



High Hopes
Preschool • Pediatric Therapy

Therapy Parent Handbook



Therapy Parent/Caregiver Handbook

Welcome to High Hopes Pediatric Therapy!

We are excited to welcome you and your child to High Hopes Pediatric Therapy! Our dedicated therapists and staff are committed to providing exceptional services in a fun, loving, and supportive environment. We believe in partnering with you, supporting your family every step of the way as we celebrate your child's milestones and foster their development.

This handbook serves as a guide to ensure you have all the essential information about our clinic and what you can expect as part of the High Hopes family.

Our Mission

High Hopes Development Center's mission is to empower children, youth, and their families through therapeutic services, educational support, and compassionate care to help them succeed.

High Hopes is a Non-Profit Organization

High Hopes, Inc. is a 501(c)(3) tax-exempt organization. Although we earn revenue from preschool tuition and pediatric therapy services, we face a shortfall. As a nonprofit, we can better prioritize the needs of children and families when making program and business decisions. High Hopes covers this shortfall through generous donations from individuals, corporations, event sponsors, and grants. We encourage our families and staff to support our fundraising events. For more information about our fundraising programs, please contact our development team.

Our Commitment to Your Family

At High Hopes, we are committed to upholding the highest standards of care and support for every child and family we serve.

To Children, We Pledge:

- To provide loving and compassionate care.
- To treat them with respect and dignity.
- To praise and encourage them.
- To respect their privacy and communicate in words they understand.

To Families, We Pledge:

- To work with you to schedule appointments at convenient times.
- To understand family challenges and provide support as needed.
- To answer all questions in clear, understandable language.
- To respect your privacy and respond promptly to communications.
- To employ qualified and compassionate therapists.
- To encourage parent participation and provide home programs to support skill development.

Inclusivity & Non-Discrimination

High Hopes provides therapy services to all patients, regardless of race, color, nationality, or ethnic background. We do not discriminate in our therapeutic services, admissions, financial assistance programs, or any other programs managed by High Hopes.

Therapy Clinic Hours & Important Information

Therapy Clinic Operating Hours: (By appointment only)

- **Monday - Thursday:** 7:30 AM – 6:00 PM
- **Friday:** 7:30 AM – 5:00 PM

Closures: High Hopes Therapy observes certain holidays and occasionally closes for staff professional development days. Notices of closures are communicated via social media, email, and clinic signage. A calendar of closures is also available on our website: www.highhopesforkids.org.

Inclement Weather Policy: If weather makes travel unsafe, High Hopes may close or delay opening. Closure updates will be sent through email and social media.

Please make sure your contact information with us is current to receive timely reminders and updates about closures.

Understanding Insurance & Billing

We are here to assist with insurance and billing, but it is mainly the parent or caregiver's responsibility to understand their insurance benefits and provide timely updates on policy requirements or changes.

- **Benefit Verification:** We verify benefits before therapy begins, but this does not guarantee coverage or payment from your insurance provider.
- **Your Responsibility:** Please notify High Hopes Therapy Clinic immediately of any changes to your therapy payer (such as insurance, Tennessee Early Intervention Services, or private pay) or contact information (address, email, phone). Failure to do so may make you responsible for all charges incurred. You can update your information through the Patient Portal or by calling the front desk at (615) 661-5437.

- **Billing Questions:** For questions about your billing statement, please contact Optimized Billing and Collections at (248) 266-5400 Ext. 9931 or email pas6@optimizedbc.com.
 - **Timely Payments:** Please note that missing payments on time may lead to removal from the therapy schedule or your account being sent to collections.
 - **Record Keeping:** We strongly suggest that you keep your monthly account statements, receipts, and Insurance Explanation of Benefits (EOBs) for your records. We are unable to print historical invoices for tax or other purposes.
 - **Explanation of Benefits (EOB):** Your insurance provider sends an EOB that details how claims are processed and lists any patient responsibilities. If a service is denied, the EOB states the reason. Our billing partners will automatically correct and resubmit claims for correctable denials, such as missing documentation. Denials due to reaching maximum benefits or non-covered services may result in patient balances.
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Communication & Engagement

Effective communication between High Hopes staff and parents or caregivers is essential for your child's successful involvement in the therapy program.

