



# The Children's TherAplay Foundation, Inc.

## New Patient Form – ALL FIELDS REQUIRED



Date: \_\_\_\_\_ How did you hear about Children's TherAplay? \_\_\_\_\_

Referral for (please check):  Physical Therapy  Occupational Therapy  Speech Therapy

Patient Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Diagnosis: \_\_\_\_\_ Weight: \_\_\_\_\_ Height: \_\_\_\_\_

Can patient sit independently?  Yes  No Walk independently?  Yes  No Verbal?  Yes  No

What therapies does patient currently receive? \_\_\_\_\_ Location: \_\_\_\_\_

Date of last PT/OT/ST evaluation: \_\_\_\_\_ Location: \_\_\_\_\_

Preferred Times for therapy appointments: \_\_\_\_\_ AM \_\_\_\_\_ PM

(please check ALL options)

Monday  Tuesday  Wednesday  Thursday  Friday  Float (learn more on back)

Family Goals for Patient: \_\_\_\_\_

Parent/Guardians: \_\_\_\_\_

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell: \_\_\_\_\_ E-mail: \_\_\_\_\_

Referring Physician: \_\_\_\_\_

Physician's Medical Group: \_\_\_\_\_

Physician's Address: \_\_\_\_\_

MD Phone: \_\_\_\_\_ MD Fax: \_\_\_\_\_

Referring Therapist: \_\_\_\_\_ Phone: \_\_\_\_\_

**Insurance:** Please check ALL that apply

Medicaid  Children's Special Health Care Services  Self-Pay  Private Insurance

Medicaid Case Manager: \_\_\_\_\_ Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Type of MCD:  Traditional  Waiver  Risk Based Managed Care

Client's RID #: \_\_\_\_\_ Effective Date: \_\_\_\_\_

**CSHCS:** ID #: \_\_\_\_\_ Effective Date: \_\_\_\_\_

**Private Insurance:**

Company: \_\_\_\_\_

Insured's Name: \_\_\_\_\_ DOB: \_\_\_\_\_

Policy# \_\_\_\_\_ Group # \_\_\_\_\_

**Provider Services** Phone Number (on back of card) \_\_\_\_\_

**Please be sure to inform us of ANY changes in your insurance. Failure to do so may result in patient responsibility for the entire billable amount.**

Please return this form to Dawn Fisher at [dfisher@childrenstheraplay.org](mailto:dfisher@childrenstheraplay.org)

### **What does a “float” schedule mean?**

It can often be hard to some families to schedule and keep weekly reoccurring appointments. We realize that families have a lot going on. “Float scheduling” provides families the flexibility they may need. It allows the family to tell Children’s TherAplay (CTF) what time works for them each week. This may change as often as the family needs it to and is scheduled by the parent one week prior to the next appointment. These appointments can be made by phone or at the check-out desk following each appointment.

In order to provide the most flexibility to you and your family scheduling with the therapist available who matches your time request is preferred. Even with a policy in place, all therapists do get cancels. So, sometimes you may get lucky and be able to coordinate with a particular therapist, but this does not meet CTF’s goal of getting your child in consistently. We want your child to meet his or her goals.

If you find a time that works for you, attend it consistently with timely arrival for at least four weeks, and if it becomes available on a therapist schedule, you can discuss being placed back into a weekly reoccurring appointment.

CTF’s goal is to create the best life for as many children as we can. We know that it requires commitment and dedication from the family to do this. We also understand that families have things come up and commitments they need to attend. Our staff does everything they can to provide flexible options for families. However, CTF is a business, and each staff member only has so much available time to give. It is important the time CTF gives is spent providing successes for families. This requires consistent weekly attendance. CTF wants to make sure each and every time slot available is full each week so we can impact as many children as possible. When a family cancels an appointment, this can be a missed opportunity for another family who may be waiting for an available time to have their child’s goals met.



