

Puzzle Pieces, LLC Policies

Cancellations and Missed Appointments

At Puzzle Pieces LLC, our top priority is providing comprehensive services to children and families. We require a 24-hour notice for any cancellation of home, community and office based appointment. Our business is sustained only through direct client contact, therefore, ample notice allows for efficient use of time. A \$50 fee will be assessed for appointments that are cancelled or missed within 24 hours of the scheduled session. We understand, especially with children that sickness can occur suddenly so please refer to our sick policy for further guidelines. Fees are not assessed when following our sick policy guidelines.

Community Appointments

If your child receives their therapy appointment at their private preschool or child-care setting, it is the responsibility of the parents to cancel the therapy appointment with the clinician directly, per the above policy. The teachers are not responsible to inform clinicians if your child is not in school that day. Note: If a clinician arrives at the school and was not notified by the family that a child was out sick then the missed appointment fee will be assessed.

Rescheduling Appointments

Clinicians do their best of reschedule appointments if available. You may be able to reschedule a visit if you can be flexible around time and location. Parents are often able to meet with clinicians to discuss goals and strategies without the child present if the child is unable to attend to make the best use of your scheduled time with the clinician.

Extended Breaks

Please inform your clinician as soon as possible if you will be unable to meet for an extended period of time due to travel, activities and family issues etc. Puzzle Pieces, LLC is not able to hold regular session times for long periods of time unless previously approved by the Clinical Directors. If you need to take a break in services, please note that you may need to wait for an available clinician should you wish to resume at a later time. In the case of resuming services after a break, we do our best to assign the same treating clinician if available. Previous clients are prioritized to the top of our wait list should the need occur and interim therapists may be available as needed.

Help Your Child Progress

Children make the most progress when they attend their scheduled sessions consistently. It allows for rapport to grow with their therapist and for goals to be built upon week after week. Please be mindful that frequent changes to the schedule and missed appointments has a direct impact on your child's success in their therapy goals. Continued inconsistent scheduling or maintaining appointments may be subject to termination of services.

Sick Policy

If your child has had the following within 24 hours of your scheduled session please cancel your appointment: fever, gastrointestinal symptoms, symptoms of strep throat, conjunctivitis, has been exposed to lice or hand/foot & mouth disease. It may also be necessary to cancel if other family members in the home have any of the above conditions as it also may impact the wellness of our team and other clients. This policy applies to both home based and office based appointments. Our clinicians interface with many children and families throughout their day and it is important we do our best to prevent the transmission of highly contagious illnesses. Additionally, it is important that children are feeling at their best for productive therapy to occur and we will do our best to reschedule when your child is well. If you are unsure about whether or not to cancel due to illness, please inform your clinician of the situation so they may make an informed decision. If your child receives therapy in their school or child-care setting and will be home sick, it is your responsibility to cancel the scheduled appointment to avoid a fee.

Inclement Weather Policy

Please note that Puzzle Pieces, LLC does not follow the local school district closures for weather. Your clinician will confirm or cancel any scheduled office or home based appointment in this case. It is your responsibility to ensure that your home is safely prepared (shoveled steps and parking). Please inform your clinician of unsafe parking conditions and an office appointment may be offered.

Puzzle Pieces is closed when the Governor declares an official State of Emergency and all home and office appointments are automatically cancelled. Follow our Facebook page for real time updates and contact our main number for notices about closing and cancellations.

Recording Sessions

Video and audio recording clinical sessions is strictly prohibited and may be subject to legal action. Home visiting clinicians must be informed if your home has security cameras and that they have been turned off for the duration of the clinical session.

Electronic Communication

We use email communication and text messaging only with your permission and typically for administrative purposes unless we have made another agreement. Should you initiate or request electronic communication with more clinical questions, follow-up or planning it is assumed that you waive your right to restrict this form of communication to only administrative tasks. Email and text are not secure forms of communication and should be treated as such. It is your right to refuse these forms of communication if previously used at any time.

Social Media

We do not communicate with or contact any clients through social media platforms. We do participate on various social networks such as Facebook, Instagram and Twitter with professional practice accounts and encourage clients follow us for resources and information. These platforms are utilized as a way for us to share information and not to engage with clients directly. Please do not contact clinicians in this manner.

Grievances

While we strive to maintain the highest quality of clinical services, we know that it is also possible to have a complaint about a service or provider. For this purpose, both Clinical Directors are always available to listen and support resolution of any complaint or concern that cannot be resolved with your clinician directly. Should a concern be about one of the Directors, please contact the other Director to report your concern or complaint. Your positive experience is of the utmost importance to us! Contact information for each Clinical Director is listed on our website at puzzlepiecesmass.com.