



PARENT HANDBOOK

A Guide to RTS's Purpose, Policies, and Procedures

This guide is meant to be a quick reference to highlight the policies signed as part of your intake paperwork. If you wish to read our policies and procedures in their entirety, please contact our office directly.

WWW.RALEIGHTS.COM

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WELCOME TO RALEIGH THERAPY SERVICES!

Founded in 2007 by a mother-daughter team of speech-language pathologists, Raleigh Therapy Services, Inc. (RTS) is one of the leading pediatric therapy providers in the Triangle area. Our practice employs more than 20 certified and licensed therapists specializing in speech-language, physical, occupational and feeding therapies for children from birth to age 21.

Our therapy team specializes in pediatrics, which allows us to focus strictly on the assessment and treatment of children who may be faced with all types of developmental, medical, physical and neurological needs. Therapists can provide services within a child's natural environment (home, daycare, school) or in our outpatient office. RTS is also able to provide services to Spanish-speaking children in their native language.

We have helped over 2,000 children and families across the Triangle for the past 16 years. It is our goal to continue to build brighter futures, one child at a time.



GENERAL OFFICE INFORMATION

Administrative Office Hours: Monday-Friday, 8:00am-4:00pm.

*Therapists' hours depend upon scheduling availability and may differ from administrative office hours.

All Services are available by appointment only.

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VISION AND MISSION

● **OUR VISION** is to provide children and their families with the tools needed for continued growth in order to build self-confidence, promote independence, and support skill development. We aim to improve active participation and functionality across environments so that our children can thrive as they navigate life, one step at a time.

● **OUR MISSION** at RTS is to provide comprehensive therapy services that empower children and families, helping them reach their full potential. Through creative patient centered strategies we promote independence, inclusion, and quality of life for the greater good of our whole community. We strive to make small changes that have a big impact on the lives of children.



The graphic displays the word "THRIVE" in large, bold, white letters, each letter contained within a colored circle. Below each letter is a white rectangular box containing the full name of the value and a brief description of it.

T	H	R	I	V	E
TEAMWORK	HONESTY	RESPECT	INNOVATION	VISION	EMPOWERMENT
Emphasizing the value of collaboration, communication, and working together as a unified team.	Demonstrating honesty and integrity in all aspects of our work.	Respecting yourself as a clinician, RTS as a company, as well as clients, colleagues, and community members.	Encouraging innovative thinking and creative problem-solving in our approach.	Aligning our actions and decisions with our core values and mission to ensure small changes make a big impact.	Empowering clients, families, staff, and the community to reach their full potential.

OBSERVATION & TRAINING

Raleigh Therapy Services is an observation and training site for undergraduate and graduate students who are interested in and/or are majoring in speech, physical, and occupational therapy. Because of this, patients in our practice may be observed or seen by a student from a training program under the supervision of one of our licensed therapists.

ABOUT US

OUR SERVICES

- Screenings
- Evaluations
- Speech Therapy
- Occupational Therapy
- Feeding Therapy
- Physical Therapy
- Lactation Consultation and Breastfeeding Support
- Specialized Groups
(i.e. social skills, bike riding, fine Motor, and sensory processing)

AGES WE SERVE



Infants



Toddlers



Preschoolers



School-Aged Children



Teens

AREAS WE TREAT & SUPPORT

- Articulation
- Language
- Late Talking
- Auditory Processing
- Autism
- Apraxia of Speech
- Picky Eating
- Chewing and Swallowing Difficulty
- Breastfeeding and Bottle-feeding Difficulty
- Difficulty transitioning from bottle and from food textures
- Stuttering
- Social Skills
- Augmentative and Alternative forms of Communication (AAC)
- Parent Coaching
- Delayed Milestones (sitting, crawling, walking, talking)
- Toe Walking
- Pre-handwriting/Handwriting
- Self-care (feeding, bathing, dressing)
- Sensory Processing
- Visual Perception
- Torticollis
- Plagiocephaly
- Fine Motor Skills
- Gross Motor, Balance, & Coordination Skills
- Executive Functioning
- Emotional Regulation



SCHEDULING AND APPOINTMENTS

Our therapists do their own scheduling in coordination with caregivers. Patients will be required to sign up for recurring/standing appointments based upon evaluation recommendations.

