

SPEECH AND LANGUAGE CENTER OF NORTHERN VIRGINIA

1125 Savile Lane
McLean, Virginia 22101
FAX: (703) 356-2311

www.dolleymadisonpreschool.org

www.slcnv.org

Dolley Madison Preschool
(703) 356-1351

Speech & Language Services
(703) 356-2833

Outpatient Procedures for Parents

Welcome to the Speech and Language Center of Northern Virginia. Standard procedures for the management of our outpatients are listed below. Please refer to these important procedures to answer questions throughout the year as they come up. If you have more specific questions, please do not hesitate to call us or ask your therapist.

The goal of the Speech and Language Center of Northern Virginia is to provide the highest quality speech and language services possible to our clientele. We encourage your input and strive to include the entire family in the therapy process. Your commitment to helping and supporting your child through the therapy process is very important in terms of your child's progress.

Billing

1. Please see our fee sheet for rates. We are a nonprofit center and strive to keep our rates on the low end for private practice clinics in this area.
2. An extra fee will be added (\$10.00 per visit) for therapy conducted off-site of our center.
3. Our evaluation fee covers the testing session, scoring of tests and scales, a follow-up meeting with parents when necessary and a written report.
4. Bills will be issued at the end of each month with payment expected by the 15th of the next month. If payment is not received by the next billing date, speech therapy services will be suspended until full payment is received.
5. If your insurance company is paying for our services, you must pay us directly and ask your insurance company to reimburse you. We will provide you with a monthly statement which will contain dates and codes you may need when contacting your insurance company. We must ask that you deal directly with your insurance company as we cannot be responsible for collecting payments for you.

Cancellations/Tardiness

1. Each therapist will strive to conduct all scheduled therapy sessions, but if she needs to cancel, the client will not be billed for this at any time.
2. If you must cancel, please notify us at the office as soon as possible (at least within 24 hours and sooner if you can) and we will endeavor to contact your therapist. Uncancelled sessions are charged at the regular rate. Cancellations are accepted due to illness or emergency situations. We do ask that you take your therapy time seriously and make your scheduled

appointments. Our therapists have that time specifically set aside for you and sometimes come in only to provide therapy for your child.

3. Our therapists are quite busy and in order to serve all of our clients; we may have to schedule back-to-back appointments. Therefore, we must hold everyone to the time that they have agreed upon. If you are 10 minutes late for a 45 minute session, that session will still have to end at the agreed upon time so that the next client does not have to wait for 10 minutes. If a time is not working for your particular needs, please let us know. We can be flexible and will try to make accommodations.
4. For snow days, we will follow Fairfax County's schedule of closings. If Fairfax County is closed, so are we. If they open two hours late, we begin our therapy at 11:00. If you have an appointment before that time, consider it cancelled for that day. If Fairfax County closes early, we will not hold afternoon therapy sessions.

Other

1. We encourage you to ask questions and to be involved in your child's treatment program. We encourage you to observe at least one therapy session. Generally, we save the last 5 minutes of each session to discuss your child's progress with you, explain any homework or carryover activities or share any other information.
2. We will gladly work closely with other professionals who work with your child. These professionals may include teachers, physicians, psychologists or others. We must ask that you sign a release form giving us permission to share information with other professionals. Information cannot be shared unless you have signed a release of information form.