



Capitol City Speech Therapy, PLLC

Fax: 919-577-6853
Office: 919-577-6807
www.ccst.coach

Welcome to Capitol City Speech Therapy!

General Policies

It is our responsibility to provide our patients with the highest quality of services possible. There are several items to be aware of that will be helpful to you during treatment:

- Billing and office staff are available 9am-5pm Monday-Thursday and 9am-12pm on Friday. Therapy appointments are available 8am-6pm Monday-Thursday and 8am-12pm on Friday.
- Appointments should be scheduled as far in advance as possible, to ensure you get the appointment times most convenient for you.
- If you are unable to make it to an appointment, please contact Capitol City Speech Therapy to cancel or reschedule. Please call 919-577-6807.
- If you are going to be late, please give us a call to see if we need to reschedule your appointment.
- If more than 2 appointments are missed without canceling, you may be discharged from therapy.
- We are here to serve you and your family, don't be afraid to ask questions about treatment– it's your right!

Pediatric Policies

- If child has a temperature, lice, pink eye, or any other contagious illness, please call your therapist to cancel you session.
- If therapist comes to your home and siblings or family members are contagious, please call your therapist to discuss other treatment options or to reschedule.
- During your treatment sessions, you may be asked to perform a series of exercises or activities as part of your child's home program. It is important that these activities are done because they are the part of your child's therapy that you are responsible for. It will take a team effort to achieve your child's goals. If there are questions concerning this program, don't be afraid to talk with your child's therapist. There may be adjustments that need to be made to your child's program.
- Siblings are welcome to attend therapy sessions, however, if they become a distraction to your child or interrupt your child's therapy session, other arrangements may need to be made.
- It is not required that you stay with your child during all treatment sessions. However, it is strongly encouraged in order to carry over strategies and progress throughout the child's day.
- Please do not leave the property while you child is in session. Adult or guardian must be available at the end of the scheduled session. Therapists are unable to supervise your child after the end of the session due to other job requirements.
- You also have the right to refuse any treatment that you would rather your child not have.

Adult Policies

- You have the right to refuse any treatment that you would rather not have.
- If you have a fever or any other contagious illness, please call your therapist to cancel you session.
- During your treatment sessions, you may be asked to perform a series of exercises or activities as part of your home program. It is important that these activities are done because they are the part of your therapy that you are responsible for. It will take a team effort to achieve your goals. If there are questions concerning this program, don't be afraid to talk with your therapist. There may be adjustments that need to be made to your program.

Thank you for choosing Capitol City Speech Therapy!