



From The Heart Therapy Services

Occupational-Speech/Language-Physical Therapy
P.O. Box 162904
Austin, Texas 78716-2904

(512) 306-1707

Dear Parents:

Thank you for choosing our clinic for your child's therapy! The following information is provided to ensure efficiency and quality of services.

- 1) When you arrive at the clinic for treatment, always check in with the receptionist. Your payment or co-payment is required at this time. The receptionist will notify the therapist of your arrival. Please wait until your therapist or an assistant arrives to escort your child to the treatment area. Parents are encouraged to observe therapy; however, please discuss this with your therapist if your child has difficulty separating from you.
- 2) Please have your child in clothes that are easy to move in for their treatments. If they are receiving therapy in the gym area, the children should bring shorts and a T-shirt.
- 3) If you are running late for your appointment, please call our office so that your therapist may be notified of the delay. We may or may not be able to extend your time depending upon scheduling. We hate for the child to miss the full benefit of their treatment time.
- 4) If it is necessary to cancel or re-schedule a treatment, please call at least 24 hours before your scheduled appointment, in accordance with our cancellation policy. If your child is ill, please give us 3 hours notice, to enable us to schedule efficiently. You will be able to reschedule at another time.
- 5) 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. A time can be set up for a private consultation
- 6) It is the therapist's responsibility to write a progress note on your child's treatment each visit, in order to document progress for the physician and the insurance company. It is also important for the therapist, in order to assess progress and update goals. This will be done the last 5 minutes or after the treatment session.
- 7) If you leave the clinic while your child is in therapy, please return to the clinic 15 minutes before your child therapy appointment ends.

We appreciate your trust in us and look forward to serving your family. If you have any questions regarding your child's care, please do not hesitate to contact your therapist.

Thank You,
From the Heart Clinicians

Parents Initials _____