

# **OT Connection Pediatric Therapy**

# **Parent Handbook**

### <u>Welcome</u>

OT Connection is enthusiastically dedicated to the rehabilitative needs, both physical and emotional, of children from birth to 15 years old. Our therapists are highly skilled and are considered specialists in their respective fields. The clinic is designed to provide the ultimate one-on-one personal care in a comfortable, secure, encouraging, and friendly atmosphere. We administer the most progressive and innovative treatment techniques and therapies available. We also provide education and training to family members and other caregivers to help ensure that your child leads a happy, healthy, and successful life. Every patient is provided with pediatric care that is crafted specifically for their needs using the most progressive therapy equipment and techniques available. Our team of certified Pediatric Therapy Specialists and their supporting staff are dedicated to giving our patients successful personalized care using the most progressive methods possible, walking each patient and their family through the process every step of the way.

### **Services**

OT Connection offers the following pediatric therapy for children age's birth to 15 years of age:

- Occupational Therapy
- Physical Therapy
- Speech Therapy

We also offer multiple social skills groups and small groups designed to work on your child's therapeutic needs in a fun peer based group environment. (These are offered to patients over the summer months, and intended to be a supplement to their ongoing therapy sessions.

### **Contact Information and Hours of Operation**

We are open 8:00 AM to 6:00 PM Monday thru Thursday and 8:00 AM to 4:00 PM on Friday.

Our phone number is 512-251-3230 and fax number is 512-251-8760. You may also contact us via email.

Scheduling and General Inquiries Email- sarah@otconnection.com

Billing and Insurance Questions- amy@otconnection.com

Or through our website at www.OTConnection.com

#### **Location**

OT Connection is located at 2415 W, Pecan St. Suite 100, Pflugerville, TX 78660

From IH35 take exit 247 toward 1825/Pflugerville continue on 1825 approximately .6 miles and OT Connection will be located on your right in a white stone building.



### FREQUENTLY ASKED QUESTIONS

### Q. Can I bring my other children to the first visit or evaluation?

A. We would prefer that your child attends their first appointment/evaluation at the clinic without their siblings present. We will need your undivided attention as we gather developmental history and try to get a clear picture of your child and your concerns for therapy.

### Q. My child is school-aged — is it possible for me to get an after school appointment?

A. Absolutely! Keep in mind though that many of our children are school-aged, and their parents frequently request an appointment after school hours. We will always do our best to accommodate your scheduling requests.

### Q. What do I need to bring with us when my child comes for the initial evaluation?

A. Please come about 15 minutes early to fill out the necessary paperwork. If your child has had any previous tests, please bring the results and reports with you, if possible. For insurance purposes, bring your insurance card and any prescriptions, referral forms, pre-authorization forms, or co-payments that your individual policy requires.

### Q. How should my child dress for an evaluation?

A. Your child should dress in comfortable, loose-fitting clothing.

### Q. What happens after the evaluation?

Initial results of the evaluation and recommendations are reviewed with you (and your child if age appropriate). A written report detailing evaluation results will be emailed to you and faxed to your referring physician for their signature. If your insurance requires authorization for therapy we will submit the signed copy of your child's evaluation report to them with a request to have visits authorized.

#### Q. What is a Treatment Plan?

A. A treatment plan is an individualized plan created by the therapist to address your child's needs.

The plan may include:

- Recommendations for therapy or re-screening/re-evaluation at a later time
- Initial goals to address during therapy
- Suggestions for parents/caregivers and educators

### Q. Do you involve the parents in the treatment process?

A. Yes. The parents are a very important part of therapy here at OT Connection. Parents are often invited back into the treatment rooms to observe therapy as long as the situation is appropriate. They also have the option of observing therapy in the waiting area by watching a baby monitor. Every session is designed to allow time for the parent and therapist to discuss progress and what was done during the therapy session. Parents are also given activities to work on at home to increase carryover in all settings and help the child be more successful in reaching their goals.

### Q. What are the benefits of Co-treatment?

A. Co-treatment between an occupational therapist and a speech language pathologist can be very beneficial. Many times children benefit from the ability to have both professions at the same time when working towards a particular goal. During co-treatment, the occupational therapist and speech language pathologist will work together to address their goals in a collaborative approach. Often speech and occupational therapy skills are needed during the same session to be successful.



