Parent Handbook

Pediatric Outpatient Clinic

Heartspring

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Welcome to Heartspring Pediatric Outpatient Clinic Services!

We're honored to support children from birth to age 21 in a warm, caring, and therapeutic environment. Helping kids and families thrive is what we do best.

Heartspring Pediatric Outpatient Clinic is one collaborative team offering multiple service lines under a single, integrated approach. We follow **evidence-based practices**, maintain **CARF accreditation**, and operate under the direction of our Chief Medical Officer through a strategic partnership with KU Medical Center. This ensures that every program meets the highest standards of quality and safety.

Our multidisciplinary team includes experts in speech-language pathology, audiology, occupational and physical therapy, behavioral health, and applied behavior analysis (ABA). Together, we create personalized care plans that reflect each child's unique needs and goals.

As a parent or caregiver, you play a vital role in your child's progress. Your involvement in therapy and follow-up at home is essential to success, and we're here to support you every step of the way.

We put our Mission, Vision, and Values into practice every day as we deliver the highest-quality therapies to support successful outcomes for our clients and their families.

Mission: Heartspring is a place of possibility for kids the world underestimates. We assess, diagnose, treat, educate, and inspire children with neurodevelopmental needs.

Vision: Every child realizes their full potential

Values: Excellence, Celebration, Leadership, Service, Possibility, Integrity

Because our services are specialized and often in high demand, we ask all families to review and follow the policies in this handbook. It's designed to guide you through our process, though full policies are available upon request. The handbook and relevant policies are provided during intake, updated annually, and always available at **www.Heartspring.org**.

Please note: Heartspring may update or interpret policies as needed to best serve our families.

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/0

Patient Portal Login: _____

Patient Portal Password: _____

Important Contact Information

8700 East 29th Street North
Wichita, Kansas 67226

- **Front Desk**: 316-634-8710
- **Billing and Insurance**: 316-634-8807
- **Intake and Scheduling**: 316-634-8701
- **Toll Free:** 800-835-1043
- **Fax:** 316-634-8891
- **Website:** www.Heartspring.org

Therapy Type	Therapy Staff	Scheduled Appointment
ABA Therapy		
Audiology		
Behavioral Health		
Occupational Therapy		
Physical Therapy		
Speech Therapy		

Observed Holidays (Clinic Closed):

- New Year's Day
- Martin Luther King Jr. Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day and Friday after Thanksgiving
- Christmas Eve and Christmas Day

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

Outpatient Programs at Heartspring

Heartspring provides specialized outpatient services led by experienced, credentialed professionals. Our programs follow **CMS guidelines** and are tailored to each child's unique needs, offering therapy in the clinic, home, and/or community when appropriate.

Our Services Include:

- Comprehensive evaluations and individualized treatment plans
- Ongoing therapy focused on client goals
- Flexible delivery options to maximize effectiveness

We are committed to becoming a **center of excellence in neurodevelopmental care**. Due to the specialized nature of our programs, availability is limited—consistent participation is essential for best outcomes.

Program Highlights

- **Applied Behavior Analysis (ABA):** Evidence-based therapy addressing communication, social skills, independence, and behavior reduction. Includes 1:1 sessions and peer-based social groups.
- **Audiology:** Comprehensive hearing evaluations and interventions.
- **Behavioral Health:** Individual and family therapy to support emotional wellness, coping skills, and social development.
- **Occupational Therapy:** Builds skills for daily living and play.
- **Physical Therapy:** Improves strength, coordination, and mobility using advanced techniques and equipment in partnership with Wichita State University.
- **Speech Therapy:** Supports speech and language development and feeding, through individualized approaches.

Meet Our Providers: Credentials & Expertise

Our therapists are not only compassionate, but they're also highly trained professionals with specialized expertise in pediatric care. Many hold advanced degrees, certifications, and training in areas such as:

- **Speech-Language Pathology**: CCC-SLP licensed with expertise in assessment, diagnosis and treatment of speech sound and language disorders with advanced training in Augmentative and Alternative Communication (AAC) and feeding.
- **Audiology**: Doctoral-level audiologists with pediatric specialization.
- **Occupational Therapy**: Licensed OTs expertise in assessment, diagnosis and treatment of motor development with specialization in sensory processing, fine motor and visual motor coordination, activities of daily living, and self-regulation.
- **Physical Therapy**: DPTs with pediatric specialty in assessment, diagnosis and treatment of motor development with expertise in motor planning, gait, and strength.
- **Behavioral Health**: Licensed clinical social workers, counselors and Marriage and Family Therapists with trauma-informed care and neurodiversity training.
- **Applied Behavior Analysis (ABA)**: Board Certified Behavior Analysts (BCBAs) with specialized training in functional behavior assessment, early intervention, autism care, skill development, and parent collaboration.

