

Handbook

Outpatient Services



Heartspring

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www.Heartspring.org

Outpatient Services Overview

Heartspring welcomes children ages birth to 21 years with a warm, therapeutic environment to learn and develop. Serving children and their families is our specialty.

Outpatient Services at Heartspring utilizes an interdisciplinary model to ensure the highest quality care possible for your child. Our speech-language pathologists, audiologists, occupational therapists, physical therapists, behavioral health therapists, and behavior analysts are trained to work together as a team to ensure the best possible outcomes for your child. We evaluate your child and design a program with you that is individualized to meet your child's needs.

It is essential for you to be involved in your child's therapy to be successful. As a parent, you are an important member of the therapy team offering input and collaborating with your therapists for follow-up at home.

Any family participating in Outpatient Services is required to read, understand, and comply with policies outlined in this handbook. Families should be aware that this is meant to be a guide and may not be completely inclusive of all policies and procedures. Families will be given access to the parent handbook at intake and the beginning of each year in January. You can also find the parent handbook on our website at www.Heartspring.org.

Heartspring reserves the right to interpret any policy as appropriate under the circumstances of a situation and to revise, modify, rescind, delete, or add to the handbook at any time.

Mission:

To be a leader and innovator in providing clinically supported services through education and therapies for children with special needs to empower them to grow and learn on a path to a more independent life

Vision:

Creating hope and opportunity that changes the lives of children with special needs and their families

Values:

Excellence, Celebration, Leadership, Service, Possibility, Integrity

Quick Reference Guide

This sheet can be filled out and used to ensure quick access to important information.

Patient Portal Website: <https://heartspring.raintreeinc.com/PatientDashboard>

Patient Portal Login: _____

Patient Portal Password: _____

Important Contact Information:

- Front Desk: 316-634-8710
- Billing and Insurance: 316-634-8807
- Intake and Scheduling: 316-634-8701
- Medication Emergencies for Vanessa Jones, APRN: 316-262-6262

Therapy	Therapy Staff	Scheduled Appointment
ABA Therapy		
Audiology		
Behavioral Health		
Developmental – Behavioral Nurse Practitioner		
Occupational Therapy		
Physical Therapy		
Speech Therapy		

Heartspring will be closed in observation of the following holidays:

- New Year's Day
- Martin Luther King Jr. Day (January)
- Memorial Day (May)
- Independence Day (July)
- Labor Day (September)
- Thanksgiving Day (November)
- Christmas Eve and Christmas Day (December)

If the holiday falls on a weekend, it will be observed either Friday or Monday.

Arrival For Appointment

Check In When You Arrive

Please notify the front desk of your arrival and communicate any changes in your contact information, physician, insurance, or employer. Co-pays, deductibles, and co-insurance payments are due at the time of service unless prior payment arrangements have been made with the Billing Office. If you have a deductible that has not been met, a \$75 deposit will be required per appointment to apply toward your deductible.

For your child's safety, please remain in the lobby until accompanied by your therapy staff. Siblings may quietly observe your child's therapy. Please do not leave children unattended in the lobby area.

Hours

Outpatient Services is open Monday through Thursday, 8:00 a.m. to 6:00 p.m., and Friday, 8:00 a.m. to 5:00 p.m.

Parking

Parents may park in the Outpatient Services parking lot. Parents must accompany their child inside to check in and wait in the lobby for the therapy staff. If you need assistance getting your child into the building, please call the front desk at 316-634-8710.

Parking is not allowed in the circle drive

Appearance and Clothing

Appropriate clothing, footwear, and hygiene are encouraged. Offensive clothing is not allowed. Please pack extra clothing in case your child's clothing becomes soiled, damaged or for comfort.

Attendance and Cancellations

Attendance

Consistent attendance is crucial to support your child's active participation in therapy and to facilitate progress. To ensure meaningful progress, at least 80% attendance over the previous 90 days is required. If you encounter challenges in meeting this attendance target, our Heartspring Scheduling Team will reach out to you to discuss scheduling options. Teletherapy appointments may be available if clinically appropriate to maintain attendance.

