



Therapy Clinic

Parent/Caregiver Handbook

www.highhopesforkids.org

301 High Hopes Ct. Franklin, TN 37064

Phone: (615) 661-KIDS (5437)

Fax: (615) 277-2838

Welcome!

Welcome to High Hopes Therapy Clinic! Our dedicated therapists and staff are committed to delivering outstanding therapy services in a joyful and nurturing setting. This handbook serves as a valuable resource for parents and caregivers, offering insights into our clinic and organization. It outlines expectations for both High Hopes and families in our therapy programs. We are grateful for the chance to contribute to your child's development and eagerly anticipate collaborating with your family to celebrate milestones!

Mission

The mission of High Hopes Development Center is to equip children, youth, and their families with the skills necessary to achieve success through education, therapeutic services, and loving support.

Why is High Hopes a Non-Profit Organization?

High Hopes, Inc. is a 501c (3) tax exempt organization. As a non-profit organization we can better balance the needs of children and families when making programming and business decisions. If you are interested in learning more about our fundraising programs, please contact our Development Office at (615) 550-1437.

High Hopes Therapy Clinic

Our Pledge to Children and Families

To children, we pledge that we will...

- Provide loving and compassionate care.
- Treat with respect and dignity.
- Allow autonomy in decision-making when possible.
- Respect privacy and communicate in understandable terms.
- Offer praise and encouragement throughout sessions.

To families, we pledge that we will...

- Schedule appointments at convenient times and attempt to reschedule missed appointments.
- Understand and support family challenges.
- Answer questions in understandable terms.
- Respond promptly to communications.
- Collaborate with insurance and other payers for therapy reimbursement.
- Employ qualified therapists and support their ongoing professional development.
- Encourage parent participation in therapy sessions.
- Provide a home program to support therapy goals.
- Foster inclusion at High Hopes and in the community.

Non-Discrimination Policy

High Hopes Clinic is committed to providing therapy to all patients, irrespective of race, color, national or ethnic origin. Our services, admissions, financial aid, and other programs are administered without discrimination based on race, religion, color, or national and ethnic origin.

Important Contact Information

Phone: (615) 661-5437 Fax: (615) 277-2838

Quick Phone Reference Guide

Scheduling Questions/Requests.....	(615) 661-5437, Option 5 - 1
Appointment Cancellations.....	(615) 661-5437, Option 5 - 2
Scheduling New Therapy Evaluation.....	(615) 661-5437, Option 5 - 3 (615) 550-1451
Kristin Garner, MPT, Director of Clinical Services.....	(615) 550-1445
Anna Brinker, Office Manager	(615) 721-5575
Hilary Ehlers, Billing Manager	(615) 550-1441
Billing (HQ Management Services)	(248) 601-9207 Ext. 9931

Clinic Hours of Operation

Monday 7:30am – 6:00pm

Tuesday 7:30am – 6:00pm

Wednesday 7:30am – 6:00pm

Thursday 7:30am – 6:00pm

Friday 7:30am – 5:00pm

The clinic will be closed in observance of some holidays, and for staff professional development days. Notices regarding closures will be communicated through social media, email, and signage within the clinic. For your convenience, a detailed calendar, including closure dates, is available on the High Hopes website: www.highhopesforkids.org.

Inclement Weather Policy

In the event that travel is deemed unsafe for clients or staff due to inclement weather, High Hopes may close or delay the clinic's opening. Closure or delay information will be communicated to parents through the following channels:

- **Email:** Please ensure that High Hopes has your up-to-date email address.
- **Social Media:** Follow us on [Instagram](#) and [Facebook](#) for updates.

Non-Smoking Policy

To comply with state health laws and prioritize fire and safety considerations, smoking is not permitted on the High Hopes campus.

Insurance/Billing

High Hopes Therapy Clinic is committed to assisting families with any concerns related to insurance coverage. The office staff and representatives from HQ Management Services, our contracted billing agency, are readily available to support the navigation of insurance matters. However, parents and caregivers must take an active role in staying informed about their insurance benefits and promptly sharing policy details, including any changes in coverage. We conduct benefit verification before starting therapy, but it's important to note that the information provided by insurance companies is not a guarantee of coverage or payment. While we cannot guarantee coverage for therapy services, we are dedicated to collaborating with families and insurance companies throughout the billing process.

Parents and guardians are responsible for notifying High Hopes Therapy Clinic about any changes in therapy payers, including TennCare, insurance, Tennessee Early Intervention Services (TEIS), and private pay. Failure to communicate payer changes may result in the patient's responsibility for charges incurred.

Parents and guardians must inform the clinic of changes to their address, email, or phone number.

Failure to make timely payments may result in removal from the therapy schedule or the account being sent to collections.