### **Occupational Therapy**

OT Connection specializes in Pediatric Occupational Therapy services that support and promote the achievement of independence with activities of daily living; the integration of sensory systems; self-regulation skills; upper body strength and function; feeding skills; handwriting skills; motor planning and praxis; body awareness and environment safety; bilateral coordination skills and balance; visual motor and visual perceptual skills; facilitation of developmental milestones and age-appropriate fine motor skills.

The Pediatric Occupational Therapist is trained to provide skilled intervention to infants, toddlers, children, and adolescents with disorders that effect development of motor and behavioral skills. Our team of Therapists are highly skilled, state licensed, and nationally certified.

### Q. What should we expect at the evaluation?

Your child's evaluation will consist of an interview to collect his/her medical history, an observation, and an examination. We will evaluate your child's cognitive/behavioral skills, fine and gross motor skills, visual motor skills, sensory motor and sensory-processing skills, and self-care skills.

### Q. How long is a typical therapy session?

Individual therapy sessions last one hour and children attend therapy weekly. The frequency per week will be recommended by your child's evaluating therapist.

### Q. What happens during a typical therapy session?

Depending on your child's age and specific needs, your child will engage in variety of sensory modalities that develop fine motor skills, social skills, visual motor skills, self-care skills, and sensory processing skills. Parents of young children are welcome to attend the early sessions, but we try to transition the child to sessions without the parents so the child is not distracted. Because we have other disciplines at our Center – including physical therapy, speech-language pathology and ABA therapy– your child may benefit from having other therapists involved in your child's therapy.

# Q. What will my child need to do at home to continue his/her therapy?

At-home activities are crucial to your child's therapy. During the last 10 minutes of your child's therapy session, we will give you worksheets and suggest home exercises or extra-curricular activities to supplement your child's therapy program.

# Q. How long will my child's entire occupational therapy last?

The duration of your child's therapy will depend on many factors, including the type of disorder/injury your child is experiencing, its severity, any medical issues present, insurance coverage, and your participation in carrying over your child's home program. Occupational therapy can last for several months or throughout a child's lifetime.



# **Physical Therapy**

OT Connection practices Pediatric Physical Therapy that addresses postural and motor control, balance and equilibrium skills, gait, muscular strength and endurance, range of motion and flexibility, coordination skills, and developmental delays. Physical therapy is provided by a licensed physical therapist that has specific knowledge and training in typical child development, in identifying areas of functional limitations, and in addressing these issues with an appropriate therapeutic program.

# Q. What should we expect at the evaluation?

A. Your child's evaluation will consist of an interview to collect his/her medical history, an observation, and an examination. The examination will vary based on his/her age and will contain standardized testing when appropriate.

# Q. How long is a typical physical therapy session?

A. Individual therapy sessions last one hour.

# Q. What happens during a typical therapy session?

A. Depending on your child's age and specific needs, your child may undergo a variety of stretching and strengthening exercises and some play activities to get him/her moving. You are welcome to attend the sessions, but we may try to transition your child to sessions without you if we feel this will benefit your child. Because we have other disciplines in our center – including occupational therapy, speech-language therapy, and ABA therapy – your child may benefit from having other therapists involved in your child's therapy.

# Q. What will my child need to do at home to continue his/her therapy?

A. At-home exercises are crucial to your child's therapy. You will be given exercises at your child's evaluation, which will be periodically revised. How often your child must perform the exercises is based on his/her individual therapy.

# Q. How long with my child's entire physical therapy last?

A. The duration of your child's therapy will depend on many factors, including the type of disorder//injury your child is experiencing, its severity, any medical issues present, insurance coverage, and what type of at-home therapy exercises are needed. Physical therapy can last for as little as two months or throughout the child's lifetime.



# **Speech-Language Pathology**

At OT Connection, Speech and Language Therapy for children includes intervention programs for the treatment of speech, language, fluency, behavior and social disorders at all levels of severity. Our staff meets with the child, as well as parents, family members and other involved care-givers in order to assess each child's strengths and areas of concern, set realistic goals and objectives, and plan for therapy. Our therapists create an individualized therapy program and unique treatment approach for each child. Our staff is trained in state of the art Speech Therapy services, and are highly skilled to work with children who exhibit a wide variety of strengths and weaknesses. Our clinic offers a warm, playful, family oriented environment.

# Q. What should we expect at the evaluation?

A variety of methods, including formal and informal tests, observation, parent/caregiver interview, and play-based activities will be used to evaluate your child's speech, language, cognition, and voice. Selection of testing methods is based on your child's individual needs.