Our Communication Methods:

- **Patient Portal:** Used for initial paperwork, annual updates, past medical history, and updating demographic and insurance information. Important: The password you create for the portal is needed to securely access emailed evaluation reports, so be sure to save it!
- **Email:** Encrypted messages will be used when sending Protected Health Information (PHI) outside the patient portal. Therapist and staff emails are listed on our website.
- **Phone:** Used for scheduling updates and reminders. Please keep your contact information current with us so we can call you with important updates.
- **ProCare Connect (for High Hopes Preschool Students):** Used for daily communication about therapy sessions completed during the school day.
- **High Hopes Newsletter:** Sign up to stay updated on special events and clinic news.

Parent Participation and Support: You are a vital part of your child's therapy team! To get the most out of therapy, we encourage you to carry over therapeutic activities and strategies at home.

- **Attend Sessions:** Parents and caregivers are invited and encouraged to join therapy sessions.
- Siblings are welcome to attend if they are supervised by a parent or caregiver, behave respectfully, and stay near the treatment session. For safety reasons, siblings are not permitted on therapy equipment.

Safe and Welcoming Environment

Photographs and videos: We sometimes take photos for fundraising, newsletters, and social media. Your child's photo will only be used with your clear written permission.

Parent and caregiver photos and videos of therapy moments are fun and can assist with home programming, but please avoid including other people in your private photos and videos.

Non-Smoking Policy: To promote the safety and well-being of our community, smoking is strictly forbidden across the entire High Hopes campus.

Siblings: Siblings are welcome to attend if they are supervised by a parent or caregiver, behave respectfully, and stay near the treatment session. For safety reasons, siblings are not permitted on therapy equipment.

Therapy Animals: To protect the safety and well-being of all children and families, animals are not allowed on the High Hopes campus except for individually trained service animals as required by the ADA. Service animals must stay under their handler's control at all times and may be asked to leave if they become disruptive or create a health or safety issue.

Medication Policy: For the safety of all children, High Hopes therapy staff are not authorized to administer any medications, including emergency medications such as inhalers, EpiPens, or seizure medications. If your child may require medication during their therapy session, a parent or caregiver must remain present to administer it.

Bathroom Assistance and Diapering: High Hopes therapy staff are not allowed to assist with bathroom needs or diapering during therapy sessions unless it is specifically included in your child's therapy plan of care or treatment goals. If your child needs assistance with bathroom or diapering during their session, a parent or caregiver must be present to provide this care. For your convenience, changing tables are available in the lobby restrooms.

Health & Attendance Policies

Consistent attendance is crucial for your child's optimal benefit from therapy. We understand that occasional absences happen and have policies in place to address them fairly.

Patient Illness Guidelines: Please call the therapy cancellation line at (615) 661-5437 to cancel your appointment if your child has any of the following symptoms:

- **Fever:** Temperature greater than 100.4°F. Your child may return after being fever-free for 24 hours without medication.
- **Conjunctivitis "Pink Eye":** Your child may return 24 hours after treatment begins or with a doctor's note.
- **Vomiting (1 episode):** Your child may return 24 hours after the last episode.
- **Diarrhea (2 episodes):** Your child may return 24 hours after the last episode.
- **Strep Throat:** Your child may return 24 hours after starting medication.
- **Other Contagious Conditions:** As diagnosed by a physician.

Note: Children with minor cold symptoms (e.g., runny nose, mild cough) are generally okay to attend therapy.

Patient Cancellation/No-Show Policy: This policy guarantees children receive consistent care and ensures that therapy spots are used efficiently.

- **Approved Last-Minute Cancellation:** Due to documented illness (e.g., fever, vomiting, diarrhea, other contagious medical conditions). A doctor's note may be requested for repeated cancellations due to illness. We will attempt to reschedule.
- **Approved Advanced Cancellation:** Due to medical appointments or pre-planned family reasons (e.g., vacation). Must be reported at least **7 days before** the scheduled appointment. We will attempt to reschedule.
- **Unapproved Cancellation:** Any cancellation not due to illness or without 7 days' prior notice. A child may lose their therapy spot and be placed on the waiting list if they have:
 - Two unapproved cancellations in a one-month (4-week) timeframe.
 - Two unapproved cancellations in a row.
 - Unapproved cancellations in two consecutive months.
- **No Show:** When a child misses a scheduled appointment without calling to cancel. A child may be discharged from therapy after two documented no-show instances.

