



## **JMU-OTCES Policies & Procedures**

### **Referral Process**

Evaluation, Direct or Group Therapy:

To make a referral for an OT evaluation, direct services or group therapy, one should call or email OTCES so that an OTCES representative can gather the necessary information to start the process. If a representative is not available, a message can be left and follow up contact will be made within 48 hours.

After an initial visit is scheduled, the required paperwork (see *Getting Started Checklist*) should be completed. Please bring all of this paperwork to your first appointment. Please note that the physician's order/referral is required before an evaluation or treatment may begin.

### **Special Programs/Camps**

If interested in OTCES special programs or camps, an initial intake form related to the child's current age, abilities and needs should be completed and returned by mail, fax, or in person by the stated due date. This information will be reviewed by the program facilitator to determine if the program is appropriate for the child. An initial visit to the clinic may also be required to ensure that the program and child are the right fit. Once it is determined that the child will be enrolled in a special program/camp, payment in full will be made to reserve a spot. Once payment is made, refunds will not be available.

### **Consent for Services**

Services are provided or supervised by an occupational therapist licensed in the state of Virginia and registered by NBCOT. Informed consent must be obtained BEFORE the delivery of any assessment, intervention or research activities. (see *Consent Form*) Clients are given the option of agreeing to audio and/or videotaping of the sessions.

### **HIPPA & Confidentiality**

OTCES operates in compliance with HIPAA Privacy Rule, 164.502 (see *Notice of Privacy document*). All client files are secured in a locked file cabinet with limited access. The staff and students are responsible for tracking files and maintaining records in a confidential manner. All fax transmittals will include a *Fax Transmittal Form* coversheet. Observation of sessions is restricted to authorized persons. Video and audio recordings are not identified by client /patient information and are maintained in a secure area.

### **Parking**

The *Parking Pass* form must be submitted to an OTCES representative in order to receive a parking pass. The pass will indicate one of two parking "zones" listed below:

- *OTCES*: This allows for parking in either of the two spaces to the left of the outside entrance doors labeled with the clinic name.

**Clinic Visits**

In order to maintain a safe and therapeutic environment, it is important that the following guidelines be followed when visiting the clinic:

**Arrival:**

- When entering the clinic, the client (and their family) should wait in the waiting area until the OT arrives to take the client to the therapy area.
- An adult caregiver should sign the billing sheet located on the desk in the entry area and place it in the folder. (not required for *Special Programs*)

**Therapy Sessions and Special Programs:**

- A treatment session typically consists of 45-50 minutes of direct therapy services, with the remaining 10-15 minutes allotted for consultation or completion of paperwork.
- Special Programs will follow the schedule posted in the registration form. Most groups are 45-60 minutes including transitions to and from the waiting area.
- If late for a therapy session or program, the session will still end at the regularly scheduled time. If more than 15 minutes late, the session may be rescheduled or the child may not be allowed to enter the program in progress (see cancellation policies below). Special group sessions will NOT be rescheduled.
- If you plan to leave the clinic during your child’s therapy session or special program, you will need to provide your cell phone number so that you can be contacted in the case of an emergency. You are responsible for returning to the clinic ten minutes before the close of the therapy session/special program.

**Waiting Area:**

- Family members are to remain in the waiting area during therapy, with the exception of infants/toddlers that may need to be accompanied by a parent during therapy until they are comfortable with the therapist.
- Parents/Guardians are responsible for monitoring and supervising the play of the child receiving therapy before and after the session as well as any other children accompanying the child to the clinic.
  - Because the bathrooms are located in the therapy area, all children under age 16 must be accompanied by an adult caregiver.

