

STATEMENT OF POLICIES

June 1, 2010

Financial Policies:

- All accounts must be paid weekly, unless arranged otherwise with Elizabeth Smith. If you want the reduced fee, payment must be received prior to the end of the month in which the services were delivered.
- You will receive a statement at the end of each month.
- Evaluations: must be paid at time of service.
- Insurance: Your insurance reimburses you, and you must file with your insurance company.
- Outstanding balances must be paid by the 15th of the month.
- Additional Services will be charged as per the fee schedule, even if your insurance does not cover such services.

Therapy Session Policies:

- Therapy sessions are based on the standard professional hour of 50 minutes contact time with the client and 10 minutes for planning, preparation, documentation, and transition. Half-hour sessions are likewise 25 minutes contact time and 5 minutes for the latter activities.
- It is imperative that the client be on time for appointments, as times cannot be extended to make up for late arrivals.
- Attendance: Best success in therapy is obtained with regular attendance.
- Three hours notice must be given for cancellations of appointments or you may be charged for that session, except in cases of emergency. If the appointment is neither cancelled nor kept (a "No Show"), you will be charged for that session. Cancelled therapy sessions can be rescheduled by request.
- Parent conferences are usually held during scheduled therapy sessions. If you want to spend time talking with Liz, please let her know ahead of time so she can allow for that during the treatment session. She cannot talk with parents at the end of a treatment session for an extended time period because that makes other clients late with their treatment times. If needed, an alternative time can be scheduled at the hourly treatment rate. School conferences can be attended at the same rate.

Hearing: Current hearing status of clients will be requested, even when no problem is suspected.