



Clinic Policies

It is our privilege to provide speech-language therapy to your child. We strive to maintain the highest possible level of integrity and professionalism for everyone we serve. These policies are in place to achieve that goal and to respect the privacy of all our clients and their families.

Cancellation Policies

1. Appointments not cancelled at least 24 hours in advance are subject to billing at the private pay hourly rate, except for unexpected illness on the appointment date. If more than 12 appointments are cancelled per year (for illness, travel, or other reason) additional cancellations for any reason may be subject to billing at the private pay hourly rate.
2. A minimum of one week notice is required for vacations longer than one therapy week. It is up to your therapist and Bird-Kern-Dalmia whether your scheduled appointment time can remain available for absences due to extended vacation or illness.
3. Please do not bring children with high fever, diarrhea, vomiting, pink eye, or other highly contagious illnesses. Mild illnesses are common and unavoidable amongst the pediatric population; please do not regularly cancel appointments due to mild illness.

Wait-Room Policies

1. Do not discuss speech-language services with other parents without their permission. You have the right to refuse engaging in a discussion about your child's diagnosis and/or care if another parent asks you.
2. Please keep noise to a minimum. Exit the room to make or take phone calls.
3. Do not change your baby's or toddler's diaper in the clinic.
4. Clean up after your children and monitor their behaviors while waiting for sessions.

Therapy-Room Policies

1. Do not hover outside therapy rooms.
2. Do not enter the materials room, therapy rooms, or office without permission.
3. Do not take photographs or videotape during therapy sessions without the clinician's knowledge and permission.

Clinician Policies

1. Sessions begin and end on time. Please use your scheduled time to ask the clinician questions related to your child's care.
2. A child's request to use the bathroom will take priority over therapy activities. Please take your child to the bathroom prior to his/her session to avoid interruptions to therapy.

We maintain the right to discontinue services if the above policies are not respected. Special circumstances should be discussed with your clinician.

Signature

Date