

Parent 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: www.Heartspring.org/login

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
- In-Service Day (First business day of January)
- 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 Saturday, we will be closed on the Friday prior to the holiday. If the holiday falls on a Sunday, we will be closed on the Monday following the holiday.

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 payment will be required per appointment to apply toward that deductible.

The Outpatient Services lobby is a safe area in which parents and children can wait for their scheduled therapy sessions. For your child's safety, please remain in the lobby until accompanied by your therapy staff. Siblings may quietly observe your child's therapy with you. 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 located off 29th Street. 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

Heartspring values individuality in clothing preference and encourages your child to make independent choices in dress. Your child will feel better about themselves when they are well groomed with proper hygiene and appropriate dress. All attire shall be clean and neat and fit the child appropriately. Appropriate footwear is encouraged within and outside the building. We encourage you to pack an extra set of clothes and clothing will be changed during outpatient therapy sessions when improperly fitted, torn, damaged or soiled.

Attendance and Cancellations

Attendance

Your child's regular attendance supports participation in your child's therapy and progress. To make progress, 80% attendance in the previous 90 days is expected. If you are unable to maintain 80% attendance, the Heartspring Scheduling Team will contact you to discuss your attendance.

To help ensure access to care, if your provider is not available, 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" may result in a \$75 fee billed to the family. As part of Heartspring's contract with Medicaid, we cannot bill families for missed appointments.

Two (2) "No Show" appointments within 90 days may 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 and provide a doctor's note. 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 attending the therapy session.

Heartspring may cancel, reschedule, or end a session early if your child's health is impacting therapy. If symptoms develop during the session, you will be notified to pick up your child within 30 minutes of notification.

Tardiness

You are expected to be checked in and arrive for pick up 15 minutes before your therapy appointment begins or is scheduled to end. Tardiness may result in your therapy appointment being cancelled or rescheduled if you are 5 minutes late to your appointment or pick-up.

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

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 notify you by phone when a preferred appointment time is available.

Inclement Weather

If you determine that inclement weather may make it difficult or dangerous for you to bring your child for an appointment, please call 316-634-8710 to reschedule the appointment or request teletherapy services.

Emergency Preparedness Procedures

In the event of a natural disaster, fire, violent or other threatening situation, staff will guide visitors, clients, and family members to an appropriate shelter location. Outpatient staff will notify families of the safety of the emergency situation as soon as possible. In the event of power or water outages, Outpatient Services will remain open until the environment becomes undesirable and unfeasible to maintain a safe therapeutic environment.

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 therapy staff. We will do our best to limit the impact of training on your child's appointments. Therapy staff will reschedule therapies cancelled due to in-services, as available.

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 the purpose of parents observing therapy.

Parents/guardians are not allowed to take photographs, video recordings and/or audio recordings of other people's children at Heartspring. Parents/guardians are required to 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 that contain 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. If you provide a cell phone number, you may receive text messages unless you opt out.

Incident Reporting

In the event your child is injured during a session, all staff are trained in first aid/CPR. If the injury requires emergency services, we will notify you immediately. In any instance of injury, an incident report will be completed. You and/or your emergency contact will be notified within 24 hours for 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. If you have concerns about your experience at Heartspring, please contact the front desk at 316-634-8710 or email outpatient@heartspring.org.

Yearly Paperwork and Release of Information

In order for Heartspring to request a complete medical history from your child's physician, a signed release of information is required to request this information. In addition, you can provide Heartspring the ability to exchange information with physicians, teachers, and other professionals. A release of information is also required for communication with family members, excluding parents or legal guardians.

The release of information is only valid for one year and must be updated annually through the patient portal. Without the appropriate 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 through the use of marketing, educational, and promotional opportunities. We may contact you to request a release to share your child's story through the use of 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 of the 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
- Hearing aid and assistive listening devices
- Delta Dental Resource Funds supporting dental hygiene provided outside of Heartspring

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

In the Outpatient Services lobby, there are a variety of resources and informational pamphlets that 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 utilized, 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 require emergency procedures at some point during their sessions.

In Case of an Emergency

If your child is experiencing an emergency situation, 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 participating 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 it has been determined that the child has made enough progress, parents should maintain gains in the natural environment
- When a child or their family demonstrates the inability to consistently participate in therapy sessions, recommendations, and/or home programs with a lack of measurable progress
- When a child or family's behavior, cooperation, or motivation consistently prevents therapy from being beneficial and causes a lack of measurable progress.
- When Heartspring does not have a therapist with appropriate scope of practice to appropriately serve the child's needs
- When a child is relocating outside of the service area

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 Individual Supports Providers (ISP). When your child begins in the Applied Behavior Analysis program, your family will be assigned a therapist who is a BCBA/AS, and that therapist will complete a formal intake, including an interview and full assessment of skills/behavior. That therapist will develop a treatment plan with your input, targeting the skills you find most important to make meaningful changes in the daily life of your child on the spectrum and your family based on evidence-based practices. Your therapist will also make appropriate referrals to other therapies based on the assessment of your child's skills.

