

SPEECH PATHOLOGY SERVICES'

OUTPATIENT GUIDELINES

1. All insurance and Medicare claims are filed monthly by Southeastern Regional Medical Center. Speech Pathology Services sends all documentation to the third party payer within two weeks after the evaluation. Estimated time that the insurance company approves, denies, or questions the claim, is 6-8 weeks. If the third party payer denies the claim the parent or caregiver is responsible for the bill. It is the patient's responsibility to notify SPS if source of payment changes. Speech Pathology Services will bill Medicaid claims for therapy in our office. We must have a current Medicaid card on file in order to provide services. Please remember to bring your new card **every** month.
2. Each patient will be scheduled for therapy at an agreed upon time between the patient and therapist. The patient will attend speech therapy at that scheduled time each week, unless other arrangements are discussed. Therapy sessions are 30 minutes. Depending upon recommendations of the therapist and based upon the patient's needs we may schedule a patient for more than one time a week.
3. **If patient is more than 15 minutes late for therapy, he or she will be seen at the next scheduled appointment or for the remainder of his/her scheduled appointment that day. If clinician is late, the patient will be seen for the entire scheduled time.**
4. If the patient is unable to attend therapy, it is his / her responsibility to notify Speech Pathology Services at 738-607 Failure to show or notify Speech Pathology Services for two consecutive sessions, two consecutive cancellations or a combination of the two can result in an automatic dismissal. If you have special circumstances requiring you to miss consecutive sessions, please discuss this with the front office. An answering machine is on after hours. We have this attendance policy because it is very important for a patient to be consistent in keeping therapy appointments to make the most amount of progress.
5. If the patient is unable to show for scheduled sessions or wishes to reschedule therapy, Speech Pathology Services will attempt to accommodate the patient if schedule allows.
6. We are eager to provide the best quality care and appreciate your help in making this possible. Speech Pathology Services is fortunate to have Speech-Language Pathologists from across the USA during their Clinical Fellowship Year. To best meet patient's needs and to provide clinicians opportunities to experience all aspects of practice, clinicians rotate through services. Unfortunately, the majority of our staff does not make Robeson County their home. So please help us with changes in staff and know that all clinicians will provide the best care possible.
7. Parents, spouse, and caregivers are very important in helping the individual meet his or her goals in therapy. This office encourages family participation. Please know that we also encourage observation during the therapy sessions.
8. Your child will receive quality care provided by a certified Speech-Language Pathologist or a Speech- Language Pathology-Assistant under the supervision of a certified Speech-Language Pathologist.
9. If you have any questions or concerns about our services, please call our office 738-6071.

Parent Signature _____ Date _____

Witness _____ Date _____