If you find that you are unable to keep a weekly appointment, you may discuss flex scheduling options with your child's therapist. You will be notified during the week when a therapist has an opening for your child, but appointments are not guaranteed.

Please see our attendance policy for detailed information on cancellations and makeups.

A 60-minute session consists of 55 minutes of direct treatment and approximately five minutes for activities such as: caregiver education, session documentation, and transitioning the child from the end of the session out to the waiting room, back into the classroom, etc.

A 45-minute session consists of 40 minutes of direct treatment and approximately five minutes for activities such as: caregiver education, session documentation, and transitioning the child from the end of the session out to the waiting room, back into the classroom, etc.

A 30-minute session consists of 25 minutes of direct treatment and approximately five minutes for activities such as: caregiver education, session documentation, and transitioning the child from the end of the session out to the waiting room, back into the classroom, etc.



CONSULTATIONS AND MEETINGS

We welcome the opportunity to answer your questions and discuss your concerns regarding your child. We also welcome the opportunity to collaborate with any family members or professionals who are involved in your child reaching their goals. Please note that brief discussions can take place during the first or last 10 minutes of your child's session.

Please be advised that additional collaboration time, required trainings by childcare/school facilities, and/or meetings outside of your therapist's treatment session will incur additional expense at a treatment rate that will be pro-rated for the amount of time provided. This is not billable to your insurance and will be an out-of-pocket expense

WANT TO LEARN MORE?

Visit our website at www.raleighs.com to learn about the referral, evaluation, and treatment processes. You can also find more information about our practice and our amazing team of therapists and staff.

FINANCIAL INFORMATION

INSURANCE

Please understand that health insurance benefits are a contract between you and your insurance carrier. We are happy to assist you in understanding your specific benefits and responsibilities but please understand that any changes to your insurance plan can affect your coverage. We encourage families to keep track of their own benefits throughout the course of treatment – including maximum allowed visits to avoid unexpected charges and denied claims.

AS A REMINDER, POLICY VERIFICATION DOES NOT GUARANTEE BENEFITS OR COVERAGE.

As in-network providers, we have taken on the responsibility of filing charges directly to your insurance company. Some services may be denied by your insurance company secondary to your plan type, medical necessity, or other policy limitations. As a courtesy we will attempt to re-file a denied claim on your behalf one time.

IF YOUR INSURANCE COMPANY DOES NOT PAY FOR SERVICES, YOU WILL BE FINANCIALLY RESPONSIBLE FOR ALL SERVICES RENDERED.

We contract with insurance companies so that you are receiving a preferred rate for services. We submit these claims to your insurance company as a benefit to you and do not bear any financial responsibility for services. Our main priority is your child's well-being and therapeutic outcomes and ultimate financial responsibility rests upon the policyholder.

BILLING & PAYMENTS

RTS requires that all clients, except for those who are Medicaid recipients, have a credit card on file to cover any charges not paid by insurance. Credit cards will be run every Friday for services rendered the previous week. Credit cards will be charged for all applicable fees including but not limited to: copays, late cancellation fees, coinsurance, cost of visit if deductible has not been met, and fees for consultations/meetings with therapists.

Accounts can be paid by check if you coordinate with the business office. Checks must be made to Raleigh Therapy Services. NSF checks are charged a \$25.00 service fee. Clients are responsible for all charges that are associated with the collection of a bill.

OVERDUE ACCOUNTS

If your account is greater than 30 days past due, you will be subject to a reoccurring late fee of 5% of the balance due. This reoccurring fee will be charged every 30 days that the account is past due. Additionally, your child will be removed from the schedule and therapy will be placed on hold until your account is paid in full. You may be required to put down a deposit for future services.



POLICIES AND PROCEDURES

ATTENDANCE POLICY

Our attendance policy is designed with your child's best interests in mind. When children are able to attend sessions at the frequency outlined in their plan of care and signed off on by their pediatrician, we are able to optimize positive therapeutic outcomes. Consistent attendance and participation in therapy session ensures continuity of care.



CANCELLATIONS

We are a fee-for-service model, which means that we only get paid when we deliver a service. When clients cancel with less than 24 hours notice or do not show up for their scheduled appointment, it limits our ability to serve our clients. Cancellations negatively impact your child's progress as well as our therapists' ability to provide quality care.

