

Children's Therapy Policies and Procedures

Children's Therapy

UW Medicine

VALLEY
MEDICAL CENTER

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Scheduling and Attendance Policies

These guidelines help us meet your child's therapy goals, as well as the needs of our community.

Scheduling Guidelines

1. After an evaluation, we may recommend regular treatment sessions for your child. You may request an appointment spot on a specific day of the week, and a morning or afternoon time. Some appointment times are very busy, such as late afternoons, and you may need to wait longer to get a regular appointment spot at that time.
2. If we cannot place your child in a therapy spot right away, you will be offered a place on our wait list. The wait list is managed by date and by treatment priority.
3. To get your child a treatment spot more quickly, please return our calls promptly, be open to other times, and maintain current phone numbers with us so we can reach you.
4. We will call you up to three times with available treatment spots. On the third contact, you must take the spot offered or be taken off of the wait list.
5. If you have not been offered three appointment spots and six months have passed, we may schedule a re-evaluation to determine your child's continued needs.
6. Please let us know if you would like to be on our "cancellation" list. From the cancellation list, you will be called at short notice for spots that open up due to other patients canceling.

Attendance Guidelines

1. If you come to the appointment more than 15 minutes late, the therapist may not be able to meet with your child: There may not be enough treatment time to meet your child's needs.
2. An appointment will be considered a "no-show" if we do not get your request to cancel at least 24 hours before the appointment time. We ask that you **please call 425.690.3513 24 hours ahead of time to cancel an appointment.** If you reach the voicemail, please leave a message; our answering machine is on 24 hours a day. We will send a letter to your child's referring physician about all no-show appointments.
3. Children who miss therapy sessions may be removed from their regular time spots.

4. If you plan to be away due to vacation or other event, you may lose your current therapy spot. We will place you on our priority wait list. When you return, you will be offered a new spot as available.

Late Parent Pickup from Therapy

Please help us keep on schedule for all families—stay in the department during your child's treatment session or promptly pick up your child up at the end. If you leave, please give your phone number to the therapist or to the front desk so we may reach you in case of emergency.

Your child's therapist has time reserved to serve your child only during his/her appointment time. We do not have childcare service available, so children who are regularly picked up late will lose priority for scheduling.

Children being Picked Up by an Adult Other than a Parent

Known caregivers usually bring children to their therapy appointments. If someone else needs to bring or pick up your child, Children's Therapy will make sure your child is safe and goes home with the right person by requiring:

1. The parent/caregiver must give **specific** advance notice that a **different** adult will bring the child to therapy and/or pick him or her up.
2. The adult must show identification and tell us his/her relationship to the family (i.e., Joe Smith, family friend).
3. The adult must pick up the child at the end of therapy, or the policy regarding late parent pick up will apply.
4. Parents involved in divorce/custody issues must also follow this policy. However, either parent may pick up the child from therapy under the "Consent to Care" portion of the law. It is both parents' responsibilities to make the plans and give us notice ahead of time for picking up the child from therapy.

Children's Therapy is a Fragrance-free Place

For the comfort and health of our staff, children and families, please do not wear perfume or scented hair and body products when you visit Children's Therapy. Being in the same room with perfume and scented products can cause severe allergic reactions in some people.

(continued on reverse)

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Hand Washing

All visitors, staff and patients need to wash their hands before entering and when leaving the therapy area, and when needed during the treatment session. To make it easy, hand sanitizing stations are placed throughout the clinic. Thank you for helping us keep everyone healthy!

Illness

Please keep your children at home if they have experienced fever, vomiting or diarrhea within the last 24 hours. Also, please keep children at home if they show signs of illness or behaviors that would keep them from fully taking part in therapy and learning.

Lost and Found

Children's Therapy does not have a Lost and Found. Once per week, we send unclaimed items to the Lost and Found department at the main hospital campus. If you believe that you left an item behind, please contact our front desk at **425.690.3513**.

Paying for Therapy

Valley Medical Center Children's Therapy accepts payment from private insurance, Medicaid (DSHS), and private pay. We encourage you to ask the following questions of your insurance carrier **before** beginning therapy.

- What therapies are covered? Does the plan require pre-authorization for therapy?
- Is there a neuro-developmental plan? For what time period (age) is the child covered?
- Is there a rehabilitation plan for therapy? What conditions are covered and what are the exclusions?
- Is there a visit and/or dollar amount maximum per year/lifetime?
- Is this a calendar year plan or fiscal year plan?
- What are the co-pay, co-insurance and/or deductible amounts and has the deductible been met?
- Is there an out of pocket maximum? What happens after the maximum has been met?
- The name of the person giving the information and the date the information was given.

Private Insurance

Learn about the services your insurance company covers. If you have questions or concerns about what your policy covers, call the number on your insurance card or the state insurance commissioner at **206.464.6262**.

Medicaid

The Department of Social and Health Services (DSHS), awards Medicaid funding for health services based on your income level. If you think you may qualify, call to apply at **206.341.7434**.

Private and Partial Payment

The hospital accepts private payment for therapy, but charges often cause financial hardship. If you are interested in applying for free or partial payment status, please contact a Financial Counselor at the information desk on the third floor of the main hospital or call **425.656.5599**.

Supplemental Security Income (SSI)

Children who are blind or have a disability may be eligible for monthly cash payments from the government through SSI. Contact SSI at ssa.gov or **1.800.772.1213**.

Part C

If your child is under age 3, he/she may be eligible for services through Part C of the Individuals with Disabilities Education Act (IDEA). Please call the Washington Health Foundation at **1.800.756.5437**.

Medical Records

Children's Therapy will electronically send evaluation reports directly to your child's primary care provider and/or specialist from our electronic medical records system. As your child's parent or guardian, if you would like a copy of a therapy report, you can ask for one directly by calling our Medical Records Department at **425.690.3406**. Please allow 10 days for requests. If you would like other people to have a copy of your child's report, such as a school district, please give them a copy of your report, or have them contact Medical Records directly. You may also download a Release of Information form from our website at valleymed.org/Our-Services/Childrens-Therapy/Policies,-Consent-Forms---Medical-Records/.

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