



LUCIA REARDON

Licensed speech-language pathologist
M.A.CCC-SLP

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POLICIES AND PROCEDURES

Welcome and thank you for choosing Lucia Reardon Speech Language Pathology, LLC! We are pleased to provide you with services that include evaluation, treatment, consultation and trainings in the areas of social cognition, executive functioning, and receptive, expressive and pragmatic language skills. Our goal is to strengthen communication, self control and social and personal problem solving, and improve our clients' self confidence in all environments and situations whether it be in the home, school, work, and/or community. It is our aim to meet each person's and family's needs and provide quality services.

CONTACT INFORMATION

To schedule or re-schedule an appointment with the practice, please call the office number at 207-671-3766. You may also email through the practice's website's contact page or to luciareardon@hotmail.com. Emails are monitored daily and responded to within 1 to 4 business days. For cancelations, please feel free to email or text to the contacts above and note the 24 hour cancellation policy (see below).

Sessions are carefully and thoughtfully pre-planned for each client. In the case of children, the session will include working directly with the child (or children) for approximately 40 minutes. The parent or guardian is welcome in the treatment room if it is in the best interest of the child or other children in the case of group treatment. The final 10 minutes of a session are reserved to talk with the parent(s) or caregiver(s) to explain the session's activities and objectives and provide carry-over information to help generalize the skills being addressed into other environments.

When visiting the office for treatment sessions, please consider the following:

- 1) Drop your child off at the time of the appointment and pick them up promptly at the end of the session.
Clients are seen each hour and we are unable to look after a child after their session ends.
- 2) For your safety and the safety of your child, please supervise your child in the office's rooms at all times.
- 3) Feel free to use the toys and books in the waiting room area. Wireless internet is available, too-- just ask for the code to access it.
- 4) Feel free to enjoy a cup of tea or an espresso, but do supervise your child around the teapot and espresso machine, as they could get burned if unattended.
- 5) Feel free to walk the grounds around the office on the beautiful days we enjoy here in Maine. If you have young children with you, please remain attentive to them, particularly near the parking lot and the river that is directly behind the office.
- 6) Please keep any sound while in the office to a minimum (e.g., conversation, cell phone use, video games), as sound travels easily from room to room.

FEES FOR SERVICES

Evaluation

- \$195.00 for every direct contact hour in an evaluation
- \$95.00 for every hour required to gather information from other professionals (if necessary) and write an evaluation report (up to 8 hours)

Treatment

- \$155.00 for a 50-minute individual treatment session
- \$155.00 per hour for phone consultations (charges begin after 10 minutes)
- \$105.00 for a 50-minute group session of 2 or more people
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Consultation

- \$195.00 for 50 minute Professionals/Parent/Agency meeting
- \$195.00 for 50 minute School/Agency Observation

Group In-service

- \$500.00 per hour for groups of 5 to 10
- For larger groups, please contact Lucia directly.

There is \$40 dollar per hour travel charge for off-site visits/consultations/trainings.

There is no additional charge for “routine” case management (e.g., planning, chart keeping, brief coordination calls). Periodically, it is desirable to participate in more extensive case management activities and collaboration with other parties to assure proper coordination of and communication about services. With parental notification, conferences with parents, teachers and other professionals, school observations, and lengthy telephone consultations will be billed at the hourly consult rate.

BILLING AND COLLECTION POLICIES

Invoices are sent out at the end or beginning of every month for all therapy during the previous period and are payable upon receipt; checks are accepted. Though insurance is not accepted, we will provide you whenever possible with a diagnosis code and treatment code on the invoice that can then be submitted to your insurance for possible reimbursement. Lucia Reardon Speech Pathology, LLC is a small private practice and is unable to carry large outstanding balances. Therefore, it is important to keep your account current. Please call Ms. Reardon promptly if you foresee a payment problem and every attempt will be made to develop a payment plan that works for you.

Please note that if payment is not received within 30 days of the invoice date, a late fee of \$25.00 will be charged for each week payment is not received. Also, a \$25.00 service charge will be required for any returned checks. If an invoice is unpaid after 45 days, treatment services will be suspended. Upon receipt of payment, every effort will be made to reinstate the therapy sessions back into the schedule.

CANCELLATION POLICY

Considerable effort is expended on arranging appointments and treatment schedules. Your therapy session and time is reserved for you and those who consistently attend therapy, participate and follow the treatment schedule make the most rapid progress towards the established goals. We realize emergencies occur and children can get sick the morning of a scheduled appointment. However, beyond those unanticipated events, if you must cancel an appointment for any other reason, we must receive verbal notice 24 hours prior to the scheduled session. If no verbal notice is given to our office at least 24 hours before a scheduled appointment, it will be considered a broken appointment and the client will be charged and responsible to pay the full fee for the appointment. For those clients with weekly standing appointments, frequent cancellations (i.e., 2 or more a month for 2 consecutive months) will be understood to mean that the standing appointments no longer work with the client's schedule. We reserve the right to discontinue therapy until such a time that continuity can be assured for all appointments (excluding vacations).

RELEASE OF INFORMATION

Client confidentiality is respected in all matters. If the release of information about an evaluation and/or treatment is needed to another agency or professional, a standard release form can be obtained from the practice. Upon completion of the form, the practice will release the appropriate information to the agency or professional.

If Lucia Reardon Speech Pathology, LLC did not complete the evaluation of your child's Social Cognition and Communication skills, please provide us with a copy of the evaluation before treatment begins. If you would like us to have any relevant prior records, which can be very helpful clinically, please have the information forwarded to the office. We will treat these records with the utmost confidentiality.

SNOW-INCLEMENT WEATHER POLICY

WE DO NOT NECESSARILY FOLLOW THE SCHOOL SCHEDULE REGARDING SNOW DAYS. When area schools are closed due to weather, assume that a scheduled therapy session is still on, or call as

soon as possible to let us know you cannot travel in the weather conditions. If the office closes due to weather conditions, there will be a message left for those clients scheduled that day. Please let us know the best way to reach you.

Signature here to indicate you have read, understand, and agree to abide by the policies and procedures in this document.

We thank you for choosing us to work with you and/or your child! We do appreciate feedback and encourage you to ask any questions you may have and share any concerns!