We invest in ongoing education and interdisciplinary collaboration to ensure your child receives the most effective, evidence-based care available.

Our multidisciplinary team partners with families to help every child reach their highest potential.

A comprehensive program overview for each service is available upon request or online at www.heartspring.org

Attendance & Appointment Information

Why Attendance Matters

Your child's progress matters—and consistency makes a big difference. Each session builds on the last, so regular attendance helps your child move forward without losing momentum.

- Therapy works best when it feels like a routine. Just like learning to read or ride a bike, steady practice helps your child feel confident and successful.
- We're in this together. When your child attends regularly, we can adjust goals and strategies to meet their unique needs and celebrate progress along the way.
- Missed sessions can feel like starting over. Gaps in therapy may slow progress and make it harder for your child to reach important milestones.
- Your commitment shows your child that their growth is important. Consistency sends a powerful message that their hard work matters.
- Keeping your spot helps everyone. Frequent cancellations can disrupt scheduling and may impact insurance, making it more difficult to maintain a consistent appointment time that works best for your family.

Recurring therapy appointments are in high demand.

To ensure your child maintains access to these valuable sessions:

- We expect at least 80% attendance over a 90-day period.
- If attendance falls below this threshold, our Scheduling Team will reach out to explore options, including teletherapy or week-to-week scheduling, if clinically appropriate.

Arrival & Tardiness

- Check in at the front desk and update any changes to contact info, insurance, or physician.
- Co-pays and deductibles are due at the time of service. If your deductible is not met, a **$75 deposit** is required per visit until the deductible has been met.
- Remain in the lobby until your child is escorted by therapy staff. Siblings may observe quietly but must not be left unattended.

Late Arrivals

- For physical, occupational, and speech therapy sessions, arriving more than **5 minutes late** to a 30-minute session may result in cancellation or rescheduling.
- For ABA sessions, staff may begin at the next billable unit of time (at the discretion of the Director or Designee; billable units begin every 15 minutes).
- Clients who are late more than **twice in 2 months** may lose their guaranteed therapy spot and be moved to the weekly call-in list.
- For non-ABA sessions, participation is important and we encourage you to observe the session often. If you choose to return to the waiting room, please remain available for therapist review.
- For ABA sessions, please return **15 minutes before the session ends** to review progress.

Therapy Session(s) Timeliness

- Therapists strive to begin sessions on time. Occasional delays may occur due to individualized care.
- Delays caused by staff will not count against your attendance record.

Cancellations & No-Shows

- Notify us **at least 24 hours in advance** by calling 316-634-8710 or emailing outpatient@heartspring.org.
- A "No Show" is defined as missing an appointment without 24-hour notice.
- Two (2) No Shows within 60 days will result in removal from your child's recurring therapy schedule.
- A **$75 No Show fee** will be billed to families (Medicaid participants excluded).

Illness Policy

Keep your child home if they:

- Have a fever of 100°F or higher
- Are vomiting or have diarrhea
- Show signs of illness (fatigue, cough, sore throat, rash)
- Have been exposed to a contagious illness (flu, COVID, strep, pink eye)

Your child must be symptom- and fever-free for 24 hours without medication before returning. These absences will be excused if communicated promptly.

Clinic Logistics

Clinic Hours

- Monday–Thursday: 8:00 a.m. – 6:00 p.m.
- Friday: 8:00 a.m. – 5:00 p.m.

Parking & Access

- Park in the designated Outpatient Services lot.
- Do not park in the circle drive.
- If you need assistance getting your child inside, call 316-634-8710.

Visitor Check-In Process

To keep our campus safe, Heartspring uses the School Gate Guardian system to screen visitors before entry. Here's what parents need to know:

- All adult visitors must present a state-issued photo ID at the front desk.
- Staff will scan the ID using the School Gate Guardian system.
- A visitor badge will be printed and must be worn during the visit.
- Minor children accompanying adults will also receive a badge (using the adult's name).
- Visitors must check out when leaving campus.

- Parents dropping off children for therapy without entering the treatment areas do **not** need to check in.
- Regular vendors may receive permanent credentials for convenience.

Clothing & Hygiene

- Dress your child in comfortable, appropriate clothing and footwear.
- Offensive clothing is not permitted.
- Pack extra clothing for spills, accidents, or sensory needs.
- Clients may bring unopened single serve drinks and snacks, or empty cup for water, if needed. We are unable to store supplies beyond single serve daily use.

Schedule Changes

- If your appointment time no longer works for you, complete a **Schedule Change Request Form** at the front desk, or call the front desk to request the change.
- We'll notify you when a preferred time becomes available.

Staff Training & Emergencies

- Heartspring invests in ongoing staff training to ensure best practices.
- The Outpatient office will close for two training days each year, typically in January and August. We will provide at least two weeks' notice and schedule these days during times of lower attendance to minimize disruption.
- In emergencies (weather, power outages), families will be notified promptly. Emergency procedures are available upon request.

