

Indigo Therapy Services, Inc.

3815 Osuna Rd NE
Albuquerque, NM 87109
Phone: 505-508-0505
Fax: 505-312-8414

Parent letter/Clinic Policies-Pediatric UPDATED August 2022

- **Parents:** We reserve time at the end of each session to talk with you about your child’s therapy session. All parents/families are expected to wait in the waiting room during therapy sessions. Usually children work best when you are not in the immediate area. You should ask questions and communicate any concerns with your child’s therapist at any time! Parents of children who are severely involved and those under age two may be asked to join the therapy sessions.
- **Behavior:** Frequently children who are seeing therapy are here to work on sensory, boundary and behavior issues. In order to do this the therapist must be able to allow the child to “act out” at times. Please be assured that your child’s safety is of the utmost concern to our staff. We need to be able to try different strategies and approaches to help organize and calm your child and we can’t do that unless they do show some of the behaviors that they were referred for. While the kids are in session it is our job to provide feedback, re-direction and discipline. You get to sit back and relax! Because we work with children on boundary issues we use a "hands off" policy as much as possible. Staff are not allowed to hug children, but are instead instructed to give "high fives" or handshakes.
- **Structure:** Our daily schedule is extremely structured and we use a visual timer to help teach the child what is meant by “5 minutes”, “10 minutes”, etc. If you want to know what we will be working on any given day, please speak with your child’s therapist.
- **Discipline:** We try to prevent escalating your child to provoke unwanted behaviors. We use re-direction, verbal warnings, use of “quiet areas”, and positive reinforcement for good behaviors. As a LAST resort we will use a “time-out”. When we place a child in time-out he/she is not allowed to play with toys. He/she must sit on a time out chair for one minute. If he/she does this without incident he/she may rejoin the therapy session. If a child is placed on three time-outs in a therapy session, he/she might be re-scheduled for a different day as it does not appear to be a good therapeutic day for him/her.
- **Scheduling:** We set up a weekly “standing appointment” time for your child. For example you might be scheduled EVERY Saturday at 10:00 AM. Please call 24 hours in advance if you need to cancel an appointment at 505-508-0505. There is a \$50.00 fee for late cancellations and “no-shows”. For occupational therapy children are scheduled for 50 minutes of treatment

Parent/Guardian Signature: _____ Date: _____

Parent/Guardian Name (Printed) _____

Child’s Name (Printed): _____

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time and 5-10 minutes for the therapist to discuss treatment with family. We usually see children once per week. For speech therapy, children are scheduled for 25 minutes of treatment time and 5 minutes discussion time with the family. Most often, the children are seen once a week for OT and two times a week for ST.

- **“No Shows” and Cancellations:**

Please call 24 hours in advance to cancel a therapy appointment. If you cancel in person, make sure you speak to the front desk; your child’s therapist is not responsible for your schedule. Consistent attendance at therapy is VITAL to your child’s success in the program. We STRONGLY encourage you to schedule a “make-up” session within the same week if you must cancel an appointment.

We will assess a \$50.00 fee for each missed appointment if you do not cancel 24 hours in advance or if you “no show”. We do NOT bill the fee to your insurance or foster agency!

Effective August 28th, 2018 you must cancel the day before your child’s appointment by closing time or it will be considered a late cancellation and the fee will be assessed. We will no longer be accepting voicemails after business hours for cancellations. We will attempt to reschedule your appointment to avoid the fee but it is not guaranteed.

Our policy is that if you have **2 or more** “No-Shows” your child will automatically be discharged from therapy services. Your child’s attendance record will be assessed at progress report time. **If cancellation rate exceeds 25% of scheduled appointments, per every quarter of the year, your child will be discharged.** Children with more than 3 missed appointments in a row will automatically be discharged and may return to therapy with a new doctor’s order and a new initial evaluation after a wait of 6 months. We often have a waiting list for therapy and it is not fair to hold places for children when others are waiting to be scheduled. We will work with you if there are special circumstances.

