

Welcome to the Spaulding Lexington Outpatient Center for Children!

We're happy you've chosen to undergo your therapy program here with us. Our staff will provide your family member or child with therapy intervention and care using a team approach in a friendly environment. Please read the following information very carefully prior to the day of your child's first visit. If at any time you have additional questions, please contact our front desk at 781-860-1742.

Before Your Visit

- A physician prescription (written order) is required for all patients to receive therapy. Please contact your child's doctor to have a prescription sent to our office. The prescription should include the requested type of therapy, your child's name, date of birth, and medical diagnosis.
- If it is your child's first appointment to our center, please plan to arrive approximately 5-10 minutes early for the completion of registration paperwork and bring your child's insurance card(s) and a photo ID(if applicable).
- **A parent or legal guardian is required to attend the initial visit.** Proof of guardianship must be presented if you are not the parent or the patient is over age 18.
- If your child has had any previous assessments, please bring these with you or send copies prior to the evaluation. This may include any PT/OT/Speech evaluations performed within the last year; current IEP's; etc.
- If your child has any braces, adaptive equipment, or communication books/boards/devices, please plan to bring these with you to your appointments.
- If you anticipate your child may have difficulty participating, please bring 1-2 reinforcers, such as a favorite toy, game, or snack.
- If your child requires additional support staff due to behavior, please arrange for familiar staff to accompany the patient to the appointment.

On the Day of Your Visit

- As a patient and/or family member, you are an important member of the treatment team. Please share your goals and expectations with your clinicians so that we may better coordinate your care.
- *Your child's therapist will determine the most appropriate plan of care for your child following the initial evaluation. Please contact our front desk after the evaluation for schedule availability.*
- Treatment sessions are scheduled for 45-60 minutes. Each session includes direct treatment, documentation of progress, and feedback from your therapist. *Please be available in our lobby for feedback with your child's therapist 10 minutes prior to the scheduled end of the treatment session.*
- Please be prompt for your appointments. Our therapists make every effort to be on time for you. We realize your therapy time is valuable and we don't want you to be shortchanged!
- Our therapists make every effort to provide you with your child's reports in a timely manner. If you need a report by a specific date, please inform the therapist on the day of the evaluation.
- Our waiting room is designed to be a fun place to wait. We expect children to be supervised by their parent or caregiver at all times. Please be respectful of others waiting in this area.
- **A caregiver must remain on the premises at all times while your child is receiving therapy.**

Cancellations

- **If you cannot keep a scheduled appointment, please try to notify us at least 24 hours in advance.** Be aware multiple cancellations or no shows will affect your child's progress, can jeopardize your insurance coverage, and may result in possible cancellation of future appointments.
- If your child is ill, please use your best judgment in coming for therapy. It will be difficult for your child to be productive in therapy and puts other children and staff at risk. If your child has a fever or active infection

(including rashes), wait 24 hours after symptoms are cleared before coming for therapy. If your child has a rash, you will require a doctor's note before returning for treatment.

Insurance and Billing

- It is always wise to verify your insurance coverage and benefits with your insurance company. Please note that although most plans do have benefits for therapy services, some plans do exclude coverage for certain diagnoses such as Autism or developmental delays. If the requested service is not a covered benefit under your plan and you still desire to receive these services, you may opt to self-pay for each visit.
- Insurance referrals must be provided to our office as required by your insurance carrier. If your insurance company requires referrals, you must contact your child's primary care physician to obtain the necessary referral(s). If you choose to receive care without a referral or authorization from your insurance, you will assume responsibility for payment. Our National Provider Number or NPI is 1780600825.
- **You must notify us if your insurance changes during the course of treatment.** Failure to notify of insurance changes in a timely manner may result in additional out of pocket costs to you and a delay in treatment services to your child. Please call registration at 844-805-0205 to update your information.
- If a copay or self-payment is required, payment is due at the time of each visit. We accept personal check and all major credit cards. If you have any questions about a bill you have received, please call our Billing Customer Service Department at (617) 726-3884.