To ensure access to care, if your provider is unavailable, we will attempt to reschedule to a different time during the week or with a different provider. You will be expected to attend all other therapies scheduled for that day.

Please call the front desk at 316-634-8710 or email outpatient@heartspring.org more than 24 hours in advance for:

- Anticipated absence or travel
- Schedule conflict with other appointments or commitments

If you are calling after hours or are not able to reach the front desk, leave a message with your child's name and the reason for cancellation.

Heartspring defines a "No Show" as missing a previously scheduled appointment without notifying the front desk 24 hours before the appointment.

A "No Show" will result in a \$75 fee billed to the family. Medicaid participants are excluded from this policy.

Two (2) "No Show" appointments within 90 days will result in removal from a therapy schedule.

Illness

We understand that colds, coughs, influenza, COVID, and other illnesses occur. Heartspring follows the Kansas Classroom Handbook of Communicable Diseases and recommended CDC guidelines. If your child is experiencing the following, please contact the front desk as soon as possible:

- If your child has a fever of 100°F or higher,
- If your child is acting ill, excessively tired, has a stuffy/runny nose, cough, headache, sore throat, or a contagious skin rash,
- If your child has been experiencing vomiting or diarrhea,
- If your child has been exposed to a contagious or infectious disease such as flu, covid, chicken pox, strep throat, pink-eye, etc.

Parents are encouraged to seek medical care to diagnose the illness. Your child must be symptom and fever free without fever-reducing medication for 24 hours prior to returning to therapy.

Please apply the same health standards to other adults and children visiting Heartspring.

Heartspring may cancel, reschedule, or end a session early if your child's health is affecting therapy. You must pick up your child within 30 minutes of notification that they must go home.

Tardiness

You are expected to check in before your appointment time. If you are 5 minutes late to your appointment, your therapy session will be cancelled or rescheduled. If leaving during ABA sessions, you must return 15 minutes before the appointment ends to discuss your child's session.

If excessive tardiness occurs, the Heartspring Scheduling Team will contact you to discuss your scheduling options.

Schedule Changes

If your appointment time(s) does not work for your schedule, changes may be requested by completing a schedule change form located at the front desk. The Scheduling Team will let you know when a preferred appointment time is available.

Emergency Preparedness Procedures

In case of a natural disaster, fire, or other threatening situation, staff will guide visitors, clients, and family members to an appropriate shelter location. In case of power or water outages or inclement weather, Outpatient Services will remain open if the environment remains safe and therapeutic. Outpatient staff will notify families of an emergency and/or closure as soon as possible.

In-Service and Continuing Education Days

Heartspring is dedicated to offering families the highest quality and best practices in clinical therapy. In support of this goal, Heartspring regularly invests in the training and education of staff. We will do our best to limit the impact of training on your child's appointments, by rescheduling therapies when possible.

Privacy Practices

Confidentiality/Health Information Portability and Accountability Act (HIPAA)

Heartspring follows all federal and state guidelines regarding HIPAA and confidentiality practices. Heartspring staff complete annual training to ensure the privacy of your child.

Heartspring facilities are under 24-hour audio and video surveillance. By entering Heartspring, you agree to audio and video recording. In compliance with state guidelines, security camera footage may be obtained for internal purposes only. These recordings will not be released to the public and cannot be used for parents observing therapy.

Parents/guardians are not allowed to take photographs, video recordings and/or audio recordings of other children at Heartspring. Parents/guardians should follow the same HIPAA guidelines as staff and may be held liable for any HIPAA violations.

Communication

Email/Text Consent

Heartspring encrypts all outgoing emails with personal health information (PHI). To open an encrypted email, you will use the same username and password you created for your patient portal. Please know that if you send an email to your therapy staff, you acknowledge that your PHI may not be encrypted. To opt out of text messages, see the Front Desk staff.

