



CENTRA

Autism & Developmental Center

POLICIES AND PROCEDURES

Our Approach

Centra Autism and Developmental Services (CADS) consists of providers across multiple related disciplines. We are dedicated to the ongoing growth and development of children across their lifespan. Our mission is to help children reach their full potential, and to become more fully integrated into their family, school and community environments.

Each child's needs are individually assessed and treated on an ongoing basis by providers with expertise in Psychology, Applied Behavior Analysis, Speech/Language Pathology, Occupational Therapy, and Psychiatry. Our staff provides a unique application of integrated health services in which each client is provided comprehensive assessments across various specialties before interventions and treatment are designed.

At CADS, we consider family/caregivers to be important members of the team. As members of the child's team, parents receive ongoing training to facilitate skill acquisition and generalization (over time, across settings, people, and stimuli) as well as in the implementation of treatment plans and data collection.

Place your initials by each item indicating you have read and understand the following information:

Appointments

_____ While we try our best to accommodate appointment requests, we do not provide set schedules. It is the responsibility of the client/caregiver to continue to schedule appointments with the Front Office. We will provide printouts of the most current appointments scheduled for changes to be made in a timely manner that may best suit the needs of the client.

_____ If the client must cancel an appointment, please call us immediately at 434-200-5750. You may leave a voicemail if you do not reach us or if after office hours. If you do not show up for your scheduled appointment, and you have not notified the office at least 24 "business" hours in advance, you may be charged a no-show fee of \$25. The reason behind this policy is to protect the provider's time, not to penalize you financially. When you make an appointment with the provider, you are booking time that is no longer available for scheduling. Your session time is reserved/booked for you. We are unable to fill a cancelled session unless we are notified in advance.

_____ Excessive appointment cancellations will be reviewed on a case-by-case basis, and may result in termination of services.

_____ In the event that the client arrives more than 15 minutes late for the appointment, it is up to the provider if they will be able to see you for the remainder of the appointment or need to reschedule

_____ If you bring other children to the clinic, it is expected that parents/guardians will provide supervision for siblings at all times. This includes any area on campus. The Playground is for our residential treatment programs and school on campus and is not available to CADS patients.

_____ If your child is being seen for an appointment, please do not leave the waiting area unless arrangements have been made in advance with the provider and returning no later than 10 minutes prior to end of appointment in consideration for the next child's appointment.

_____ Centra is a non-smoking/vaping facility, it is not permitted anywhere on Campus.

Confidentiality

_____ Your privacy is very important to us. We strongly recommend that you review our *Notice of Privacy Policy* for important details regarding our policies for maintaining confidentiality. In particular, you should be aware that we will only contact you via means that you have specifically authorized in your client paperwork.

_____ If you would like us to exchange information with persons other than yourself, an *Authorization for Release of Information* form must be completed.

For guardians of children/adolescents

_____ I certify that I am the parent/guardian of the minor child and that I am truly entrusted to make medical decisions for my child. If any split or shared custody or shared guardianship agreement exists, I certify that I have notified CADS, and the other parent/guardian has also signed paperwork agreeing to psychological services for my child and all parties have consented to this treatment.

Fees

_____ We will always inform you of the associated charges prior to providing any type of clinical service. A schedule of fees can be obtained from our office at any time.

_____ Prior to your initial appointment, the front desk will verify benefits and relay the cost of the appointment to you for approval. Once the fee is approved by you, the initial appointment will be scheduled.

_____ Fees apply to various types of services including direct client contact (clinic-based or off-site), phone consultations, travel, report preparation and consultation with other professionals. A master fee schedule is available at the front desk upon request.

Payment

_____ Payment is due at the time services are rendered unless you have made other arrangements with us in advance with the billing department.

_____ For minors scheduled for individual therapy without a parent present, payment should be made in advance or be sent with the minor. Services will not be provided otherwise.

Email Communication

_____ CADS uses email communication only with your permission and only for administrative purposes unless we have made another agreement. That means that email exchanges should be limited to things like setting and changing appointments, and other administrative issues.

_____ If you choose to communicate with therapists by email, be aware that all emails are retained in the logs of both your and Centra's Internet service providers. While it is unlikely that someone will be looking at these logs, they are, in theory, available to be read by the system administrator(s) of the Internet service provider. You should also know that any emails received from you and any responses that a therapist sends to you become a part of your legal record. If you choose to email or text clinical information, you are hereby waiving your protection under HIPAA for electronic communications.

_____ Therapists will respond to emails within regular business hours.

Emergencies

_____ In Case of an emergency during non-office hours please call 911 or go to the local emergency room.

Termination of Services

_____ In the event that you do not keep your financial obligations to the clinic and remain delinquent on your account for more than 60 days, services will be suspended until payment is received.

_____ Services may also be terminated if it is determined that continued participation will be a detriment to the child or their family.

_____ If services are to be terminated you will receive a letter indicating termination of services.

Grievances

_____ If at any time and for any reason you are dissatisfied with a professional relationship, please voice all concerns with Pamela Raymond, Office Manager, at 434-200-5551 or by email pamela.raymond@centrahealth.com

Patient Name: _____

Date of Birth: _____

Signature of Responsible Party: _____

Date: _____