Weather & Appointment Cancellations

Heartspring Therapeutic School operates 24/7, but the Pediatric Outpatient Clinic office may close during severe weather. We consider local guidance from **USD 259 (Wichita Public Schools)** and **Wichita State University** when deciding to cancel appointments.

If We Cancel Appointments:

- Families will be notified by **6:00 AM** via text, email, or phone.
- Please keep your contact information up to date.
- We encourage rescheduling when possible. Options may include **telehealth** or make-up appointments on alternate days (such as Mondays or Fridays).

If Weather Changes During the Day:

- Families will be notified promptly using the same communication channels.

Privacy, Communication & Financial Information

Privacy & Confidentiality

At Heartspring, your child's privacy and safety are top priorities. We follow all federal and state regulations under the Health Insurance Portability and Accountability Act (HIPAA) to protect your family's confidential information. Our staff complete annual HIPAA training to ensure your child's health data is handled with care and professionalism.

Security & Surveillance

To maintain a safe and secure environment, our facilities are monitored by 24-hour audio and video surveillance. By entering Heartspring, you consent to this monitoring.

In accordance with state guidelines:

- Recordings are used only for internal safety and quality purposes.
- Footage is not shared publicly and cannot be used for parent observation of therapy sessions.

Respecting Everyone's Privacy

To protect the privacy of all children and families:

- Photography, video, or audio recordings of other children are not permitted.
- We ask that parents and guardians follow the same HIPAA standards as our staff. Unauthorized sharing of private information may result in liability for HIPAA violations.

Thank you for helping us create a respectable and secure space for every child to grow and succeed.

Communication, Dignity & Respect

We believe every child and family deserves to be treated with dignity, respect, and compassion. We honor each client's individuality and promote their right to self-determination and meaningful communication.

Kind words, friendly greetings, and respectful tones are expected in all interactions.

Please note: Heartspring reserves the right to discontinue services if a client or family member engages in demeaning, harassing, or inappropriate behavior toward staff or other clients.

Email & Text Communication

To protect your privacy:

- All outgoing emails containing personal health information (PHI) are encrypted.
- You can access encrypted messages using your patient portal login credentials.

If you choose to email your therapy team, please note that your message may not be encrypted.

To opt out of receiving text messages, speak with our Front Desk team.

Incident Reporting

Your child's safety is our top priority. All Heartspring staff are trained in CPR and first aid.

- If your child is injured during a session, we will notify you immediately if emergency services are required.
- For non-emergency injuries, an incident report will be completed, and you or your emergency contact will be notified within 24 hours.

Mandated Reporting

All Heartspring staff are mandated reporters. We are legally required to report any suspected abuse or neglect to the appropriate authorities. This is part of our commitment to keeping children safe.

Satisfaction Surveys

We value your feedback! Heartspring conducts satisfaction surveys annually. Participation is optional and responses are anonymous.
Your input helps us improve our services and better support your child's journey.

Concerns & Complaints

If you have concerns about your experience, we want to hear from you. You can:

- Call the Front Desk at **316-634-8710** and ask to speak with your child's therapist, Department Director, VP of Clinical Operations, or Chief Program Officer.
- Email a written complaint to **complaints@heartspring.org**.
- Visit the Policies section of our website to access our full Complaint Policy and External Complaint Form.

We take all concerns seriously and are committed to resolving them with care and transparency.

Annual Information Review & Release of Information

To ensure continuity of care and maintain accurate records, Heartspring requires an annual review and update of:

- Demographic information
- Insurance details
- Financial agreements
- Any necessary Release of Information forms

Release forms are required for schools and any family members, friends, or outside providers involved in your child's care who are not covered under HIPAA's continuity of care provisions. These releases are valid for one year and must be renewed through the patient portal. Paper copies are available at the Front Desk.

Note: Under HIPAA, releases are not required for communication with primary care providers or specialists directly involved in your child's treatment.
We also celebrate client success through stories, photos, and videos. You may be contacted to provide a release for promotional or educational purposes.

Payment & Insurance

Heartspring accepts most major insurance plans, including Kansas Medicaid. Please:

- Present your insurance card at check-in.
- Notify us of any changes in coverage immediately.

We will verify coverage and obtain necessary pre-authorizations when possible. However, a quoted benefit is not a guarantee of payment.

Payment Expectations

- Co-pays, deductibles, and co-insurance are **due at the time of service**.
- If your deductible has not been met, a **$75 payment per appointment** will be required.
- Significant unpaid balances may result in suspension of services and referral to collections.

