

GENERAL POLICIES

Illness

- In-person sessions should be rescheduled if you have had any of the following within the last 24 hours: fever, vomiting, diarrhea, conjunctivitis (“pink eye”), contagious rash, or Covid, or if you did not attend work or school because of illness. Virtual sessions are available if feeling well enough.
- Please arrange for ill family members to stay at home. If that is not possible, a mask will be provided.

Treatment & Services

- Only food or drink used as part of therapy is allowed in the treatment room to reduce the risk of food allergies and to keep the focus on therapy. Water bottles are encouraged for use during breaks.
- Home practice is assigned regularly. This is a vital component to making progress. Home exercises need to be done properly to avoid having a negative effect on progress. If you’re not sure what to do...*please ask!*
- Clients may terminate services by phone, email, written notice or in person, at any time, for any reason. Ann Arbor Speech & Language Therapy Center, LLC may terminate services (1) if a statement balance remains outstanding for 60 days, (2) if a client misses two appointments without prior notice (no-show/no-call) or (3) if attendance falls below 80%.
- This is a fee for service practice. Ann Arbor Speech & Language Therapy Services, LLC is considered “out of network” with all insurance companies. Please contact your insurance provider or your flexible / health spending account for confirmation that services can be reimbursed. A detailed invoice is automatically generated for each paid service; a superbill is available upon request.
- A notice of [HIPAA privacy practices](#) is provided at the first appointment and is also available at www.annarborspeech.com.

Communication

- All clients will need to register an account with the Practice Better client portal. Practice Better is the secure, HIPAA compliant electronic health record system used for scheduling, billing, and all communication with clients and team members. It is the best way to get a message to your provider. Please be advised that text and email notifications are *not* end to end encrypted, and therefore not secure.
- Clients should use the Practice Better chat messaging feature as a primary means of communicating with your provider. Text messaging should only be used in emergency, time-sensitive situations. Do not send texts outside of business hours (8am - 8pm) as this is disruptive to your provider and their family members.
- Please allow *at least* 24 hours for a response from your provider as they are in appointments throughout the day and have limited opportunity to check messages.
- All scheduling and appointment matters must be managed at the beginning of an appointment or via phone or portal message. *Please do not come to the office unless you have an appointment.* No exceptions.
- *Behavior is communication.* At some point, nearly all children “act up” in therapy...*please* resist the urge to respond to negative behaviors for two important reasons: 1) how a child responds to a challenging task gives the provider valuable information about next steps in therapy, and 2) acknowledging negative behaviors takes the focus away from treatment (which is likely what children are hoping will happen), but ignoring the behavior and continuing the activity as planned teaches a child that they will be supported through their work, especially when it is hard.

Teletherapy

- Given the hands-on nature of speech therapy, teletherapy is not offered as a regularly scheduled service. Requests for virtual sessions should be made *only* as an alternative to canceling a session in exceptional circumstances, such as weather or car trouble. Appointments will be made virtual only when it is in the best interest of the client. Please contact your provider if you are having trouble attending in person sessions and we will work with you to find a solution.
- *By law*, teletherapy must take place within the state of Michigan in a home or practitioner’s office.
- For best results, use a laptop or desktop computer so all programs and graphics are fully displayed on the screen, and so the client can see both a shared screen and their provider at the same time (these features are not available on tablets and phones).
- Clients must be seated in a stationary chair (no wheels) at a desk or table free of distractions. Couches and beds do not support upright posture needed for speech practice.
- An adult must be present to observe the session, help with hands-on support, and manage the technology.

Please see [Attendance Policies](#) for detailed information about attendance requirements and cancellation fees.