



FACILITY POLICIES

Welcome to OT Solutions Inc. Do not hesitate to ask us if you have questions; we are here to serve you! Please read the following helpful information and guidelines:

- 1) Paperwork – All forms should be completed thoroughly and signed to begin services. Insurance information must be verified prior to your child's services. It is the parent's responsibility to notify us in advance of any changes in insurance.
- 2) Physician Orders – A prescription is required for all clients prior to beginning your child's services. We may be contacting your child's physician to obtain the prescription. It is the parent's responsibility to notify us of any changes in your child's physician.
- 3) Scheduling – All clients are seen by appointment only. Your primary therapist will contact you to set up a schedule for your child.
- 4) Cancellations – It is essential your child receive continuous treatment. Missed and cancelled appointments prevent effective therapy for your child. If a visit has to be cancelled due to illness or an emergency we request you notify your therapist 24 hours in advance or if unable to contact them, you may contact the office at 910-313-2111 during business hours. We will do our best to schedule a make-up visit if time allows. We will also notify you in a timely manner if we have to cancel a visit as well as upcoming vacation or scheduled holidays. If you miss two visits without prior notice or make repeated cancellations, you/the patient will be discharged.
- 5) Rest Rooms – In the interest of safety, we ask that you please accompany your child to the restroom while at the OT Solutions Inc. office.
- 6) Waiting Area – Siblings are welcome to wait with you in our waiting area. Please keep a close eye on them at all times. Siblings must be with an adult at all times for safety and to prevent disruption to our other clients. To protect the privacy of others, visitors are asked to remain in the front waiting area unless you are directly participating in the therapy room with your child.
- 7) Therapy Sessions – Length of sessions will be determined by you and your child's therapist. **Our policy requires that you remain on-site for the duration of your child's therapy session.**
- 8) Home Visits – If your therapist is visiting your home for therapy, we ask that you assist us by securing your pets prior to our arrival. Siblings are welcome to participate in the session if you and your therapist deem it appropriate. We ask that you remain on-site for the duration of your child's session. OT Solutions Inc. adheres to a "smoke-free" work zone policy, and therefore we ask that you refrain from smoking in the child's therapy session.

IT IS OUR PLEASURE TO SERVE YOU!