# Q. What do I need to do to prepare my child for a feeding evaluation?

A. Please try to bring your child hungry for the feeding evaluation. You will need to bring a variety of foods for the assessment, both foods that your child tolerates and foods that he/she does not tolerate. In preparation for your child's feeding evaluation, we request that you keep a 3-day diet log (any and all feedings). If your child's feeding schedule changes from weekday to weekend (e.g., daycare vs. home), please keep a 2-weekday diet log and a 2-weekend diet log.

# Q. How long is a speech-language therapy session?

A. Individual therapy sessions are usually 30 minutes.

# Q. What happens during a typical therapy session?

A. Our play-based therapy is one-to-one and takes place in a private office. Parents are welcome to attend the initial sessions, but we try to transition the child to sessions without the parents so the child is not distracted during therapy. Because we have other disciplines in our center – including occupational therapy, speech-language therapy, and ABA therapy – your child may benefit from having other therapists involved in your child's therapy.

# Q. What will my child need to do at home to continue his/her therapy?

**A**. Most children receiving speech-language therapy come to us once or twice a week. In order to maintain progress, our therapists will provide exercises and language-stimulating activities that your child can do at home each day for carryover. At the end of each therapy session, we will discuss with you what home-based therapy you should focus on during the upcoming week.



# **Parent Roles and Responsibilities**

Your family's involvement and commitment to your child's therapy program is critical for his or her development. We view you, the parent, as our partner in helping your child grow and develop optimally. In order for our partnership to be effective, we both must have clear roles and expectations. Our role is to provide the most comprehensive, high quality services for your family. In your role as parents, we expect the following:

- Regular attendance (a minimum of 80% of appointments must be kept)
- Supportive environment
- Appropriate handling of illnesses
- Parent participation in home programs
- Keeping our office notified of changes in important information (address, phone, child's behavior changes at home or school.)
- Notifying clinic if someone else will be picking up your child from therapy
- Provide accurate and complete health insurance information concerning past medical conditions, diagnoses, therapeutic interventions, therapy services, allergies, medications, and any other pertinent information and request further information regarding anything that you do not understand.
- To assist in developing and maintaining a safe therapy care environment if services are in the home.
- Participate in the development and update of the plan of care and remain under a physicians care.
- Express any concerns about ability to follow and comply with the proposed care plan or course of treatment. Tell us or ask questions if you don't understand what is expected. You have the right to refuse treatment
- Adhere to the developed/updated plan of care. Understand and accept consequences of non-compliance.
- Notify us of unexpected changes in your child's condition, including major illness, hospitalizations, and emergency room visits.
- Treat clinic staff and property with respect
- Report the presence of pain or suspected pain your child has and assist in the development and monitoring of a pain management plan.
- Pay for all services not paid for by your health insurance plan/carrier, Medicaid, or other source in a timely manner. Assist the clinic with billing or payment issues to help with processing of payment.
- Provide feedback about service needs and expectations regularly.
- Notify OTC immediately of any changes in medications, guardianship, your child's residence, phone numbers, physician, emergency contact, emergency contacts, insurance providers/id numbers, etc.
- Allow OTC to provide supervision and re-evaluations of care as required by licensure guidelines and conditions of participation in state and federal programs and any private source you expect to pay for care.
- Inform OTC in advance (24 hours) when you are unable to attend your scheduled therapy appointment.



### OT Connection Roles and Responsibilities-

OT Connection recognizes that each client and their family are entitled to receive ethical treatment in accordance with accepted standards of care. It is the express goal of all OT Connection personnel and independent contractors to treat all clients and their families with courtesy, compassion and dignity, while recognizing and honoring the client's and family's right to privacy and confidentiality. All OT Connection personnel shall fully familiarize themselves with the rights of our clients, and conduct themselves at all times in a manner consistent with these rights.