## Attendance Policy

- Cancellations and rescheduled appointments must be made through the Children's TherAplay front office either in person or by calling (317) 872-4166.
- *Emergency cancellations* – these include illnesses, death in the family, severe weather, etc. – should be made at least 24 hours in advance whenever possible.
- All other cancellations are considered *non-emergency* and must be made at least 72 hours in advance, no exception.
- Any *non-emergency* cancellations (with the exception of holidays) made by the patient's family are expected to be rescheduled and made up.
- *No-show*: A *no-show* is defined as any missed appointment for which Children's TherAplay was not notified in accordance with the previously outlined cancellation policies. Three or more *no-shows* within a three-month period may result in the loss of the patient's ongoing scheduled treatment time.
- Tardiness policy: To ensure effective treatment for all our patients, it is very important that patients are checked in no later than seven minutes after the scheduled appointment time. Three or more incidents of tardiness within a three-month period may result in the loss of the patient's ongoing schedule treatment time.
- If 50% or more of a patient's regularly-scheduled therapy treatments are missed, whether for emergency *or* non-emergency cancellations (except for holidays), in a three-month period the ongoing therapy appointment time may be forfeited.
- Children's TherAplay will make every attempt to notify patient families of any cancellations in a timely fashion. Staff cancellations and facility closures do not count against attendance.
- When a patient's primary therapist is unavailable, due to illness, vacation, or schedule conflict, an alternate therapist may provide treatment. In such cases, the attendance policy still applies.
- Medical Hold Policy: Documentation from the referring physician is required to initiate **AND** to conclude the medical hold from skilled therapy services
  - The patient may be on medical hold for up to 4 consecutive weeks without forfeiting their regularly scheduled therapy appointment(s). Should a hold be required for more than 4 consecutive weeks but less than 12 consecutive weeks, the patient will be placed on the waitlist for skilled therapy and will have to choose from available timeslots upon readiness to return to therapy. Should the medical hold last longer than 12 consecutive weeks, the patient will be discharged from skilled therapy services and the patient will have to start the application process over again.

**I have read and agree to the above guidelines as they pertain to my child's plan of care with his/her therapist(s).**

Child's name \_\_\_\_\_ Date: \_\_\_\_\_

Parent's signature: \_\_\_\_\_



## Discharge Policies and Procedures

As a pediatric clinic providing highly-specialized medical treatment, The Children's TherAplay Foundation works within certain parameters. Discharge / graduation from skilled services occurs when:

- **The child has met his/her goals**

When patients achieve a functional status that means treatment at Children's TherAplay is no longer medically necessary, it's cause for *celebration* and *graduation* from therapy! This is often bittersweet as it can be difficult to say goodbye, but the focus is always on what's most appropriate and beneficial for the child.

- **The child is functioning at a level that is appropriate for his/her age and diagnosis**

One of the primary goals for treatment at Children's TherAplay is to help patients achieve *maximum functional potential*, which means the child is functioning at a level, within their disability or condition, in which it is safe and reasonable for the child to complete their everyday and age-appropriate activities. When a child reaches maximum functional potential, it is once again cause for celebration and graduation.

- **The child has reached the weight limit for participation in hippotherapy services as stated in the clinic policy**

A weight limit is in place *and at the discretion of the treating therapist* to ensure everyone's safety. Children who are able to sit up independently during hippotherapy services may weigh up to 80-100 pounds based upon the child's functional status. A weight limit of 40 pounds is in place for children who require more assistance with sitting and ambulation.

- **The child is unwilling or unable to actively participate in skilled therapy**

For a child to benefit from skilled therapy, there must be an effective therapeutic working relationship between the child and the therapist, one in which *both* parties are willing participants. If a child is unwilling or unable to actively and consistently participate in skilled therapy, treatment will be discontinued until the underlying issue is resolved.

- **The child is not making progress in skilled therapy**

As a medical facility, Children's TherAplay *must* be able to demonstrate that a child is consistently making progress towards their goals. Yes, each child makes progress at a different rate, and treatments and plans of care are tailored to reflect these individual

differences. However, if a child's progress towards their goals has stagnated, it is time to talk about discharge/graduation from skilled services. Yes, this may be bittersweet but it is ultimately in the child's best interests.

- **The child no longer requires *skilled* therapy services**

The physical and occupational therapists at Children's TherAplay have undergone extensive training to be able to provide *skilled* therapy services: therapies that can be performed safely and/or effectively *only by* or *under* the general supervision of a skilled therapist. However, *some* skills do not require a licensed therapist and can be taught to caregivers and parents.

When a child only requires therapeutic interventions such as range of motion, therapeutic exercises, and sensory home exercise programs – interventions that can be taught to the parent or caregiver – the child does not require *skilled* therapy services anymore.

- **The child's parents / caregivers do not follow through with therapy recommendations / home exercise programs**

Children's TherAplay therapists see each child for a maximum of two hours per week. For a child to make progress towards his or her goals, the parents and caregivers *must* be involved, and that means following through on any at-home exercises and strategies recommended by the child's therapist.

When a family is unwilling or unable to implement the at-home programs recommended for their child, it is for discharge from skilled therapy.

- **The child demonstrates unsafe behavior**

Safety comes first, and that includes safety for both the child and the Children's TherAplay staff. If a child behaves in an aggressive way (such as biting, kicking, hitting, or pinching) towards the human or equine staff or demonstrates unsafe behavior on or around the therapy horses, treatment will be discontinued until the issue is resolved.

**I have read and agree to the above guidelines as they pertain to my child's plan of care with his/her therapist(s).**

Child's name \_\_\_\_\_ Date: \_\_\_\_\_

Parent's signature: \_\_\_\_\_