Incident Reporting

In the event your child is injured during a session, all staff are trained in first aid and CPR. If the injury requires emergency services, you will be notified immediately. In any instance of injury, an incident report is completed. You and/or your emergency contact will be notified within 24 hours of injuries not requiring emergency services.

Mandated Reporting

Every staff member at Heartspring is a mandated reporter and is required, by law, to report any signs of abuse or neglect.

Parent Satisfaction Survey

Heartspring conducts parent satisfaction surveys three times per year. Participation in this survey is optional. Your feedback helps us to improve the services that we provide and is anonymous.

If you have concerns about your experience at Heartspring, you have multiple ways to contact us. You can contact the front desk at 31-634-8710 and ask to be directed to your child's therapist, Office Manager, Department Director, and/or the Chief Compliance Officer. A written complaint can be emailed to Complaints@heartspring.org. We take all concerns and complaints seriously. Our completed Complaint Policy, including our External Complaint form can be found in the policies section of our website.

Yearly Paperwork and Release of Information

To ensure the best care possible for your child a release of information is required annually for primary care physicians, specialists, and schools. You may also provide a release of information for other family members.

The release of information is only valid for one year and must be updated annually through the patient portal. Without current releases, your child may not be able to continue services at Heartspring. You will be contacted to renew the paperwork online. Paper copies are available at the front desk.

Heartspring celebrates the successes of our clients using marketing, educational, and promotional opportunities. We may contact you to request a release to share your child's story through photography, video, and/or a success story.

Payment Information

Insurance

Heartspring accepts most major insurance, including Kansas Medicaid. Please provide your insurance card to the front desk when checking in for an appointment. Any changes in insurance coverage must be provided as soon as possible, including new insurance cards or updates.

Please contact your insurance company to verify if the services you are seeking are covered. Not all services provided at Heartspring are covered by insurance. Clarification identifying a developmental delay, rehabilitation services, or medical necessity with your insurance company may determine coverage. In most cases, we will verify coverage and obtain the necessary pre-certification and/or referrals prior to receiving services.

A quoted benefit from your insurance company is not a guarantee of payment. Co-pays, deductibles, and co-insurance payments are due at the time of service unless prior payment

arrangements have been made. If a deductible applies and has not yet been met, a \$75 payment will be required per appointment to apply toward that deductible. A significant outstanding balance may result in the suspension of therapy appointments.

Financial Assistance and Resources

Through the generous contributions of Heartspring's donors, financial resources are available to families who qualify to help cover the cost of healthcare needs, including:

- Therapy services
- Communication devices
- Durable medical equipment
- Hearing aid and assistive listening devices
- Oral care (preventative, early intervention or medically necessary)

Please complete the online application at www.Heartspring.org/pediatrics/forms.

In the Outpatient Services lobby, there are many resources and informational pamphlets all parents are encouraged to browse. There are also several community resources available:

- **United Healthcare Children's Foundation** – www.uhccf.org
- **Assistive Technology for Kansans** – www.atk.ku.edu
- **Rainbows Connecting Point** – www.connectingpt.org
- **Families Together** – www.familiestogetherinc.org
- **Autism Care Today** – www.act-today.org
- **Wesley Children's Foundation** – www.wesleychildrensfoundation.org
- **Small Steps in Speech** – www.smallstepsinspeech.org
- **Down's Syndrome Society of Wichita** – www.dsswichita.org
- **Sedgwick County Developmental Disabilities Organization** – www.sedgwickcounty.org/developmental-disabilities

Any additional questions regarding financial assistance and community resources can be directed to billing at 316-634-8710.