Additional Information

- Free parking is available in our parking lot located directly outside the main building entrance. Upon your arrival to our center, follow the path along the side of the building to the Spaulding entrance.
- Please visit our website for more information regarding our programs and to view a photo gallery of our center. <http://spauldingrehab.org/locations/lexington-ma>
- If you have designated someone to make health care decisions for you in the event that you become incapable of making or communicating these decisions, please provide us with a copy of your Advance Directive or Massachusetts Health Care Proxy document. Further information is available through the Massachusetts Medical Society at www.massmed.org
- We support the law known as the Massachusetts Patient's Bill of Rights. A copy of your rights is posted in our center. You may also request a copy.
- After your visit, you may receive a confidential satisfaction questionnaire from us. Your feedback is very important, please complete it and mail it back to us.

Your satisfaction is our primary goal. If you have questions or concerns, please share these and we will work to resolve any issues. If your patient service representative or therapist cannot help you, you may contact our site manager, Michelle Alexander. As always, we are here to help you!

Sincerely,

The Staff at Spaulding Lexington

Michelle Alexander, MSPT, PCS Site Manager

781-860-1742 ext 1755
malexander4@partners.org

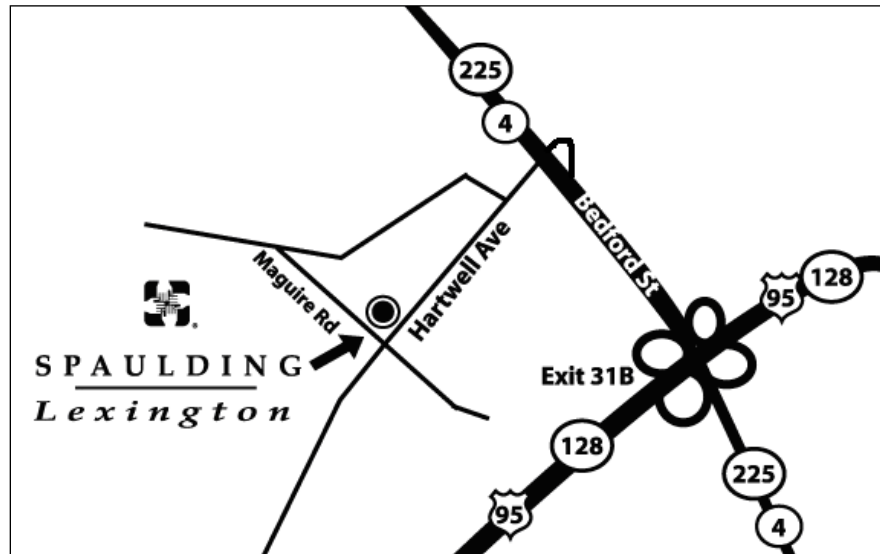
The Spaulding Mission: Spaulding's mission is to provide a full continuum of rehabilitation services, to contribute new knowledge and treatment approaches through research and outcomes studies, to educate future rehabilitation specialists, to advocate for persons with disabilities, and to support the mission of Partners Health Care System.

Spaulding Lexington Outpatient Center for Children

1 Maguire Road, Lexington, MA 02421-3114

Phone: 781-860-1742 **Fax:** 781-860-1769

Email: srhlexington@partners.org



Traveling I-95/Rt. 128 North:

- Take 4N RT 225W **Exit 31 B**
- Merge onto MA – 225MA-4 (Bedford Street)
- Follow Bedford Street in the right hand lane for approximately .5 miles and take a right turn (“Jug Handle Turn”) onto Hartwell Ave. Follow signs for Hartwell Avenue and Hanscom. (This right hand turn allows you to turn left onto Hartwell Ave.)
- Follow Hartwell Avenue staying on the right side of the road for .5 miles. Take the first right hand turn at Maguire Road. Our parking lot is the first driveway on the right on Maguire Road.

Traveling I-95/RT 128 South:

- Take 4N RT 225W **Exit 31 B**
- Turn slightly onto MA – 225 MA – 4 (Bedford Street)
- Follow Bedford Street in the right hand lane for approximately .5 miles and take a right turn (“Jug Handle Turn”) onto Hartwell Ave. Follow signs for Hartwell Avenue and Hanscom. (This right hand turn allows you to turn left onto Hartwell Ave.)
- Follow Hartwell Avenue staying on the right side of the road for .5 miles. Take the first right hand turn at Maguire Road. Our parking lot is the first driveway on the right on Maguire Road.