- OT Connection follows all Guidelines for Responsible Conduct set by the OT, PT, and Speech State Board. These standards can be viewed at the following links:
  - OT State Board:
    - http://www.ptot.texas.gov/occupational-therapy/ot-board/ot-act-rules
  - PT State Board:
    - http://www.ptot.texas.gov/physical-therapy/pt-board/act-and-rules
  - Speech-Language Pathology State Board:
    - http://www.dshs.state.tx.us/speech/
- To be prompt and courteous with provision or services
- To inform clients parents or legal guardian of changes in care plans, and include them in decision making about changes. The parents or legal guardian have the right to refuse treatment at any time.
- To educate the client and care-givers on the proper use of recommended equipment or recommended therapy techniques/modalities as appropriate.
- To provide appropriate follow-up and re-education of recommended home exercise programs, recommended equipment, techniques or modalities as appropriate.
- To be provided phone availability Monday-Thursday 8am-5pm and Friday 8am-4pm and email accessibility for questions 24 hours/day at <u>info@otconnection.com</u>. Emails and phone calls after 4pm on Friday will be returned on the next business day.
- To maintain all equipment provided by OTC according to the manufacturers recommended guidelines.
- To timely provide replacement of equipment in the event of malfunction of OTC equipment.
- To provide service and care in the clinic and home setting with respect to privacy.
- To provide an on-going quality improvement program.
- To provide a standard of service consistent with the client bill of rights, and all applicable state and federal laws and regulations.
- To report suspicion of abuse, neglect, or exploitative practices to the appropriate party(ies) according to state laws and regulations.
- To deliver planned, goal oriented, age specific developmentally appropriate, and family centered care to client's and families of all ages.



### OT Connection Roles and Responsibilities- continued

• To rely on scientifically and professionally derived knowledge when making judgments in treatment plans.

#### How to Report a Concern or Make a Complaint at OT Connection

While we hope that your families experience is entirely positive and successful, we realize that mistakes can happen. We welcome your feedback, suggestions, or concerns regarding any portion of your therapy experience at anytime. To ensure confidentiality and to respect your privacy, we have the following contact information for you to voice your questions or concerns.

Amy Hart-Practice Manager

Amy@otconnection.com

Katie Shaffer- Clinical Director

Katie@otconnection.com

Cindy Martin-Clinical Supervisor OT/PT Services

Cindy@otconnection.com

#### **Supportive Environment**

In order for therapy to be effective it's important to ensure that the child's environment is safe and well organized. The focus of the therapist and parent needs to be on the child receiving services, therefore, to maximize our time together please ensure the following:

- Child receiving therapy should be awake, clothed, diaper changed and recently fed unless otherwise described within your child's plan.
- For privacy reasons, we ask all parents to remain in the waiting room (rather than come into the therapy area.) If you would like to watch part of your child's therapy session, please talk to your therapist and they will make the appropriate accommodations
- If your child has a food allergy please let us know!

#### **Parent Participation**

• Parents/Caregivers are a key member of a child's therapy team. In order for your child to achieve the maximum benefit from therapy services there must be carryover of therapeutic activities/skills at home. Parents are invited to participate in therapy sessions as long as their presence does not disrupt the productivity of the session. If it is determined that a child participates better when a parent is not in the room, the parent can wait in the waiting room and the therapist will use the last 5-10 minutes of the session to update the parent and provide instruction in activities to work on at home. (Siblings must remain in the waiting room with a parent or adult guardian during therapy sessions) Also due to space constraints and privacy concerns we can only allow up to 2 parents in a therapy session.



#### **Attendance Policy**

**Please contact our office at 512-251-3230 or email us** if your child is unable to attend his regularly scheduled therapy appointment. All appointments <u>must be cancelled with the front desk</u>. Cancelled appointment notifications must be made 24 hours in advance. All appointments missed without 24 hours notice will incur a **\$50 no-show fee**. If your child misses more than one therapy you will be charged this fee for each hour.

- Missing more than 20% of your child's scheduled appointments or 2 consecutive no-show appointments will result in the loss of your standing appointment.
- Families who are planning to be absent from therapy for greater than 2 weeks will be removed from the permanent schedule. They will then need contact the Front Desk to discuss scheduling options.

#### Late arrivals/Pick-ups

If your arrival or availability time is 10 minutes or more after your scheduled appointment time, your therapist may have been reassigned to another child's care and your appointment may be canceled. If you are unsure about whether you can arrive or be available within this time frame, call the clinic to inform them you are running late. We will let you know if the appointment needs to be rescheduled. A consistent pattern of late arrivals and/or pick-ups will result in a review of your services and possible change in appointment time or the loss of your standing appointment.

- **Holidays-** The office is closed in observance of several holidays including Christmas, New Year's, Labor Day, Memorial Day, Independence Day, and Thanksgiving Day. All closings will be posted in advance.
- **Inclement Weather Policy-** We follow the AISD and PISD in the event we experience inclement weather. If you are unsure please contact our office at 512-251-3230 & check our Facebook page for Inclement Weather closures.