High Hopes Therapist Cancellation: If a therapist needs to cancel or reschedule due to unforeseen circumstances, such as illness, we will notify you by phone as soon as possible. Please keep your contact information up to date. We will do our best to reschedule your appointment or offer you an appointment with a different therapist.

Therapy for High Hopes School Students

High Hopes Preschool students may receive therapy during their school day. Sessions occur in various locations on campus, including classrooms, the playground, and the clinic. This integrated approach uses the natural environment, promoting functional skill practice and supporting best practices for caregiver training and inclusion.

- **Collaborative Planning:** Therapists, teachers, and parents work together to develop your child's therapy goals and plan of care, which are reviewed during Individual Learning Plan (ILP) meetings.
- **Communication:** While ILP meetings are formal communication, we encourage frequent informal communication between therapists and parents. Therapists use ProCare Connect to provide brief updates after each school-day session. Full clinical notes are also available upon request at the front desk.
- **Parent Visits:** Parents are always welcome and encouraged to attend therapy sessions, even occasionally. We will assist with scheduling arrangements.
- **Classroom Integration:** Therapy staff collaborate with preschool staff to recommend strategies that enhance each child's development in the classroom.
- **Absences:**
 - **School Absence:** If your child is absent from school, please send a message via ProCare to notify both the school and clinic.
 - **Extended Absences:** For extended absences such as vacation or surgery, please notify the therapy clinic at least one week in advance so we can reduce missed sessions and plan for your return. Our therapy staff aims to reschedule visits whenever possible.

Your Privacy Matters: Notice of Privacy Practices (HIPAA)

Your health information is protected by law. Here's a summary of your rights, our responsibilities, and how your information is used and shared.

Your Rights:

- **Access Your Records:** You can request an electronic or paper copy of your medical record. We provide this within 30 days and may charge a reasonable, cost-based fee.
- **Request Corrections:** You can ask us to correct information you believe is incorrect or incomplete. We will respond within 60 days, explaining our decision if we decline.
- **Confidential Communications:** You can request to receive communications in a specific way or at a different address.
- **Limit Information Sharing:** You may ask us not to use or share certain health information for treatment, payment, or our operations. While we are not required to agree, we will consider your request. If you pay for a service entirely out of pocket, you can request that we not share that information with your insurer for payment or operations.
- **Receive a List of Disclosures:** You can request a list of who we've shared your health information with and why.
- **Obtain a Copy of This Notice:** You can request a paper copy of this notice at any time.
- **Appoint a Representative:** If you have given someone medical power of attorney or they are your legal guardian, they can exercise your rights regarding your health information.
- **File a Complaint:** If you believe your privacy rights have been violated, you can file a complaint with the U.S. Department of Health and Human Services for Civil Rights. We will not retaliate against you for filing a complaint. (Visit www.hhs.gov/ocr/privacy/hipaa/complaints/ or call 1-877-969-6775).

Your Choices:

- You have the right to tell us if we can share information with family, close friends, or others involved in your care. If you are unable to express your preference, we may share information if it's in your best interest.
- We will **never** share your information for marketing or sale.
- We may contact you for fundraising efforts, but you can opt out at any time.

How We Use and Disclose Your Information:

- **Treatment:** We share your health information with professionals involved in your care.
- **Clinic Operations:** We use and share your information to manage our practice, improve care, and contact you when necessary.
- **Billing:** We use and share your information to bill and receive payment from health plans or other entities.
- **Public Health & Safety:** We may share information to prevent disease, report abuse, or prevent serious threats to health and safety.
- **Research:** Your information may be used or shared for health research.
- **Legal Compliance:** We will share information if required by law, including with the Department of Health and Human Services, to ensure compliance with federal privacy law.
- **Legal Actions:** We may share your information in response to court orders, administrative orders, or subpoenas.

Our Responsibilities:

- We are legally required to protect the privacy and security of your protected health information.
- We will promptly notify you if a breach compromises your information's privacy or security.
- We must follow the practices described in this notice and provide you with a copy.
- We will not use or share your information other than as described here unless you provide written permission.

Changes to This Notice: We reserve the right to update the terms of this notice. The most current version will always be available upon request, in our office, and on our website.

Contact Person for Privacy Questions: Kristin Garner, MPT – Sr. Director of Operations

Effective Date of this Notice: January 1, 2017

We Look Forward to Partnering With You!

Thank you for choosing High Hopes to serve you and your child. We look forward to working with your family to support your child's growth and development!