

RACHEL CORTESE, MS CCC-SLP, MS Ed
SPEECH, LANGUAGE AND BEHAVIOR THERAPY

PRACTICE POLICIES

The following information is provided to ensure efficiency and quality of services.

SICK POLICY

When your child is sick, his/her performance in speech therapy is often not optimal, and less beneficial. Therefore, if your child has a thick, yellow/green nasal discharge, or has vomited or had diarrhea within the past 24 hours, please text or email your therapist at any time to cancel as early as possible. **Child must be symptom-free for 24 hours, without the use of medications including Tylenol.** Thank you for adhering to this sick policy.

CANCELLATION POLICY

Regular attendance is essential for your child's growth in therapy. However, there are times when the cancellation of an appointment is necessary. If cancelling an appointment is necessary, please give at least 24 hours notice so that we can plan accordingly.

MEETING/OBSERVATION POLICY

Team meetings and school observations are integral to the progress of each student. One school visit or team meeting is provided free of charge per school year. All subsequent meetings, school visit observation and conferences, etc. will be billed at the same hourly rate of therapy.

PROGRESS REPORTS/INSURANCE LETTERS

If you need a progress report, justification, insurance letter etc. please request this a minimum of two weeks in advance.

PAYMENT POLICY

Payment for services is expected at the time of treatment. You will be provided with an invoice at the end of each session with the appropriate diagnosis and treatment codes. If you carry insurance, please understand that our professional services are rendered and charged to you, not to the insurance company. It will be your responsibility to contact your insurance company to determine if they will reimburse you and if so, what percentage of the fee they will cover. It is your responsibility to submit the invoices directly to your insurance company for reimbursement.

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