**Cancellation/No Show Policy:**

1. All appointment cancellations and “no shows” are recorded with the billing office. They are classified as:
  - a. Cancellation ≥24 hours
  - b. Cancellation <24 hours
  - c. No show (was not at scheduled appointment with no notice)
2. The recorded information will be tracked on a quarterly\* basis as follows:

Timeframe	# visits	Action
Cancellation ≥24 hrs Late arrival/pick up	3	OT will talk with family to identify challenges & make changes as needed
Cancellation <24 hours AND “no shows”	3	Cancellation fee (\$75)** will be billed to family OT will talk with family before 3 <sup>rd</sup> late cancel or “no show” to problem solve

\*Quarters: (1) Jan-March, (2) April-June, (3) July-Sept, (4) Oct-Dec

\*\*Insurance companies do not reimburse for these fees

**We understand that there are things that need to be scheduled (other appointments, vacations, school events, etc) or that are out of your control (getting sick, family emergencies, traffic, occasional forgetfulness☺). Our goal is to limit the frequency of missed visits/time as much as possible.**

- If a child is not well enough to attend school on the day of his or her appointment or program, the child should not attend scheduled therapy sessions that day. Children must be fever and/or emesis free for 24 hours. Additionally, if they are taking antibiotics for an illness, they must be on the antibiotic for at least 24 hours prior to the scheduled therapy session or as indicated by their physician.
- If a child visits the clinic and then contracts an illness (such as strep throat, chicken pox, or lice), please notify the clinic immediately so that other families can be notified.
- At least 24 hrs notice should be provided, when possible, if a child is unable to attend a therapy session or special program. It is understood that this is not always possible in which case notification as soon as possible is requested. Failure to notify the clinic office is considered a “no show”. Any person who is a “no show” for a diagnostic evaluation will be placed on a waiting list. Any person who has two “no shows” or late cancellations (less than 24 hrs.) will be charged a \$100 fee and may be discharged from services. Insurance companies do not reimburse for these fees.
- If the supervising OT is unable to provide scheduled services, the client/family will be contacted immediately and alternate arrangements will be made.
- In cases of inclement weather, OTCES will follow James Madison University’s cancellation policy. If the university is closed, OTCES will also be closed on that day. If you are unsure if the university is closed, you can check the JMU website, or call the clinic. The answering machine will have a message letting you know the clinic will be closed.

### **Behavior Policy**

While in the care of our staff at OTCES, children are encouraged to respect themselves, others, their physical space, and materials. It is expected that children will demonstrate a range of both positive and negative behaviors that are age appropriate. In general, when challenging behaviors arise, they will be addressed by using positive reinforcement and communication with the child and parent to identify strategies to promote more positive interactions.

Sometimes the behaviors of a child can put the child, therapist, volunteers, or other clinic visitors at risk. These types of behaviors include physical or verbal aggression, serious or constant disruptive behavior, disregard for personal safety, and/or constant refusal to follow directions or engage in activities. When this occurs, it may be best for all parties for the child be removed from the therapeutic environment. The decision to remove a child from therapy will be made at the discretion of the supervising therapist.

### **Payment for Services**

At present, we have acquired provider status for the following insurance providers:

- Anthem BC/BS, Anthem HealthKeepers, Anthem HealthKeepers Plus
- Southern Health
- Cigna
- Medicaid
- Virginia Premier
- Aetna
- Optima

Services that are provided to individuals covered by the providers with whom OTCES has provider status with will be billed directly through OTCES. If your child is not covered by these insurance providers, a statement will be provided to you for payment and you can submit the bill directly to your insurance provider for reimbursement. Our goal continues to be to make services accessible to as many families as possible. We will continue to work with each individual family to provide options for payment as needed. Payment for services may be made in person at the time of service or by mail after receiving a billing

statement.

**Complaints**

Client complaints should first be directed to the supervising occupational therapist. If resolution is not possible, the issue should be directed to the Director of OTCES.

**Research**

One of the missions of OTCES is to conduct clinical research and advance the knowledge base of the profession. All clinical research will comply with the standards and processes put forth with the university's Institutional Review Board (IRB) and HIPAA regulations.