Clinical Practices

Emergency Procedures

If your child displays behaviors that are dangerous or harmful to himself/herself or others, therapy staff follow the Heartspring Emergency Safety Interventions Policy. This includes the use of physical management procedures. All Outpatient staff are trained in crisis prevention and physical intervention strategies. If physical intervention procedures must be implemented, the criteria for release of the restrictive procedure will be when your child is safe in the judgment of the therapist. If restraint is used, staff may ask you to monitor your child for safety. Please contact your therapist if you have not been trained as a monitor and you anticipate that your child may need emergency procedures at some point during their sessions.

In Case of an Emergency

If your child is in an emergency, please call 911 immediately. Heartspring does not have an emergency "on-call" service during or after business hours.

For after-hour medication emergencies for Vanessa Jones, APRN, please call the physician exchange at 316-262-6262.

Medication Administration

Heartspring therapy staff will not administer prescription or over-the-counter medications to children during therapy sessions.

Multiple Relationships

A professional relationship must be maintained between families and the therapy staff serving them. Heartspring staff will avoid multiple relationships, defined as "multiple roles existing between a therapist and a client or their family."

Examples of multiple relationships include but are not limited to:

- A professional and personal relationship takes place simultaneously between the therapist and the child, including being connected on social media and/or taking part in social gatherings outside of Heartspring.
- A relationship between the therapist and a person closely related to or connected to the child
- A therapist is providing a compensated service outside of Heartspring job responsibilities, including babysitting, respite services, and/or transportation services
- A therapist has intentions to enter into a future relationship with the child or someone closely related to the child

If it is discovered that multiple relationships exist, therapy staff will seek to resolve it. If needed, services may be discontinued or transferred to another provider.

Dismissal

Heartspring reserves the right to dismiss or discharge a child from therapy which includes but is not limited to the following:

- When the child has met therapy plan goals and/or demonstrates functional and appropriate skills for continuation in the natural environment.
- The child or their family cannot implement the therapy recommendations even with appropriate efforts to address barriers.
- The child requires interventions which exceed the clinical scope of the therapy offered with Heartspring model.
- When a child is moving outside of the service area.
- The therapy service is no longer funded.
- The child is unable to participate due to health conditions.
- The child is not benefiting from the therapy service.

A family or caregiver is also able to request discontinuation of therapy services at any time during the therapy plan. The request for discontinuation of services should be communicated to the child's therapists.

Student Participation

Heartspring provides university students opportunities to observe or participate in therapy sessions for coursework and practicum requirements. Please notify your therapist if you have concerns regarding non-Heartspring staff being present during your child's sessions.

Outpatient Programs

Applied Behavior Analysis Program

Our applied behavior services program staff consists of Board-Certified Behavior Analysts (BCBA), Board-Certified assistant Behavior Analysts (BCaBA), Autism Specialists (AS), Registered Behavior Technicians (RBT), and Behavior Technicians (BT). Applied behavior services offer intensive intervention based upon the principles of ABA which include individualized therapy plans with goals in the areas of skill acquisition in functional communication, attention, social and leisure skills, community and peer interactions, independent living skills and behavior reduction.

Heartspring's Outpatient ABA therapy serves:

- Clients 2 through 18 years of age
- Clients impacted by autism spectrum disorder, developmental disabilities, intellectual disabilities, cognitive impairments, or multiple disabilities
- Clients with global delays in functioning as well as those who have specific delays in areas of social skill development, language, and adaptive life skills
- Clients who may not be able to communicate verbally, requiring augmentative and alternative communication devices or communication books
- Clients who can safely work within an environment with one staff providing support.

Heartspring's Outpatient ABA therapy does not serve:

- Children who lack an autism spectrum disorder diagnosis
- Children with extreme behavior that requires more than one staff to keep the child safe from harm to self or others
- Children who have used weapons towards others or have a history of fire-setting
- Children with sexually deviant or sexually aggressive behavior

Heartspring ABA Therapy may require a parent/guardian or medical caregiver to remain onsite during therapy when the child requires a ventilator, oxygen, tracheostomies, G-tube feeding, medication administration, or is unable to independently navigate their environment, or other medical related interventions.

