Please provide food and drink to your child/children prior to session at home, in your vehicle, or other place than Integrity Rehab.
- e. School IEP meetings/goals:
  - i. Integrity Rehab therapists are unable to attend IEP meetings at school due to scheduling.
  - ii. The therapist will talk to child's school based Speech Pathologist on the phone if a release is signed.
- f. Termination of services:
  - i. Please give therapist a written notice TWO WEEKS prior to termination:
    1. To be able to "wrap-up" therapy sessions, and
    2. To provide plans/counseling for future treatment.

### **5. EXTENUATING CIRCUMSTANCES, QUESTIONS, AND CONCERNS**

Please contact the Administrator: [khooten@integrityrehab.net](mailto:khooten@integrityrehab.net)