Due to the nature and intensity of services offered in ABA Therapy, some policies and procedures only apply to those families receiving ABA Therapy.

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. Any recommendation of less than 10 hours per week, or inability to participate in the recommended hours, will be referred to less intensive behavior services through Behavioral Health or Parent and Family Collaboration. Schedules will be based on the recommended number of hours provided to you by your therapist. 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 parents and guardians. When possible, parent observations will be scheduled in a separate room. We have several therapy rooms that have one-way observation areas for you to see and listen during the therapy session. Parents and guardians will be required to sign a group confidentiality agreement form at the front desk before any observation.

Handheld Electronic Devices

Heartspring's Outpatient ABA program relies on data collected during sessions to ensure appropriate implementation and clinical decision-making. For this reason, ISP staff are to have their electronic handheld device with them at all times. These devices are specifically used for data collection and communication with supervisory staff.

Session Location

Some children may require assistance in the community and will have programming that is specifically designed for community outings. If transportation is required as part of any ABA therapy session, the child must be transported by the guardian. The therapy staff and parents should plan these community outings no less than 24 hours in

advance. Community outings are for the implementation of community outing goals. Parents must be present to work on the community outing goal and generalize the skills to other environments if the therapy staff requests.

When home sessions are scheduled for ABA, due to the sensitive nature of entering your home and to ensure the safety of our staff, we ask that you have at least one working fire alarm, adequate heating and air, electricity, and a functional bathroom with running water. No illegal activities should occur on the premises, and the area should be free of potential allergens such as cigarette smoke or mold. If you have firearms, they should be properly stored and locked away. If you have animals, we ask that they are up to date on all recommended vaccinations and do not have a history of aggressive behavior. Staff will be unable to work in unhealthy environments such as those with feces, animal waste, or hoarding. If any of the conditions listed above are a concern, all parent sessions can occur on the Heartspring campus. Please know that all staff has the right to immediately vacate the premises if any of the above conditions are not met or if they feel unsafe.

Exclusionary Criteria

Heartspring's Outpatient ABA program serves:

- Clients ages 2 through 21 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

Heartspring's Outpatient ABA program 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, and is unable to independently navigate their environment, or other medical-related interventions.

Dismissal

The ABA program requires that each child, based on the assessment and clinical expertise of the treating therapist, receive 80% of their recommended number of hours. If a family declines specific sessions, and if declining will decrease their hours below 80% of the recommended, the therapist will transition the case to parent training only with a dismissal within ten weeks. Each situation will be reviewed on a case-by-case basis by the therapist.

Parents or guardians are required to be actively involved in the dismissal process and referred, as appropriate, to other resources. When the determination has been made that a client will be discharged from the ABA therapy, the therapist will meet with the family at least two weeks before the end of services to discuss how services will be reduced over the following weeks.

Audiology

The Diane Ellis Pediatric Hearing Clinic is a full-range audiology facility offering specialized audiological services to the pediatric population. Services include newborn and pediatric hearing screenings, audiological evaluations, and the fitting and programming of hearing aids. The Diane Ellis Pediatric Hearing Clinic strives to maximize the auditory potential of each child in order to develop independent communication so children can interact fully and safely within the community.

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 are professionals 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), 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
- Kinesiotaping
- Hand Splinting
- Interactive Metronome (IM)
- Aquatic 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 deficits in the following areas such as strength, range of motion, endurance, balance, coordination, and motor control in order 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)
- Aquatics
- Adaptive Equipment
- Orthotics

Specific treatment tools implemented in physical therapy sessions could include:

- Partial Body-Weight Treadmill Training
- Aquatic Therapy
- Physiotools Exercise Programs
- Adaptive Equipment
- Gait Trainers, Kaye Walkers, Tripod Canes for Gait Training
- Virtual Reality and 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
- Interactive Metronome (IM)
- FITLIGHT Trainer

Speech Therapy

Speech-language pathologists are professionals who work with children who have communication deficits. They are trained to work with verbal and non-verbal children by using verbal language, sign language, and alternative and augmentative communication (AAC) systems. They address deficits 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:

- Articulation and Speech Sound Disorders
- Receptive and Expressive Language Deficits
- Language-Learning Deficits
- Augmentative and Alternative Communication (AAC)
- Stuttering
- Hearing Impairment
- Oral Motor / Feeding Difficulties
- Social/Pragmatic Language Deficits

Specific treatment approaches implemented in speech therapy sessions could 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
- Interactive Metronome



Child's Name: _____

Child's DOB: _____

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

Guardian Name: _____

Guardian Signature: _____

Date Signed: _____