#### Illness

For the safety of other children and our staff, please do not bring your child to therapy if your child is ill. If your child is ill, please call the clinic to cancel your appointment as soon as possible. Below are guidelines to assist you in deciding whether your child should attend the appointment.

Children should be kept at home when they meet the following exclusion criteria:

Temperature of 100.4 or higher in the past 24 hours.

Conjunctivitis ("pink eye"), redness of the eye and/or lids, usually with yellow discharge and crusting.

Bronchitis, which begins with hoarseness, cough, and a slight elevation in temperature. The cough may be dry and painful but gradually becomes productive.

A rash you cannot identify which has not been diagnosed.

Impetigo: red pimples, which become small vesicles surrounded by a reddened area. When blisters break, the surface is raw and weeping. Look for signs in neck creases, groin, underarms, face, hands, or edge of diaper. Diarrhea three or more times within 24 hours (watery or greenish BM's that look different and are more frequent than usual).

Vomiting within 24 hours (more than usual "spitting up").

A severe cold with fever, sneezing, and nose drainage.

An unknown illness without obvious symptoms other than unusual paleness, irritability, tiredness, or lack of interest.

A contagious disease, including measles, chicken pox, mumps, roseola, strep throat, etc.

While we regret the inconvenience caused by strict adherence to these guidelines, our concern for all the children dictates a very conservative approach when dealing with health matters.



#### **Therapist- Cancelled Appointments:**

If for any reason one of our therapists needs to reschedule or cancel an appointment with you due to unforeseen circumstances (i.e. illness, weather, etc.), you will be notified as soon as possible. Rescheduled appointments will be coordinated and provided based on the individual therapist's schedule and clinic's staffing availability.

#### **Substitute Therapist**

Alternate therapists may provide care due to a primary therapist's illness, vacation or scheduling conflict. All therapists covering an appointment will have access to your child's record. We believe your child's treatment is of the utmost importance, so we ask that you plan to attend appointments even when your regular therapist is not available.

#### HIPPA

The federal government has enacted a law called the Health Information Portability and Accountability Act. The law's intent is to protect confidential patient records. You will be asked to sign paperwork related to this law on your first visit to the clinic. A handbook explaining your rights under HIPAA is available in the clinic, and we are happy to answer any questions you might have about this law.

#### Insurance

Our office staff is here to work with you and the clinical staff on issues concerning insurance coverage for your child's treatment. It is primarily your responsibility to know your insurance benefits and provide information to our staff on policy requirements in a timely fashion, including any changes to your coverage. While we cannot assure your child's care will be covered, we will do all that we can to assist you in this process. We provide you with a written estimate of benefits that is quoted by your insurance provider. It is important to remember that this is only an estimate and that your insurance company does not guarantee payment or coverage of your child's therapy. Due to the number of claims denied by some insurance companies it is our policy to collect a deposit for evaluations filed to these particular insurance companies. If your child's evaluation is covered by your insurance carrier you will receive a refund for the difference minus patient responsibility. (Please refer to refund and overpayment policy)

It is the parent(s)/legal guardian responsibility to inform OT Connection of any and all changes in insurance information, including group policy number, identification number, phone numbers, address, etc. as soon as possible. Failure to do this could result in total patient responsibility for charges incurred. We do require 24 hours to verify the new policy. A prompt pay rate will be given for services rendered for those who provide the information on the same day of the appointment. This date of service would not be filed to insurance. If you have questions or concerns regarding your insurance, or need assistance, please contact our Practice Manager.

#### **Insurance Tips for Parents-**

We strongly advise all parents to monitor their child's claims. Most insurance carriers provide access to your claims online through their website, and this will give you access to your child's claims status before we receive payment or denial notification from your insurance. Please be pro-active and notify our office is you see that your child's claims are denied or pended for any reason. This may help expedite the medical review or appeals process.

**Understanding your insurance benefits**- All insurance companies quote a disclaimer, not a guarantee of benefits or payment, when quoting your benefits. Most insurance plans have exclusions to coverage. Some of the common exclusions are related to age, non-covered developmental delays, sensory integration or non-covered due to educational in nature. Many insurance plans state they provide coverage for therapy that is considered medically necessary. (This is a misleading statement. This means they will cover therapy if it is deemed medically necessary per the guidelines of your insurance plan.) Most plans have visit limits so please make sure to track your visits to prevent exceeding the max benefit of your plan. Please become familiar with your plans coverage and exclusions. If you have questions regarding your specific insurance plan please feel free to contact our Practice and Billing Manager, Amy Hart.