We understand that emergencies and illness arise. For this reason, we allow each family one cancellation per quarter without penalty. Additional late cancellations or no-show appointments will incur a cancellation fee. **FAILURE TO NOTIFY YOUR THERAPIST OF A CANCELLATION WITHIN 24 HOURS OF APPOINTMENT WILL RESULT IN AN AUTOMATIC, NON-NEGOTIABLE \$75 CHARGE THAT WILL NOT BE REIMBURSED BY INSURANCE.** Please be advised that this policy applies to services delivered in all settings (i.e., clinic, schools, daycare, preschools, etc.).

Please remember that guaranteed time slots on the schedule are dependent on consistent attendance. If your child misses more than 25% of scheduled sessions for two or more consecutive months, therapy will be discontinued unless special arrangements are made in advance. If your child has a regular appointment during an after-school time (3-6 PM) and you decide to do an earlier time temporarily, such as for an extended break (2+ weeks), we cannot guarantee that the after-school time will be available after the break is over. Additionally, if your child takes an extended break from therapy (2+ weeks), we cannot hold his/her spot.

SICK POLICY

CHILDREN SHOULD BE FREE FROM FEVER, VOMITING OR DIARRHEA FOR AT LEAST 24 HOURS PRIOR TO THEIR APPOINTMENT.

Children should additionally be free from highly contagious illness until the risk of transmission has passed.

Highly contagious illnesses include, but are not limited to:

- COVID19
- FLU
- PNEUMONIA
- PINK EYE
- HEAD LICE
- SCABIES
- WHOOPING COUGH
- STREP THROAT
- HAND-FOOT-MOUTH
- RINGWORM
- PINWORMS
- CHICKEN POX

If your child has tested positive for COVID-19, they should not come to the clinic until they are past day 5 (with day 0 being the start of symptoms and/or a positive test).

If your child develops a fever or falls ill during their appointment, we will end the session early.



INCLEMENT WEATHER

In the event of inclement weather, caregivers should reach out directly to their child's therapist to determine how to best proceed with the scheduled session. If inclement weather prevents in-person treatment, telehealth will be implemented. We operate on a schedule that is independent of school systems and childcare facilities in the area. It is the caregiver's responsibility to notify therapists of closures or cancellations of these establishments to avoid a no-show or late cancellation fee.



MAKEUP SESSIONS

If you cancel a scheduled appointment at any point in time, you will be required to complete a makeup session. Your therapist will provide you with four options for a makeup session to occur within 30 days of the missed session. If you decline to make-up missed sessions, this can be seen by non-compliance by insurers. Your insurer may not fund future therapy sessions if they see that you were non-compliant with a medical service and prescribed plan of care. **MORE THAN TWO LATE CANCELS OR "NO SHOWS" WILL PUT YOUR CHILD AT RISK OF LOSING HIS/HER REGULAR APPOINTMENT.**

ADDITIONAL INFORMATION

SEPARATED/DIVORCED PARENTS & MULTIPLE CAREGIVERS

We do our best to accommodate multiple caregiver situations, however it is not the responsibility of RTS or our individual providers to communicate with each caregiver separately.

Our system allows one caregiver to receive text message reminders as well as email notifications regarding their child. **IT IS THE RESPONSIBILITY OF CAREGIVERS TO COMMUNICATE WITH EACH OTHER REGARDING THEIR CHILD'S CARE.** This includes communication related to: scheduled evaluations, treatment appointments, therapeutic recommendations, and other pertinent information. Our providers are not required to communicate with non-attending parents/caregivers during or following visits.

Payments, including copays, deductibles, coinsurance, or any additional fees charged by your insurance are due upon receiving a bill from our office. These fees are due regardless of which caregiver is responsible for medical expenses. If the legal agreement requires another caregiver to pay all or part of the therapy costs, it is the attending caregiver's obligation to collect the bill from the liable caregiver. **RTS WILL NOT SEND MULTIPLE BILLS TO DIFFERENT EMAILS/LOCATIONS TO COLLECT PAYMENTS. LATE/MISSED PAYMENTS WILL BE SUBJECT TO OUR OVERDUE ACCOUNT POLICY.**

COURTESY & RESPECT

We are committed to maintaining a safe and welcoming environment for both the families we serve and the staff we employ. **WE HAVE A ZERO-TOLERANCE POLICY FOR RUDE AND AGGRESSIVE BEHAVIOR.** Caregivers and family members of our clients are expected to use calm, quiet voices while in the therapy suites or waiting area to minimize distractions. They are required to refrain from using curse words or other offensive language while on the phone, during a virtual session, or when in/outside our office.

