



Time 2 Talk, LLC

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CLINIC POLICIES

Welcome to Time 2 Talk! We appreciate the opportunity to work with you and your child. We ask that you take a few moments to familiarize yourself with our practice policies and procedures.

Appointments:

- Time 2 Talk currently schedules onsite appointments and is located at 3920 Pintail Drive, Suite C, Springfield, IL *Early Intervention appointments are available offsite.*
- Please arrive for each appointment in time to check in and begin therapy at the scheduled time.
- Please notify us if you are running late for your scheduled session. It may be necessary for us to reschedule your appointment if you are going to be more than 15 minutes late based on your therapist's availability (they may have a session immediately following your child's session and be unable to accommodate a later start time for your session).
- If you choose to leave during your child's therapy session, please return 10 minutes before your child's session would end to ensure the therapist has time to discuss progress and recommendations.
- You have the right to observe your child's therapy session. We ask that you refrain from intervening during the session unless asked by the therapist. It can become confusing for the child if all adults are giving directions or placing expectations on them.

Cancellations:

- We have a strict NO CALL/NO SHOW policy. We appreciate 24 hours advanced notice for appointment cancellation or rescheduling request. We understand that emergencies happen and ask that you notify us ASAP. Failure to show up for a scheduled session and or to notify our office that you are unable to keep a scheduled session is considered a NO CALL/NO SHOW and will result in a \$50 fee charge to your account, per occurrence.
- Consistency is needed to make progress with your child. Time 2 Talk reserves the right to terminate a therapist-patient relationship if there is an occurrence of 3 NO CALL/NO SHOWs within a 60-day period or consistent cancellations/requests to reschedule occur. Family emergency or illness is an exception.
- Because some of the clients we serve may be at a higher risk for illness please cancel if your child is experiencing or has had any symptoms within the last 24 hours including but not limited to diarrhea, vomiting, unexplained rash, fever, or lice. We reserve the right to request a doctor's note before resuming services with your child.

We believe all of your hopes and dreams for your child are within reach!

Phone:

- Messages left on the voicemail will be returned by the next business day.
- In the event of inclement weather, a closure message will be posted when calling our office.

General Information:

- We ask that you silence your phone when observing a session or utilizing our waiting area.
- Clients and siblings of clients may not be left unattended at any time. Please wait with your child for their therapist in the waiting area.
- Please do not walk through the clinic unless accompanied by a clinic staff member.

Photo Consent:

- Time 2 Talk is proud of the wonderful services we provide, and want to share your child's experience with you, your family and friends. Please give or decline consent below for us to take photographs of your child in connection with the services they receive. Time 2 Talk may use such photographs of your child with or without name and for any lawful purpose such as publicity, illustrations, advertising, and web content. Your signature authorizes Time 2 Talk to copyright, use, publish in print and/or electronically.

I understand and agree to have my child photographed _____

I DO NOT agree to have my child photographed _____

Child's Name: _____

Date of Birth: _____

I have read and understand Time 2 Talk's policies regarding appointments, cancellations, use of phone, and general information

Guardian Signature: _____