# **Payment for Therapy Services**

If your insurance requires a deductible/co-insurance/co-payment that applies to therapy this payment is due at the time of service. We accept payment by check, credit card or money order. You may choose to leave a credit card on file for your convenience. All claims must be paid within 60 days. (We do not bill any secondary or 3<sup>rd</sup> party payers including but not limited to additional insurance policies, grant programs or non-custodial parent.) However, we are more than happy to provide you with detailed receipts upon request.

**Medical Review-** Many insurance companies require medical review before they will determine therapy services to be covered and issue payment. This process can take several months. You will be notified by our office if and when your insurance pends payment for your child's therapy due to medical review. At that time you may choose to continue receiving services or place therapy on hold until your insurance makes a decision. Any claims denied as non-covered or not paid within 60 days by your insurance provider will become patient responsibility. As a courtesy to our patients we will apply the contracted adjustment we have negotiated with your insurance even in the event they are not paid by your insurance.

# **Appeals Process**

It is not uncommon for insurance companies to process claims in error. When this happens it is our policy to file an appeal to have the claim reprocessed. If your insurance has denied services as non-covered or put the balance to your responsibility then payment will be required from you at that time. If the insurance reprocesses the claim(s) for payment we will issue any credit due to you following our refund schedule.

# **Non-Covered Services**

If your insurance does not provide coverage for your child's therapy we do offer a prompt pay discount.

Occupational and Physical Therapy Sessions: (1 hour) \$80.00 per session

Speech and Oral Motor Therapy (Feeding Therapy-1 hour) \$80.00 per session

Speech Therapy (30 minutes) \$40.00 per session

**Overpayment and Refund Policy-** All payments received from insurance are posted to accounts by the 15<sup>th</sup> of the following month. At that time, OT Connection runs statement balances and credits due on all accounts. Any overpayments found will be refunded by the end of the month. (Example: Your insurance issues payment in June. We will have it posted by July 15<sup>th</sup> and refund will be issued by the end of July.) For questions regarding refunds or balances please contact the Practice and Billing Manager, Amy Hart. You can email, call, or schedule an appointment with her to go over any questions you have. Her contact information is:

Amy@OTConnection.com



#### **Emergency Information**

It is important to keep your child's information in our files up-to-date at all times. Please be sure that the following information is at the Clinic and is current:

Child (Name and birth date)

Parent/Guardian (Name, home address/phone, work address/phone, cell phone)

Physicians (Name, address, and phone)

Medical changes (Allergies, medications, conditions)

#### **Emergency Procedure**

In the event of an injury or medical emergency, trained staff will immediately administer first aid and notify parent. If the condition is serious, OT Connection will call 911 for an EMT response or will transport the child to a hospital emergency room.

### **OT Connection forms & important information**

The following forms will be supplied by OT Connection and are required prior to your child's evaluation/ first treatment session. Please bring the following completed forms to your child's first session:

Patient Information

New Patient History

Acknowledgement of Notice of Privacy Practices

Authorization for Release

Cancellation Policy & Acknowledgement

**Consent for Billing** 

Allergy Information, Gym Waiver, Email Consent

Parent Handbook Acknowledgment (last page of this document)



Thank you from all of us here at OT Connection. We are pleased you selected us to provide services for your child and look forward to working with you and your child in the future.

Please initial that you have read and agree to the following:

- \_\_\_\_\_ Parent roles and responsibilities
- \_\_\_\_\_ Supportive environment
- \_\_\_\_\_ Attendance policy
- Inclement weather policy
- \_\_\_\_\_ Substitute therapist
- \_\_\_\_\_ HIPPA
- Grievance policy
- Insurance
- \_\_\_\_\_ Use of pictures
- Illness
- \_\_\_\_\_ Emergency information
- \_\_\_\_\_ Emergency procedure
- \_\_\_\_\_ OT Connection Forms and Important Information
- \_\_\_\_Handbook Acknowledgement

Parent/Guardian (Printed Name & Signature): \_\_\_\_\_ Date:\_\_\_\_\_

Child's Name & DOB:

\_\_\_\_\_Date:\_\_\_\_\_

OT Connection Staff Signature: \_\_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_\_\_\_Date: \_\_\_\_\_\_Date: \_\_\_\_\_Date: \_\_\_