



Tricia Brown | Jackie Dolson-Shewchuk | Julie Silberman | Sarah Shiovitz

Thank you for choosing ChatterboxNYC for your speech therapy needs. In addition to the attached release and intake forms, please also share any previous reports and/or underlying diagnoses related to your child's speech therapy needs.

The following information is provided to ensure efficiency and quality of services. Keep this document for your records.

We are located at 141 West 72nd Street, Suite 2. Our clinic is on the north side of the street between Amsterdam & Columbus Avenues.

GETTING STARTED

The first appointment is a consultative treatment session, during which parents and/or caregivers are welcome to observe. The therapist will assess your child on the seven stages of motor speech hierarchy and make a recommendation about continued therapy. All sessions, including the first, run for 45-minutes.

COMMUNICATION POLICY

The practice manager and your therapist will often communicate with you via email regarding scheduling, cancellations, and other important matters. It is your responsibility to read and reply to any email communications as requested. If you need to speak to someone on the phone you can call our office directly at 646-901-3787. Phone calls are typically returned within 24 hours Monday-Friday. Email is the fastest mode of communication.

PAYMENT POLICY

All sessions are \$170.00 and will be invoiced at the end of each treatment month to your preferred email address(es). Payment is due in full via ACH online, check, or cash.

You are required to sign a credit card authorization form to be kept on file with our office. Any invoices unpaid after 30 days will be charged in full to your credit card, including additional fees of 2.9% of total amount due + \$0.25 per transaction. Overdue invoices are also subject to a \$100.00 late fee – please pay your invoices by the due date.

Payments paid online or via credit card will show up on your bank statement as Talk the Talk SLP PLLC.

INSURANCE POLICY

We do not accept insurance and our professional services are rendered and charged to you, not to your insurance company. Your invoices will include the diagnostic and treatment codes required for out-of-network claims. It is your responsibility to contact your insurance company to determine if they will reimburse you. If you need progress/evaluation reports, session notes, justification letters, etc. to aid in your claim, please request these a minimum of two weeks in advance.

Be sure to designate the policy holder as the payee for reimbursements on your claim forms. We do not guarantee reimbursement.

SICK POLICY

When your child is sick, his/her performance in speech therapy is often not optimal, and in turn less beneficial. If your child has a thick, yellow/green nasal discharge, or has vomited or had diarrhea within the past 24 hours, please text or email your therapist at any time to cancel so that a child from the waitlist may be contacted as early as possible.

Child must be symptom-free for 24 hours, without the use of medications including Tylenol.

Because we work so closely to your child's mouth, our concern is not only *your* child's health, but also maintaining the health of our staff and other patients. Thank you for adhering to this sick policy.

CANCELLATION POLICY

Regular attendance is essential for your child's growth in therapy. However, there are times when the cancellation of an appointment is necessary. There is no fee for cancellations made with 24-hour or more notice. Cancellations made with less than 24-hour notice that do not adhere to the sick policy will be charged at 100%.

MEETING & OBSERVATION POLICY

Team meetings and school observations are integral to the progress of each patient. Meetings, school visit observation, and conferences, etc. will be billed at the same hourly rate of therapy.

OFFICE POLICIES

Children need to be with an adult when in the hallway and on the stairs. No playing in the stairwell or in the hallway.

Clients, siblings, and caregivers should remain in the waiting area until greeted by a therapist. If you are early, please wait in the waiting area until a therapist or staff person directs you to the therapy room. Parents/Caregivers must pick up their children promptly and should be available 10 minutes prior to the therapy session ending time.

While in the waiting area, please adhere to the following rules: remember that we have neighbors who prefer quiet, keep phone conversations to a minimum volume and turn off notification sounds, no feet on the walls, no standing on the benches, put all trash in the garbage can, pour liquids in the bathroom sink before placing used cups/bottles in the trash, remove shoes and leave under the benches or on mat in waiting area in wet weather, put wet umbrellas in the umbrella stand, and hang coats/bags on hooks in waiting area.

If you need to have a private discussion with your therapist regarding concerns about your child, please let your therapist know at the beginning of the treatment session. Time can be allotted for a private discussion.

If you would like to observe your child's therapy session or have another therapist observe, please make arrangements with your therapist or contact the practice manager.

CLIENT CONFIDENTIALITY

Therapists are authorized to discuss a child's diagnosis, session, progress, and behavior with the child's parents, family, or parent-authorized guardian, and with members of the child's team of therapists. We will not share information about a child with his/her tutors, friends, or caregivers, without the parents' written consent.

Typically, therapists will discuss a child's session with his or her parent when the parent comes to pick the child up. If parents are not comfortable having this discussion in the waiting room, please let the therapist know, and she will be happy to discuss the session in one of the therapy rooms.

Please do not wander around the clinic unless a therapist or staff member escorts you. We have clients in therapy rooms whose programs and identity need to remain confidential.



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If you want to observe your child's session, please remain in the therapy room that the session is being conducted in as the therapist workspace contains confidential documents. Please note, the large open space is also a treatment area and not a waiting room.

We appreciate your trust in us and look forward to serving your family. If you have any questions regarding therapy, do not hesitate to contact your therapist. Kindly direct general questions to the practice manager at info@chatterboxnyc.com.

Please sign the following page indicating you have read and understood our policies and return to your therapist or the practice manager.