



## **SPEECH, LANGUAGE, AND LEARNING ATTENDANCE AGREEMENT**

The Cleveland Hearing & Speech Center (CHSC) is here to help people improve communication skills. To help you reach your goals and achieve the best possible outcomes, consistent attendance is critical. Please review the attendance policy below. Feel free to discuss this information with your clinician or the director of the Speech, Language, and Learning department if you have any questions.

We do our best to keep all appointments as scheduled, and expect the same of our clients. When an appointment must be cancelled, we expect to reschedule for another time that same week when possible or an extra session the following week.

### **Expectations of the Client:**

- Attend all appointments as scheduled consistently.
- Please arrive on time and check in with the Client Care Coordinator before each scheduled appointment. If you are frequently late, we cannot continue services.
- You must remain at the CHSC office throughout your/your child's appointment and your participation in the appointment may be requested/required.
- **Please call the Client Care Coordinator at the office where your/your child's appointment is scheduled as soon as possible if you must cancel.** Please be prepared to give a reason for the cancellation.
- Excessive cancellations (more than two per treatment plan) or cancellations without a reason can result in termination of services; attendance must be sufficient to see progress in each treatment plan period.
- Missing an appointment two (2) times without calling in advance will result in termination of services.
- If you/your child is discharged from therapy two times for poor attendance, you/your child will not be rescheduled at our office. We can recommend other providers in the area.
- Please do not assume CHSC is closed when your school has a snow day. We ask that you call the office to check the status of your appointment.

### **Expectations of Cleveland Hearing & Speech Center Team/Staff:**

- Make every reasonable effort to offer therapy at convenient times.
- If a clinician is absent, we will make every effort to reschedule the appointment for another day/time with your usual clinician or schedule your session with another speech-language pathologist.
- Your clinician will leave a specific lesson plan for the covering clinician to ensure appropriate care.
- We offer a reminder text message or phone call to remind you of your appointment 48 hours in advance. We strongly encourage use of this service.

We cannot hold appointment times for those who cannot consistently attend. Similarly, we cannot reserve therapy times longer than two (2) weeks in cases of extended client absence. We request your cooperation with this attendance policy.

It will be noted in your chart/your child's chart that you have reviewed and agreed to our attendance policy.

## **SPEECH, LANGUAGE, AND LEARNING DISCHARGE POLICY**

Clients are discharged from service when deemed appropriate by the treating clinician(s) to ensure that client outcomes are maximized and resources are efficiently utilized.

Clients are discharged when one or more of the following conditions are met:

- Client has attained stated goals and no further recommendations are made.
- Client has received maximum benefit of service.
- Client is referred elsewhere for services appropriate to needs.
- Client/parent/legal guardian requests discharge.
- Client/parent/legal guardian fails to adhere to the attendance policy.

### **PROCEDURE**

- I. In all situations other than client/parent/legal guardian request for discontinuation of service, the client/parent/legal guardian is notified verbally in advance that discharge is eminent and the reason for discharge is provided. Typically, discharge planning is discussed at the onset of treatment, and discharge is usually anticipated/expected by the client/parent/legal guardian. In cases of poor attendance, clients/parents/legal guardians are notified by mail.
- II. The treating clinician completes the discharge report within three days of the final appointment.
- III. The client care coordinator sends copies of the discharge report and any other documentation requested by the clinician per the release of information form.
- IV. The client care coordinator closes the case in the PM system with discharge date and files any papers into records storage.