

# Practice Policies

*McNealey Speech Therapy, LLC*

## PRACTICE POLICIES

### APPOINTMENTS AND CANCELLATIONS

Please remember to cancel or reschedule at least 8 hours in advance. **You will be responsible for the entire fee for no call no shows.**

The standard meeting time for speech/language therapy ranges from 30 to 45 minutes. Requests to change session length, days, and times are to be discussed with the speech language pathologist in order for the change to take affect and be scheduled in advance (based on multiple factors).

**Excessive cancellations and re-scheduled sessions will be subject to discharge of services or a full charge if CLIENT IS A NO CALL NO SHOW, meaning no communication to cancel or reschedule.** This is necessary because a time commitment is made to you and is held exclusively for you. If you are late for a session, vice versa, lost time will more than likely be made-up at the end of session or in another session where time permits.

### TELEPHONE ACCESSIBILITY

If you need to contact me and I do not answer, I am more than likely between sessions, so please leave a text message NOT a voicemail. I will attempt to return your call or text as soon as possible. Please note that face- to-face sessions are highly preferable to teletherapy sessions. However, in the event that you are out of town, sick or need additional support, teletherapy sessions are available. If a true emergency situation arises, please call 911 or any local emergency room.

### MINORS

If you are a minor, your parents may be legally entitled to some information about your treatment. I will discuss with you and your parents' what information is appropriate for them to receive and which issues are more appropriately kept confidential.

### TERMINATION

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. I may terminate treatment after appropriate discussion with you and a termination process if I determine that the treatment is not being effectively used or if you are in default on payment. I will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If treatment is terminated for any reason or you request another provider, I will provide you with a list of qualified speech language pathologists to treat you or other community resources. You may also choose someone on your own or from another referral source. **Should you fail to schedule an appointment for four consecutive weeks, unless other arrangements have been made in advance, for legal and ethical reasons, I must consider the professional relationship discontinued.**

BY SIGNING BELOW, I AM AGREEING THAT I HAVE READ, UNDERSTOOD AND AGREE TO THE ITEMS CONTAINED IN THIS DOCUMENT.