



## Facility Policies

*Welcome to Triangle Therapy Services. Do not hesitate to ask for assistance if you have questions. Please read the following general information and guidelines:*

1. Paperwork: All forms should be completed and signed.
2. Scheduling: All clients are seen by appointment only. A physician's prescription is required for all clients prior to the first appointment. Prescription should specify occupational, physical, or speech therapy evaluation and treatment.
3. Cancellations: If you need to cancel an appointment, please notify us at least 24 hours prior to your scheduled time. Rescheduling may be an option. A \$25.00 no show fee will be charged, and payment is due prior to returning to therapy. A loss of appointment time will happen after 2 no shows and your child will be placed back on the waitlist. **Triangle Therapy will be closed for weather if Eaton Community Schools close. We will not follow school delays unless your therapist contacts you.** If the driveway is deemed unsafe, clients will be contacted for cancellation.
4. Observing Therapy: We are happy to have the families and friends of clients observe treatment as long as it does not distract the client. In order to keep the integrity of the session we ask that you do not interrupt or distract the client during therapy.
5. Therapy Format Sessions: Length of session will be determined on an individual basis. As a general format, therapy sessions are scheduled in 30, 45, or 60 minute blocks. This includes time at the end for communication time with the family/caregivers and 5 minutes of documentation time.
6. Supervision of Children: Other children may accompany parents to a therapy session. Parents are responsible for supervision at all times. Children may not be in the barn or in the woods without a therapist or on the playground without an adult. If the integrity of the session is being compromised by the presence of others, parents will be notified.
7. Payment Procedures: Arrangements for insurance billing must be made prior to beginning therapy sessions. A cash discount is provided for private payment. Co-pays or private payment should be paid each session. Credit cards and Health Savings accounts are accepted for client convenience. Accounts not paid within 60 days are subject to a 1.5% finance charge.
8. Pets: Due to our commitment to the safety of our clients and animals, NO pets are allowed on the premises. You may pet our goats at your own risk, but please be aware that the electric fence is on. Please do not allow children to tease, touch, or feed the animals. You are not permitted to pet our horses.
9. Parking: Please park on the pavement in front of the barn (please park perpendicular to the front of the barn) or in the gravel lot west of the barn. The office door is located on the NW corner of the barn and is marked accordingly. Please observe a safe speed limit in the driveway as there may be children or animals about. Please respect the private residence on the property and neighboring homes. Please do NOT drive around the circle drive near the house.
10. Rest Rooms: A w/c accessible bathroom is available inside the finished office space.

**Please bring all completed paperwork and physician's prescription to your first appointment!!**