Billing Statements

We strongly advise parents and caregivers to maintain the following documents for their records, as we are unable to generate historical invoices over time ranges for tax or other purposes:

- **Account Statements:** Monthly statements are mailed to the patient's address on file.
- **Receipts**
- **Explanation of Benefits (EOB):** Following the submission of a claim for therapy services, the insurance provider will issue an EOB to the subscriber. This document outlines the details of the claim and any patient responsibilities. In cases where a service is not covered, the EOB will specify the reason for denial. If a claim is denied for a correctable reason (e.g., additional documentation needed, clarification on diagnosis code, or a requirement of a different billing code), our billing partners at HQMS automatically correct and resubmit those claims. However, denials for reasons such as reaching maximum benefits or non-covered services may result in a patient balance.

Photographs

Occasionally, photographs are taken for fundraising, newsletters, social media, etc. Photographs will only be used if High Hopes has the written permission of the child's parent/guardian.

Parent Communication

Communication between High Hopes staff and parents/caregivers is essential for a successful therapy program. High Hopes utilizes several methods of communication:

- **Patient Portal:** Prior to an initial therapy appointment, parents/caregivers will be asked to review and complete documents in the patient portal. The patient portal is also where annual paperwork is completed, past medical history is collected, and patient demographic and insurance information can be updated.

IMPORTANT: The password you create in the portal will also be required to open evaluation reports that are securely emailed to you. Please save this password!

- **Email:** When a High Hopes staff member sends Protected Health Information (PHI) outside of the patient portal, it will be emailed as an encrypted message. Therapist and staff emails are listed on the High Hopes website for your convenience.
- **Phone:** Scheduling updates and reminders will be made via phone. Please ensure that contact information is always current. Updates to demographic information can be made via the patient portal or by contacting our front desk at (615) 661-5437.
- **ProCare Connect:** For children enrolled in the school at High Hopes, communication regarding therapy sessions completed during the school day will be communicated using ProCare Connect.
- **High Hopes Newsletter:** Subscribe to the High Hopes newsletter to receive information about our programs, activities, and special events. Click [HERE](#) to sign up for the newsletter.

Parent Participation and Support

Parents and caregivers play a crucial role in a child's therapy. To ensure the best results, it is important to continue therapeutic activities at home. We welcome and encourage parents to join therapy sessions. Siblings can attend too if they are supervised, well-behaved, and remain close to the treatment area. For their safety, siblings should not use therapy equipment.

Therapy for High Hopes School Students

Therapists provide therapy and support during the school day for High Hopes Preschool students. Per best practice guidelines, therapy sessions occur in the child's classroom and playground environments whenever possible. The goal is to create a natural learning environment with peers and teachers present and engaged. Learning skills and integrating them into the child's natural environment and routines promote repetition and practice of skills beyond the therapy session. This approach to integrating therapeutic activities into a child's routine is evidence-based and recommended by Early Intervention (IFSPs) and Franklin Special School District (Service Plans). Students may also be "checked out" of the classroom occasionally to utilize therapy equipment only available in the clinic environment.

Individualized goals for each child are created by a team including therapists, teachers, and parents during Individual Preschool Plan (IPP) meetings. While IPP meetings serve as formal communication, therapists and parents are encouraged to have frequent informal communication. Therapists use ProCare Connect for brief updates after each school day session, and complete detailed clinical notes for the chart, available to parents upon request.

Parents are welcome to attend therapy sessions, and scheduling arrangements can be made as needed.

If a student is going to be absent from school for any reason, parents should send a message via ProCare, and the absence will be noted for BOTH the school and the clinic.

If the student is going to be absent for an extended time (vacation, surgery, etc.) please contact the clinic at least one week in advance to communicate missed sessions and return to therapy date.

Patient Illness

Please call the clinic at (615) 661-5437 to cancel your therapy appointment as soon as you determine that your child is too ill for therapy. Children should not attend therapy if they have the following signs/symptoms of illness:

- Temperature greater than 100 degrees
 - Child may return to therapy once they are fever-free for 24 hours without medication
- Conjunctivitis “pink eye”
 - Child may return 24 hours after treatment or with a doctor’s note
- Vomiting (1 time)
 - Child may return 24 hours after the last episode
- Diarrhea (2 times)
 - Child may return 24 hours after the last episode
- Strep Throat
 - Child may return 24 hours after initiation of medication
- Other contagious conditions diagnosed by physician

*Children frequently have colds, especially during the winter months, and it is not necessary to keep a child home with minor cold symptoms (runny nose, cough).

Patient Cancellation/No Show Policy

For the High Hopes Therapy Clinic to best serve a child and family, it is important that they consistently attend their scheduled treatment sessions. We understand that illness and/or medical appointments may result in unavoidable absences; however repeated cancelation of sessions for reasons like transportation issues, weather conditions, or playdates is unacceptable. This policy

ensures two key things: first, that children receive the full benefits of their therapy plan, and second, that therapy spots are utilized effectively, preventing delays for children waiting for services. Please refer to the following explanation:

Approved Last- Minute Cancellation - Cancellation due to documented illness: vomiting, diarrhea, fever >100 degrees, unexplained rash, or other contagious medical condition. A note from a physician may be requested with repeated cancellations for reasons of illness. High Hopes scheduling staff will attempt to reschedule appointments as requested.

