



## Puzzle Pieces LLC Practice 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 to 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.

## **Accessibility**

If you need to contact your therapist between sessions, please send a text message, email, or leave a voicemail. Your clinician may not be immediately available; however, they will make their best attempt to return your call within 24 hours. Please note that Face-to-Face sessions are highly preferable to phone sessions. However in the event that you are out of town, sick, or need additional support, phone sessions are available. If a true emergency situation arises, please call 911 or any local emergency room.

## **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.

## **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.

## **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.

## **Minors**

If the individual in treatment is a minor, parents may be legally entitled to some information about their child's therapy. Therapists will discuss with parents and minors what information is appropriate for parents to receive and which issues are more appropriately kept confidential.

## **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](http://puzzlepiecesmass.com).

## **Termination**

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. We may terminate treatment after appropriate discussion with you and a termination process if we determine that the therapy is not being effectively used or if you are in default on payment. We will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request another therapist, we will provide you with a list of qualified therapists to treat you. You may also choose someone on your own or from another referral source.