Recommended Number of Hours

During your initial assessment and each insurance authorization renewal, you will be provided with a recommended number of hours that your therapist has determined is appropriate based on the goals for your child. This recommendation will be between 10-40 hours per week. Families will be required to participate in 80% of the recommended number of hours. Heartspring ABA Therapy does not guarantee any specific session time will be available.

Observations in Classroom

Heartspring's Outpatient ABA program encourages the active participation of caregivers through observations. Caregivers are required to sign a confidentiality agreement form at the front desk before any observation.

Audiology

The Diane Ellis Pediatric Hearing Clinic strives to maximize each child's auditory potential to develop independent communication so children can interact fully and safely within the community. Our staff is skilled in the assessment and treatment of newborn and pediatric hearing screenings, audiological evaluations, and the fitting and programming of hearing aids.

Our audiology therapy services include assistance for:

- Hearing Evaluations
- Pure-Tone Testing
- Tympanometry
- Video Otoscopy
- Hearing Aid Evaluations
- Assistive Listening Devices
- Swim/Noise Plugs
- Cochlear Implant Mapping
- Auditory Processing Assessment

Behavioral Health

Heartspring's behavioral health services include objective assessment, intervention recommendations, and goal-oriented, evidence-based individual and family therapy. Our staff is skilled in the treatment of a variety of childhood behavioral and emotional disorders.

Our behavioral health services include assistance for:

- Family Therapy and Parent Training
- Autism Spectrum Disorder
- Attachment and relationship building
- Sibling relationships
- Building healthy coping skills
- Conduct Issues
- Attention Issues
- Regulation Issues
- Social Skills and Life Skills training
- Depression and Anxiety

Community Awareness Resources and Education (CARE) Program

The focus of the CARE program is to raise awareness and support the Wichita community while navigating an increasingly growing neurodivergent world; often referred to as autism spectrum disorder (ASD). Neurodivergence is the term for when someone's brain processes, learns, and/or behaves differently from what is considered "typical." The CARE program offers a variety of activities for children and families impacted by ASD, or who identify with this new term we are embracing, neurodivergent. Please note that this may not be an exhaustive list of the services offered, and families should request to be included on the CARE program email list by

emailing care@heartspring.org to stay up-to-date on the current program activities offered. The services listed below are not only for Heartspring families but also for the neurodivergent community.

The CARE program offers:

- **CARE Clubs:** CARE Clubs offer a wide range of social skill opportunities and friendship groups for children. CARE Clubs are to help children and adolescents learn the valuable skills necessary for social and emotional development. Each club helps individuals learn valuable social skills in the natural environment. CARE Clubs are offered twice a month during the fall and winter semesters. The activities presented in clubs help showcase important social and emotional skills to foster growth in a group setting.
- **Parent Respite Services:** Parents of children who have individual needs often struggle to find affordable respite services and care for their children. CARE offers Parent's Night Out one night per month for children to enjoy fun and safe activities while their caregivers enjoy some time to do what they love.
- **Parent Information and Training:** Parent Information and Training (PIT) sessions provide everyone in the family with practical information, real-life examples, and skills based on a variety of topics that can be applied in the care of loved ones with ASD from early childhood through young adulthood. These PIT sessions are offered once per month and are in collaboration with our Outpatient Services. These are available on YouTube.
- **Teen Hangout:** A safe place once per month for teenagers (12-18 years old) to come and hang out with other teens. We provide drinks, snacks, and lots of fun activities geared toward teens.

Developmental-Behavioral Nurse Practitioner

In partnership with Heartspring and The University of Kansas-Medical Practice Association, our Advanced Nurse Practitioner is skilled in medication evaluation and management for a child with a developmental disability.

