
Thank you for choosing Small Talk as your child's speech and language therapy center. We look forward to working with you and your child and assisting with your child's oral-motor, feeding, and/or speech and language needs.

Your therapist _____

Appointment Policy:

A regular appointment time will be scheduled for your child with the length and frequency being based on your child's individual needs. If you are late for an appointment or have to leave earlier than your scheduled appointment time ends, you will be billed for the full session, unless other arrangements have been made with your therapist prior to the appointment. Please be on time to pick up your child after therapy as there are appointments scheduled after yours that will need to start on time. If you wish to change the frequency of your appointment or terminate services, a minimum of three weeks notice is requested. If three weeks notice is not provided, service fees will be due for those three weeks of sessions unless exceptional circumstances warrant the waiver of those fees.

Cancellation Policy:

Consistent attendance is key for your child's progress in therapy. However, there are times when cancellations are necessary. We ask that you provide at least 24 hours (or more) of notice when possible. If you are unable to do so, we ask that you cancel by 7:00 a.m. for morning appointments and 8:00 a.m. for afternoon appointments to avoid being charged for your scheduled session. If your therapist is able to schedule a make-up session for you, the fee for the missed session will be waived and you will be responsible for payment of the rescheduled session only. Each client is allowed one "freebie" in which they will not be charged for a late cancellation. There are times when late cancellations are unavoidable and we will take this into consideration.

Illness Policy:

Please do not bring your child to the office if he/she has a communicable virus/illness. This includes, but is not limited to: fever within the past 24 hours, diarrhea within the past 24 hours, vomiting within the past 24 hours, conjunctivitis (pink eye), strep throat, or chicken pox. If your child has green mucus, a bad cough, etc., please use your discretion to determine whether or not it is appropriate for your child to attend therapy.

Inclement Weather & Holidays Policy:

It is important to note that we do not follow Fairfax County or Loudon County's inclement weather status or holiday calendar. If your therapist is unable to provide therapy for your child due to the weather, they will contact you prior to your session to confirm that there will not be services for that day. If you feel the weather is not conducive for you to travel in, please notify your therapist directly as soon as possible. In addition, if your therapist chooses to cancel an appointment on a holiday, they will notify you. If you have questions about your scheduled appointment, please contact your therapist directly to confirm and do not assume that your appointment has been cancelled due to weather or holidays.

Fee Policy:

We are not affiliated with any insurance networks and this practice does not bill insurance companies directly. You are responsible for payments. Your invoice will provide the necessary information for your insurance company. If additional information is required by your insurance provider, please have an insurance representative notify your therapist as soon as possible.

Payment by check or cash is expected at time of service. If payment is delayed for more than two weeks, future sessions will not be provided until payment has been received. If a check is returned for insufficient funds, the additional fee will be charged to your account.

Extensive Written Reports and/or Correspondence Policy:

If you are in need of re-evaluation reports, progress summaries or other extensive paperwork, you are asked to provide your therapist with 2 weeks notice to complete the necessary items for you. You will be billed at the hourly therapy rate for the write-ups (not to exceed 3 hours). You will not be billed for treatment goals (to be completed annually), daily progress notes, or a standard insurance letter for your child.

Building Policy:

You are asked to remain in the building while your child is in therapy. If the therapy is home-based, an adult will need to remain in the house while therapy is occurring. Exceptions to this policy may be discussed with your therapist and if you are leaving the premises, we ask that you leave contact information so you may be reached immediately should there be a need.

The waiting room is available for you and siblings while your child is in therapy. Siblings are not to be left unattended in the waiting room or bathroom areas. We also ask that you restrict sibling's whereabouts to the waiting room and bathroom area only and do not allow them to wander back to the therapy rooms as they may disrupt ongoing therapy. If the rooms are unoccupied, we ask that you keep your children out of them as there is equipment and other belongings that may be dangerous for your child to play with unattended.

THANK YOU FOR YOUR COOPERATION.