



## PATIENT POLICIES

Welcome to Kidsense! We are excited to work with your child. Please read through our policies in preparation for your child's therapy at Kidsense:

### **CANCELLATION POLICY:**

We understand that there are issues that arise unexpectedly potentially resulting in a missed appointment. Since at least 4 people are affected when an appointment is missed, we ask that you notify us as soon as possible and be prepared to reschedule at the time of cancellation. **You must cancel appointments 24 hours in advance** or you may be charged a \$25.00 cancellation fee which is not billable to your insurance. If you do not show for one or more appointments without notice you may lose your treatment spot. Frequent cancellations or no shows do not benefit your child and will be cause for early discharge.

### **ATTENDANCE:**

Your therapist has made specific recommendations regarding frequency of therapy for your child's situation. If you are not in agreement with the plan of therapy, please discuss this immediately with your therapist as attendance is critical to meet your child's specifically developed therapeutic goals.

### **PREPARING YOUR CHILD FOR THERAPY:**

We want Kidsense to be a positive place for your child where they feel safe, loved and encouraged. Play activities are used to help your child stay motivated and to accomplish their goals. We have some basic routines which help the child to feel comfortable and also help to keep Kidsense clean for all children.

Please have your child use the restroom and wash their hands prior to therapy. This helps to prevent the spread of germs and to reduce any interruptions during therapy. Shoes should be removed before entering the therapy room and left in the waiting room with all toys and personal belongings. There are wipes available for cleaning feet as needed. Your child should wear clothing which allows them to move freely.

### **THERAPY:**

You are always welcome to watch your child's therapy. We want you to have a full understanding of the goals and activities that you can follow up on at home. This can also be taught near the end of the session as some children do best in a one to one situation with the therapist for therapy. You can also hear and watch from the waiting room if that works better for your child. Therapy sessions are generally 60 minutes with 50 minutes of direct therapy. The other 10 minutes is used for care of your child including planning, set-up, documentation, home programming and clean-up. If you leave, please return 45 minutes into your child's session to allow for home programming and questions as needed.

### **HOME PROGRAMS:**

Open communication is a must for establishing appropriate goals and activities for home. People learn in different ways and have different amounts of time and resources for following home programs. Research shows that home program follow-through is consistent with improved speed of recovery. Please let your therapist know if you are at any point overwhelmed with too much home programming or feel you could be doing more at home.

### **PARKING:**

At this time there are 2 parking spots at Kidsense (indicated by signs). You are welcome to park in one of these designated Kidsense spots if available and only during treatment.

Please let us know if you have any questions.