Adults are expected to supervise all of their children when they are in the waiting area and not actively in a session with their therapist. Children should not be in therapy rooms or using therapy equipment without a therapist present. Caregivers must remain on the RTS campus during appointments and must be easily accessible to the therapist at all times in case of an emergency.



Please be courteous with the use of your cell phone and other electronic devices. When interacting with any of our staff or participating in your child's session, please silence your devices and put them away.

Frequently Asked Questions



HOW DO I LEARN MORE ABOUT THERAPY SERVICES?

You can contact our office at **919-791-3582** or visit our website at **www.raleighs.com** to learn more about our services. You may also follow us on social media (Facebook and Instagram) to learn more about the therapy process as well as learn tips and tricks to help with skills at home.



HOW DO I KNOW IF MY INSURANCE WILL COVER THERAPY FOR MY CHILD?

We recommend that you call your insurance company to verify your own benefits as a way to best understand them. Often times an insurance company will explain benefits in more detail to the subscriber. As a courtesy, our office will check insurance benefits upon receipt of your referral. We will attempt to call you to review these benefits prior to scheduling your evaluation. Policy verification does not guarantee benefits or coverage.



WHEN WILL I BE BILLED FOR SERVICES?

We will run the credit card on file each Friday to cover services rendered the previous week. Sometimes insurance will take a while to process payments, so there may not be a balance on your account until a few weeks after starting therapy. Please contact our office directly at 919-791-3582 with questions related to your specific account.



MY CHILD HAD A FEVER OF 102.4 OVERNIGHT, BUT SEEMS TO FEEL FINE TODAY. CAN WE STILL ATTEND IN-PERSON THERAPY?

Children must be fever-free for at least 24-hours without the aid of fever reducers (Tylenol, Motrin, etc.) prior to receiving in-person services. A fever is considered to be at or above 100.4 degrees. A session can still be completed virtually in place of the in-person session.



Frequently Asked Questions



WE ARE TRAVELING FOR THREE CONSECUTIVE WEEKS OVER THE SUMMER. WILL MY CHILD'S THERAPY SPOT BE GUARANTEED WHEN WE RETURN?

Unfortunately, we are unable to hold therapy spots for more than two weeks. If you are within North Carolina, we are able to offer telehealth services while you are away to keep your spot. You may reach out to your therapist when you return to see what their availability is and/or be placed on a waitlist for when a spot becomes available.



WAKE COUNTY SCHOOLS HAVE BEEN CANCELLED DUE TO A THREAT OF SNOW AND ICE. DOES THAT MEAN RTS IS CLOSED?

No. We do not operate under the same guidelines as local schools. Safety for families and staff is our top priority. Please contact your therapist directly to make alternative plans for a virtual session or to plan a makeup session if extenuating circumstances (such as power outages) do not allow for a virtual session. Sessions that are cancelled with less than 24 hours' notice are subject to a cancellation fee regardless of the weather. See our attendance/cancellation policy for additional information.



CAN I DROP MY CHILD OFF AT THE OFFICE FOR THEIR APPOINTMENT AND THEN LEAVE TO RUN AN ERRAND?

No. For safety and liability reasons you may not leave the RTS campus while your child is in therapy. You are welcome to join your child's session, sit in our waiting area, or remain in your car in the parking lot, but you need to be easily accessible to the therapist in case of emergency.



DO YOU INVOLVE PARENTS IN THE TREATMENT PROCESS?

Yes. Parents are a very important part of treatment at Raleigh Therapy Services. Parents are often invited into the treatment sessions to observe therapy if the situation is appropriate, and parent education is an integral part of every therapy session. Each session is designed to allow time for the parent and therapist to discuss progress and what was done during the therapy session. Home programs are provided to the parent to increase carryover in all settings and help the child be more successful in reaching their goals.