Our Advanced Nurse Practitioner addresses the parent/caregiver concerns with:

- Inattention, hyperactivity, and impulsive behaviors
- Aggressive behaviors
- Self-injurious behaviors
- Persistent irritability
- Anxiety
- Depression

Occupational Therapy

Occupational therapists specialize in helping children develop the skills needed for participation in their daily activities of play and self-care. Heartspring occupational therapists work closely with parents, families, physicians, and other specialists to help children achieve and gain a higher level of independence. Occupational therapists concentrate on areas of development such as visual-motor and fine-motor coordination, bilateral coordination, functional usage of hands, general play skills, handwriting, creative solutions for activities of daily living (e.g., dressing, eating, brushing teeth, etc.), and sensory processing. Early treatment is imperative in

helping children become confident in their abilities so they can achieve their highest level of success.

Our occupational therapy services include assistance for:

- Visual-Motor and Fine-Motor Skills
- Activities of Daily Living
- Sensory-Processing Skills
- Play and Leisure skills
- Handwriting

Specific treatment approaches implemented in an occupational therapy session may include:

- Neurodevelopmental Treatment (NDT)
- Sensory Processing
- Adaptive Equipment
- Hand Splinting
- Feeding Therapy

Physical Therapy

Physical therapists are professionals who specialize in gross motor skills affecting motor function and movement. Heartspring physical therapists work closely with parents, families, physicians, and other specialists to address difficulties in the following areas such as strength, range of motion, endurance, balance, coordination, and motor control to improve a child's independence, functional mobility, posture, and safety. Physical therapists at Heartspring provide treatment to enhance the quality of life by improving independence and functional mobility to allow children to explore their environment more effectively.

Our physical therapy services include assistance for:

- Gross Motor Skills
- Gait Training
- Toe-walking
- Torticollis and Plagiocephaly (Tight Neck Muscle and Abnormal Head Shape)
- Adaptive Equipment
- Orthotics

Specific treatment tools implemented in physical therapy sessions could include:

- Partial Body-Weight Treadmill Training
- Physiotools Exercise Programs
- Adaptive Equipment
- Gait Trainers, Kaye Walkers, Tripod Canes for Gait Training
- Virtual Reality/Biofeedback-Wii Gaming System with Balance Board and Xbox with Kinect
- NDT (Neuro-Developmental Treatment)
- Orthotic Assessment
- Protokinetics Movement Analysis Software for Gait Analysis
- Strength Training
- Endurance Training
- Kinesiotaping
- FITLIGHT Trainer

Speech Therapy

Speech-language pathologists are professionals who work with children who have communication and feeding difficulties. They are trained to work with verbal and non-verbal children by using verbal language, sign/gestures, and alternative and augmentative communication (AAC) systems. They address difficulties of articulation, receptive and expressive language, fluency, voice, and oral motor skills. Our therapists also provide treatment for children who have difficulty eating and swallowing. Therapists work together with parents, families, physicians, and other specialists to improve outcomes and intervention success.

Our speech therapy services include assistance for:

- Speech Sound Difficulties
- Articulation
- Phonology
- Apraxia
- Receptive and Expressive Language Difficulties
- Language-Learning Difficulties
- Augmentative and Alternative Communication (AAC)
- Stuttering
- Hearing Impairment
- Feeding Difficulties
- Social/Pragmatic Language Difficulties

Specific treatment approaches implemented in speech therapy sessions may include:

- Auditory-Verbal Therapy
- Picture Exchange Communication System (PECS)
- Buffalo Model
- Kaufman Speech-to-Language Protocol
- Augmentative and Alternative Communication Devices and Systems
- PROMPT
- Beckman Oral Motor
- Sequential Oral Sensory (SOS) Approach to Feeding



Child's Name: _____

Child's DOB: _____

By signing below, I acknowledge that I have received the Outpatient Services Handbook and acknowledge the policies and procedures outlined within it.

Parent/Guardian Name: _____

Parent/Guardian Signature: _____

Date Signed: _____