- **Insurance Co-Payments/Deductibles:**

All co-payments/deductibles/coinsurances are due at time of services. We accept Visa, MasterCard and Discover for payment.

-As of August 2015 we no longer accept checks.

-As of Feb 2018 we no longer accept cash.

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-Insurance companies usually require prior authorization for services. Therefore, if your plan changes you must notify us immediately. If services are billed to a plan that has been terminated, you will be billed for all services rendered.

- **Sign-In:**
Please sign your child in at the front desk.
- **Parental Supervision:**
A parent/guardian must walk the child into and out of the clinic. Children will not be allowed to enter or exit the building without an adult. All children must be supervised by an adult at all times while in the clinic waiting room or outside of the building. We encourage parents to leave siblings at home due to lack of space in the waiting areas. Siblings are not allowed to use therapy equipment.
- **Leaving the Clinic:**
If you will not be staying in the clinic for your child's treatment session please notify our receptionist and provide us with a contact phone number should an emergency arise in your absence.
If you are not back before 10 minutes before occupational and 5 minutes before speech is over the therapist will not have time to discuss your child's therapy and will have to talk to you at the next scheduled appointment time.

-All Treatment Foster Parents and CYFD guardians are required to remain in the building during the entire treatment session. There are no exceptions to this policy.

- **Late Pick Ups:**
Parents are required to be in the building 10 minutes prior to the end of the hour-long session for OT and 10 minutes prior to the end of the half-long session for SLP to speak with the therapist about the session. Habitual tardiness in picking up your child will result in parent having to remain on-site during entire sessions. Failure to comply with this will result in Discharge.
- **Personal property:**
Indigo therapy is not responsible for any missing or damaged personal belongings brought into therapy sessions. Due to HIPAA we ask that electronic devices are left with parents during session times.

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- **Medical records:** Your medical records are always available to you. Faxing is free of charge but there will be a fee for any other method.
- **Custody:**
Please notify our receptionist if your child is not allowed to leave the clinic with other family members.
- **Appointment Times:**
It is extremely important that you arrive on time for your scheduled treatment session. Our therapists have developed specific treatment activities and goals for each session and if you are late, it disrupts the entire treatment process. Chronically late arrivals may be asked to discontinue therapy services or change therapy times.
- **Appointment Reminders:**
Our scheduling system automatically e-mails you the day before your appointment. If you do not want to be e-mailed please let our receptionist know.

It is our policy to contact you 5-10 minutes after your scheduled appointment time to reschedule if you have not arrived for your session. If you are more than 5-15 minutes late you may be asked to reschedule your appointment. If you do not reschedule, a \$50.00 fee will be assessed. If tardiness becomes excessive you will be asked to move times or be discharged from services.

- **Bad Weather Announcements:**
Please visit our website at www.indigotherapyservices.com for updates on clinic opening delays or closure of clinic due to bad weather conditions. We do not follow APS weather delays.
- **Holidays:**
We will always be closed on New Year's Day, APS Spring break, the 4th of July, Thanksgiving and APS winter break.
- **Illness:**
Do not send your child to therapy if any of the following conditions apply within the last 24 hours:
 - o Fever
 - o Diarrhea
 - o Rash

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- o Eye Infection
- o Any Contagious Illnesses
- o Coughing

Call to cancel and re-schedule when your child is well.

- **Website:**
Visit our website at www.indigotherapysevices.com for more information about our services/staff.
- **Contact Information:**
Phone: 505-508-0505
Fax: 505-312-8414
E-Mail: www.itsikids@comcast.net
Website: www.indigotherapyservices.com
- **Taking children to the restroom:**
Indigo Therapy Staff will **NOT** be responsible for taking children to the bathroom, changing pull-ups or diapers. If your child is not completely independent in toileting, you **MUST** stay in the building for their session!

Thank you for choosing Indigo Therapy Services, Inc.
We feel privileged to have the opportunity to work with you and your family.

Liz Dillard, President Indigo Therapy Services, Inc.

By signing each page of the clinic policies, I acknowledge that I have read and agree to the policies herein.

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Parent/Guardian Name (Printed) _____

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