

## VALPO THERAPY KIDS, LLC POLICIES, TERMS AND PROCEDURES

**WE WOULD LIKE YOU TO KNOW:** If you are new to Valpo Therapy Kids, here are some helpful tips.

### PHYSICAL THERAPY SERVICES:

**INITIAL EVALUATION:** Following an initial evaluation, a frequency of treatment will be established. A schedule will be discussed and agreed upon. Changes to the schedule may be made upon a verbal agreement with the therapist, parent/legal guardian and/or client (if over 18 years of age). Missed or cancelled appointments are detailed below.

### INSURANCE:

Valpo Therapy Kids is considered **out-of-network with all insurance providers**. Payment is expected when services are rendered. Patient is fully responsible for knowledge of his/her own insurance benefits and reimbursement policies. VTK will make being reimbursed by your insurance provider as easy as possible providing all necessary records and documentation as needed. Methods of payment include cash, check made payable to Valpo Therapy Kids, or credit card including Health Savings Account (HSA) and Flexible Spending Account (FSA).

### PATIENT CANCELLATION POLICY AGREEMENT

**Consistent attendance to scheduled treatment sessions is necessary to make progress and to meet goals.**

Please be considerate and respect your therapist's time. Early notice for cancellations allows other clients to be scheduled in the empty spot and helps your provider to better manage their time.

Please contact Valpo Therapy Kids at 219-386-3388 if your child is unable to attend his/her regularly scheduled therapy appointment. **Cancelled appointment notifications must be made 24 hours in advance of the scheduled appointment, with the exception of emergencies and unforeseen illnesses.**

- **"Late Cancel"** —Calling to cancel an appointment less than 24 hours before the start time. If the appointment is a Late Cancel patients will be charged the full fee of service to the card on file.
- **Frequently Canceled Appointments** are defined as: Regularly having one or more cancellations per 4 visits scheduled and will require removal from our permanent schedule. These clients will be allowed to schedule on a week-to-week basis only. Cancellations for vacations or pre-planned activities should be made as far in advance as possible. The more time we have to consolidate schedules, the better it is for everyone.

### CLASSES: Nonrefundable

Due to a limited number of class spaces available, you can change or cancel your class up to 24 hours before the class starts. Please note we do not give refunds; your class will go back in your account for you to use another time. If you cancel less than 24 hours before class starts, you will lose your class. We cannot give refunds for any classes that you miss. Please contact me directly at [jthurner@valpotherapykids.com](mailto:jthurner@valpotherapykids.com) to cancel or change your class.

## **SPECIALS AND GIFT CERTIFICATES:**

- Any specials or discounts may not be combined. The lesser of the two discounts will be applied. Valpo Therapy Kids is not responsible for lost gift certificates or coupons.
- All gift certificates and coupons must be brought into (and surrendered upon redemption) Valpo Therapy Kids for redemption.
- Gift certificates cannot be redeemed or exchanged for cash or account credit.
- All gift certificate sales are final.

## **CONFIDENTIALITY & PERSONAL INFORMATION:**

The privacy of our clients is very important to us. We recommend that you review the Notice of Privacy Practices for important information regarding our obligation to maintain confidentiality. You will only be contacted by the method of communication you have chosen to be contacted by. It is your responsibility to update all information regarding you or your child's contact information. If you would like Valpo Therapy Kids to exchange information with another person or professional, an Authorization for Release Information form must be filled out for the dissemination of information to that/those person(s) or you may sign the authorization on the INFORMED CONSENT FORM.

Personal information is specific information about identifiable individuals who seek treatment at our facility. Personal information includes information as it related to the following:

- An individual's personal characteristics (e.g., age, race, gender, home information, phone numbers, familial status, etc.)
- An individual's health information, (e.g., health history, health conditions, health services received, etc.)
- Activities and opinions expressed by the client and also opinions and evaluations by Valpo Therapy Kids providers \*Business information, an individual's business address and phone number, is not protected by privacy legislation.

## **USE OF PERSONAL INFORMATION:**

Like all medical professions, we collect, use and disclose personal information in order to serve our clients. The primary purpose of collecting personal information is to provide treatment that is specific to our client. We will collect information that includes, health history, family history, physical condition, functional abilities, and socialization with others. This information allows us to adequately assess our clients and determine what the health needs of our clients are, and how best to meet those needs. We also collect health information to establish a health baseline in order to provide an ongoing treatment and service to our client and the ability to identify any changes that may occur over the course of treatment. We also collect, use and disclose personal information for the purpose of invoicing our clients for the goods and services provided by Valpo Therapy Kids, that may not have been charged at the time of service or purchase. We may also use this information for reviewing our services to ensure that we deliver the highest quality of service to our clients.

**TERMINATION OF SERVICES:** Clients may terminate services by phone, email, written notice or in person, at any time, providing required notice is given prior to any scheduled sessions. (See cancellation

policy) If any account remains delinquent for more than sixty (60) days, Valpo Therapy Kids reserves the right to terminate services. If a client accumulates more than three (3) no shows, Valpo Therapy Kids reserves the right to terminate services with notice. We reserve the right to terminate services if we determine that the therapy schedule is not aggressive enough to guarantee the positive outcome in a reasonable amount of time.

**CHANGES IN POLICY** Valpo Therapy Kids reserves the right to make policy changes at any time. Valpo Therapy Kids will inform its clients of any policy changes by posting the information in a reasonably accessible viewing area.

#### **EMAIL SIGN-UP**

If you sign up Valpo Therapy Kids, Dr. Jenny Thurner Newsletter, your IP address and email will be stored through Squarespace and/or Convert Kit. This information is used to validate subscription with an opt-in confirmation message and to send the newsletter and business updates. It will not be used to send any other, unsolicited e-mail. This information is visible and disclosed to administrators of the website, but will not be shared with any other organization. After unsubscribing, this data will be deleted from the database according to Squarespace and/or Convert Kit timeframes.

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