



Policy Acknowledgement for Clients Harmonize for Speech, Hearing and Language Clinic

Hello and welcome to the Harmonize for Speech, Hearing and Language Clinic at Georgian College!

In order to ensure the best potential for success both regarding your treatment goals and the learning experiences for our students we have a few policies that we need for you to review as outlined below. Please read carefully and then sign where indicated if you would like to proceed to be a client in our clinic.

Treatment Length: The length of treatment that we provide will vary depending on each client's individual goals and circumstances. Because we are in an academic setting we schedule new client intakes at the start of semesters. Our goal will be to provide clients with treatment for two consecutive semesters at the discretion of the supervising Speech-Language Pathologist. At the end of the two consecutive semesters clients are discharged and may choose to be put onto a wait list for re-entry to the clinic.

Speech Language Assessment Requirements: Clients will only be treated in our clinic if they have on file with us a formal assessment with specific treatment goals from an external Speech-Language Pathologist that is current within the year. If the client is discharged from the clinic, the client then may apply for re-entry and placed on the wait list. A formal reassessment by an external Speech-Language Pathologist with updated treatment goals will be required for continued eligibility for clinic services.

Payment Requirements: Payment is required at the time of the appointment. Any overdue account balances will be brought to the attention of the Manager, Health & Wellness Clinics which may result in immediate discharge from the clinic. **Client Initials Here** _____

Attendance Policy: Patients who cancel with less than 24 hours notice, are greater than 5-10 minutes late or who do not show up for appointments will be addressed as follows and are reset at the start of each new semester:

- a) The first attendance violation is recorded in the patient record by the Customer Service Representative as a global message to refer to details that will be recorded in the encounter notes.
- b) The second and subsequent attendance violations are recorded as above and the patient is to be charged a \$15 fee (for a missed appointment, not a late arrival) to be added to the account by the Customer Service Representative and must be paid prior to receiving further treatment.
- c) If a total of three (3) "no shows", short-notice cancellations or late arrivals are recorded the Customer Service Representative will notify the Manager, Health & Wellness Clinics who will proceed to discharge the client in writing.

By signing this document I acknowledge that I have read and understood the aforementioned expectations and policies.

Printed Name of Client or Legal Guardian: _____

Signature of Client or Legal Guardian: _____

Date: _____