Financial Assistance & Community Resources

Thanks to generous donors, Heartspring offers financial assistance to qualifying families for:

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

Apply online at: www.heartspring.org/pediatrics/forms

Explore additional resources in our Outpatient Services lobby or online at www.heartspring.org.

For questions about financial assistance, contact Billing at 316-634-8710.

Clinical Practices & Program Overview

Emergency Safety Procedures

Your child's safety is our highest priority. If a child exhibits behaviors that pose a risk to themselves or others, our therapy staff follow Heartspring's Emergency Safety Interventions Policy, which may include physical management procedures.

All outpatient staff are trained in crisis prevention and intervention strategies. Physical intervention is used only when necessary as a last resort and is discontinued as soon as the child is safe, as determined by the therapist.

In Case of Emergency

If your child is experiencing a **medical or behavioral emergency outside of therapy**, please call **911**.

Heartspring does **not offer emergency "on-call" services** during or after business hours.

Medication Administration

For safety and compliance reasons, Heartspring therapy staff do not administer medications—prescription or over-the-counter—during therapy sessions.

Safety in the Clinic

We strive to create a safe, supportive environment for all children. In group settings, minor injuries or safety concerns may occasionally occur. Our clinic follows established protocols to ensure prompt and appropriate care, including first aid when needed.

Professional Boundaries

To maintain a therapeutic and ethical environment, Heartspring staff avoid multiple relationships with clients and their families. This means staff may not:

- Engage in personal relationships outside of therapy (e.g., social media, social events)
- Provide paid services outside of Heartspring (e.g., babysitting, transportation)
- Form relationships with individuals closely connected to the child
- Intend to enter into future personal relationships with the child or family

If a multiple relationship is identified, we will work to resolve it appropriately. In some cases, services may be transferred or discontinued to protect the integrity of care.

Therapy Dismissal

Heartspring may discontinue therapy services for reasons including, but not limited to:

- Completion of therapy goals
- Inability to implement therapy recommendations despite support
- Needs exceeding our clinical scope
- Relocation outside our service area
- Loss of funding
- Health conditions preventing participation
- Lack of therapeutic benefit

- Harassment or inappropriate behavior toward staff or other clients

Families may also request to end services at any time. This will not affect future eligibility. Upon request, we can provide a list of other credentialed providers in the region.

Student Participation

Heartspring partners with universities to support future clinicians. Students may observe or assist in therapy sessions as part of their training.

If you have concerns about student participation, please speak with your therapist.

Patient & Family Rights and Responsibilities

At Heartspring, we believe in respecting and empowering families. Our Patient Bill of Rights and Responsibilities help you understand what to expect—and what we ask in return to ensure the best care possible.

An adapted version is available to help children understand their rights. If your child needs support to understand this information, please let us know—we're happy to help.

Parent & Caregiver Rights

As a parent or caregiver, you have the right to:

- Be treated with kindness, dignity, and respect
- Receive timely answers to questions and requests
- Know who is providing care and who is responsible for your child's services
- Access interpreter services if needed
- Understand the rules and expectations for conduct
- Decline treatment, unless otherwise required by law
- Request information about financial resources for care
- Receive a reasonable estimate of service costs before treatment
- Request and understand an itemized bill
- Access services without discrimination of any kind
- Share concerns or grievances through our formal process by emailing complaints@heartspring.org

Parent & Caregiver Responsibilities

To help us provide the best care, we ask that you:

- Share accurate and complete health information about your child
- Notify us of any changes to insurance coverage
- Ask questions if you don't understand the treatment plan
- Follow the recommended treatment plan
- Attend scheduled appointments or notify us if you need to cancel
- Understand that declining treatment may affect outcomes
- Pay financial obligations in a timely manner
- Follow clinic rules to support a safe and respectful environment

Client Rights (Kid-Friendly Version)

Every child at Heartspring has the right to:

- Be treated kindly and respectfully—you matter!
- Get help and answers when you ask questions
- Know who is helping you and taking care of you
- Have someone talk to you in your own language if needed
- Learn the rules for how to act
- Say "no" to therapy or medicine unless a special rule says otherwise
- Ask about money help for your care
- Know how much things will cost before you get help
- Get a bill that makes sense—and ask questions if you don't understand
- Get help no matter who you are or where you come from
- Speak up if something doesn't feel right—tell someone or email complaints@heartspring.org

Client Responsibilities (Kid-Friendly Version)

To help your therapists help you, you should:

- Tell them how you feel and what medicine you take
- Ask questions if you don't understand the plan
- Try your best to follow the plan so you can learn and grow
- Let the front desk know if you can't come to therapy
- Know that if you don't want help, it's your choice—but talk about it
- Follow the rules so everyone stays safe and happy

_____
Client's Printed Name

_____
Date of Birth

_____
Parent's/Guardian's Printed Name

_____ _____
Parent's/Guardian's Signature Date