

child&familydevelopment



Annual Update – 2018

Thank you for choosing Child and Family Development to meet the needs of your family. Each year we update families with the most current policies and requirements. These policies ensure the highest level of customer service, privacy, safety and security. It is very important to take the time to read this information. In the event the policies are not followed, it may result in dismissal from services.

1. Complete and sign all required forms;
 - a. Financial Policy and Agreement – this form allows us to file insurance and make certain you understand our insurance policies, Medicaid policy, cancellation policy, and minor client policy.
 - b. Family Contact Form – this form provides contact information for parents and others involved in care. It is important to make sure we have the most current contact information on file.
 - c. Consent and Alternate Contact Form – this form acknowledges our Notice of Privacy Policies, provides consent for services, and designates how we may contact you.
 - d. Medical History Update Form – this form keeps your child’s health record up to date and informs clinicians of health changes, hospitalizations, changes in medication, and changes in equipment.
2. We use email when communicating with parents, caregivers and others in the continuum of care. We use a highly secure Microsoft encryption service for email. Instructions for reading mail are included in our messages and also available on our website.
3. Check-in at the front window for every appointment. This is how clinicians are notified of your arrival for an appointment. It is important that appointments start and end on time.
4. Always notify us of any changes to address, contact numbers, insurance, physicians, etc. so that we can ensure our records are up to date.
5. Review and adhere to our Lobby Rules posted in the lobby at all times. This is for the safety of all those visiting Child and Family Development.
6. Parents and caregivers must remain **onsite** during appointments.
7. Parents and caregivers must escort children **in and out of the building** and must be accompanied by a Child and Family employee when entering treatment areas
8. Discussions regarding services must be kept private. The lobby or any common area is not a private area. Talk to the therapist about ways to share information in a way that upholds the privacy and security laws.
9. Children with illnesses including fever, vomiting, diarrhea, undiagnosed skin rash, conjunctivitis or any other identifiable contagious condition, should not attend therapy until symptom free for 24-hours, treated with medication for 24-hours or with a note from a medical provider.
10. Repeated Late Cancellations and/or No Shows will result in either forfeiture of permanent appointment or termination of service.
11. As appropriate, these policies may be modified based on professional judgment and clinical decision-making.

Name of client or client’s representative

X

Signature of client or client’s representative

Date

4012 Park Rd, Suite 200
Charlotte NC 28209
Phone 704.332.4834
Fax 704.372.9653

10516 Park Rd
Charlotte NC 28210
Phone 704.541.9080
Fax 704.542.0699