Approved Advanced Cancellation - Cancellation due to medical appointment or family reasons (ex., vacation). For a cancellation to be approved for a non-illness-related reason, it must be reported seven days prior to the scheduled appointment. High Hopes scheduling staff will attempt to reschedule appointments if there is availability.

Unapproved Cancellation - Cancellation reason other than illness or planned cancellation without 7-day prior notice. A child may forfeit their treatment spot and be placed on the waiting list for another available treatment spot if a child has.....

1. Two unapproved cancellations in a month (4-week time frame)
2. Two unapproved cancellations in a row
3. Unapproved cancellations in 2 consecutive months

No Show- If a child fails to show for a scheduled appointment and does not call to cancel, it is considered a “No Show.” A child may be discharged from therapy after two documented No Show appointments.

High Hopes Therapist Cancellation

If a therapist needs to cancel or reschedule an appointment unexpectedly, such as due to illness, patients will be promptly notified via phone. Please ensure that your contact information is current with the High Hopes staff. We will do our best to reschedule any appointments canceled by therapists at a different time or with another therapist. Your understanding and cooperation are appreciated.

Service Animals Policy

Service animals are dogs that are trained to assist a person with a disability. They are allowed at High Hopes in accordance with ADA laws. When in the High Hopes building, service dogs must remain with a handler and the disabled individual whom they are trained to assist.

Service animals are not required to show a training certificate or wear a vest. Management may ask the dog to be removed from the building if the animal disrupts services. The service dog’s handler is completely and solely liable for any injuries or damage caused by the animal.

Service Animals Policy Continued.

Emotional support or comfort companion animals are not considered service animals and are not permitted within the High Hopes building.

The complete High Hopes Service Animal Policy can be found [linked here](#).

Thank You. We are pleased that you selected us to serve your child and family.



Notice of Privacy Practices

Your Rights

When it comes to your health information, you have certain rights:

Get an electronic or paper copy of your medical record

- You may ask for an electronic or paper copy of your medical record and we will provide the record within 30 days. We may charge a reasonable, cost-based fee.

Ask us to correct your medical record

- You may ask us to correct health information about you that you think is incorrect or incomplete.
- We may say “no” to your request, but we will tell you why in writing within 60 days.

Request confidential communications

- You may ask us to contact you in a specific way or to send mail to a different address.

Ask us to limit what we use or share

- You may ask us not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say “no” if it would affect your care.
- If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer.

Get a list of those with whom we have shared information

- You may ask for a list of the times we have shared your health information, who we shared it with, and why.

Get a copy of this privacy notice

- You may ask for a paper copy of this notice at any time,

Choose someone to act for you

- If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information.
- We will make sure the person has this authority and can act for you before we take any action.

File a complaint if you feel your rights are violated

- You can file a complaint with the U.S. Department of Health and Human Services for Civil Rights by sending a letter to 200 Independence Ave. S.W., Washington, D.C. 20201, calling 1-877-969-6775, or visiting www.hhs.gov/ocr/privacy/hipaa/complaints/.
- We will not retaliate against you for filing a complaint

Your Choices

For certain health information, you can choose what we share. You have both the right and choice to tell us if we can share information with your family, close friends, or others involved in your care. If you are not able to tell us your preference, for example if you are unconscious, we may go ahead and share your information if we believe it is in your best interest.

We will never share your information for marketing or sale of information.

We may contact you for fundraising efforts, but you can tell us not to contact you again.

Our Uses and Disclosures

- **Treatment** - We can use your health information and share it with other professionals who are treating you.

- **Clinic Operations** - We can use and share your health information to run our practice, improve your care, and contact you when necessary.
- **Bill for your services** - We can use and share your health information to bill and get payment from health plans or other entities.
- **Help with public health and safety issues** - We can share health information about you for certain situations such as preventing disease, reporting suspected abuse, and preventing a serious threat to health and safety.
- **Research** - We can use or share your information for health research.
- **Comply with the law** - We will share information about you if laws require it, including with the Department of Health and Human Services if it wants to see that we are complying with federal privacy law.
- **Lawsuits and legal actions** - We can share health information about you in response to a court or administrative order, or in a response to a subpoena.

Our Responsibilities

- We are required by law to maintain the privacy and security of your protected health information.
- We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information.
- We must follow the statutes and privacy practices described in this notice and give you a copy of it.
- We will not use or share your information other than as described here unless you tell us we can in writing.

Changes to the Terms of this Notice

We can change the terms of this notice. The new notice will be available upon request, in our office, and on our web site.

Contact Person

If you have any questions, requests, or complaints, please contact:

Kristin Garner, MPT, Director of Clinical Services
High Hopes, Inc.
301 High Hopes Ct.
Franklin, TN 37064

For more information see:

www.hhs.gov/ocr/privacy/hipaa/understanding/consumers/noticepp.html