



Client Policies

The following is a summary of our policies and outlines mutual responsibilities and obligations. Please read and retain this information for future reference.

OUR COMMITMENT:

- We recognize that working with your child is both a privilege and great responsibility. My Kids Place is dedicated to professional provision of services designed to help your child meet your desired outcomes. If for any reason, you feel that your expectations are not being met in a professional or courteous manner, please contact the owner of My Kids Place at chris.callahan@mykidsplace.zone immediately so we can work to reach a resolution.

SCHEDULING:

- Appointments are typically scheduled following the initial evaluation.
- To reserve standing appointments, you must: schedule a minimum of 4 appointments per month (or 1 appointment per week through the remainder of the month).
- Standing appointments should be scheduled based on the following factors: recommended frequency by your specialist and any coverage limitations by your insurer. (Your insurer may specify a maximum number of visits within a specific time frame that will be covered).
- Standing appointments should be reviewed by you monthly. This helps families determine if holidays, vacations or changes of schedule will affect your attendance.

CANCELLATIONS/NO-SHOW POLICY:

- My Kids Place strictly enforces a 24hr cancellation policy. Cancellations should be made by text to (855) 426-5437.
- Same day cancellations for reasons other than illness or emergency as well as "no-shows" will incur a \$40 fee *per service missed*. This fee will be automatically charged to your credit card on file after 15 business days unless a make-up session is completed.
- Arriving 15 minutes or later to an appointment will be considered a "no-show" if the provider is unable to complete an appointment based on their schedule. Additionally, cancellations made within 30 minutes of the appointment start time will be considered "no-shows."
- Please note that "no-show" appointments will be automatically charged.
- Exceptions to our cancellation policy are outlined below with regards to illness or family emergencies.

MAKE-UP/ILLNESS/EMERGENCY POLICY:

- My Kids Place understands that on occasion, an illness or other unavoidable situation may prevent your child from attending an appointment.
- If you cancel less than 24 hrs before your appointment due to illness or other significant event, you must reschedule a make-up appointment within 15 business days to avoid incurring a fee.
- Please note that make-up appointments are *subject to availability*.



INSURANCE:

- Copays are due at the time of service, unless you agree to monthly billing.
- Many insurers require a coinsurance amount that varies by insurer and plan. After we receive your first explanation of benefits, any coinsurance amounts will be collected from you at the time of service, unless you agree to monthly billing.
- Please note that policy coverage varies considerably by insurers and it is good practice to understand your individual policy if you wish to avoid uncovered expenses. My Kids Place is happy to assist in understanding your policy, but ultimately the policy is an agreement between you and your insurer.

APPOINTMENTS:

- Parents and/or caregivers are welcome and encouraged to observe your child's session, please inform your specialist prior to the start of the appointment.
- During your child's appointment, you are welcome to attend or you may wait outside our offices. If you need to leave the clinic for any reason, please make certain that your therapist has a contact number where you can be reached in case of an emergency. Parents should never be more than five (5) minutes away from My Kids Place (including drive time) while their child is in session.
- We ask that parents return at least 10 minutes prior to the end of their child's scheduled session. This will allow the therapist time to review your child's progress and answer any questions you may have. If you arrive past the end of your child's session, you will be assessed a service charge of no less than \$25 if another client's appointment time is affected.
- Parents are required to stay on the premises at all times if their child has a medical condition that requires specific medication or emergency care.
- It is at the sole discretion of the provider to allow sibling(s) to attend and participate in sessions. The provider has the right to ask that siblings not attend if they impact the clients or other clients' appointments. Siblings will NOT be allowed to play in other areas of the clinic (away from the client's appointment) unless otherwise stated, and their safety is the responsibility of the caregiver.

CONTINUITY OF SERVICES:

- To ensure your child receives the maximum benefits My Kids Place offers, attendance and carryover of home program activities are vital. Standing appointments can be discontinued at our sole discretion, at any time for poor attendance or evidence of poor carryover of home programming.

ALLERGY AND/OR DIETARY CONCERNS:

- Please be sure to specify if your child has allergies or dietary concerns in your intake paperwork.
- Review any significant allergies and reactions with your therapist if your child carries or may require the use of an Epi-Pen or require hospitalization due to an allergic reaction.

OUTSIDE OBSERVATION:

- If you choose, other professionals are welcome to observe your child's therapy session. Please notify your child's therapist if you wish to set up an observation.



ADDITIONAL SUPPORT SERVICES:

- Additional services are available from My Kids Place that are not covered by insurance. These services may include parent meetings, meetings with other professionals, and observations at schools, travel time, telephone conversations, emails and reports. These non-covered services will be billed directly to you. Current rates will be discussed with you and must be agreed upon prior to the provision of services.
- Additional educational supports such as an independent educational evaluation (IEE), coordination/consultation with advocates or legal professional(s) are also available. These non-covered services will be billed directly to you. Current rates will be discussed with you and must be agreed upon prior to the provision of services.

YOUR COMMITMENT:

- At My Kids Place, we are committed to providing your family with expertise and guidance to help your child reach their full potential. Please understand that this is a collaborative effort between you, your child, and their specialist.
- Every effort will be made to ensure that you understand the practices and principles we apply as well as activities to practice at home. Please ask questions and clarify concepts with your provider.
- Ultimately, the progress and milestones we can achieve rely on regular attendance, and participation in home program activities by you and your child's caregivers.