



LAKESHORE

SPEECH THERAPY, LLC.

November 19, 2020

Dear Lakeshore Families,

The office remains open for in person speech therapy. We are carefully considering everyone's safety and strive to adhere to the social distancing mandates. Please review the guidelines we must follow that are currently our "new normal."

1. As we move into colder weather, we ask that all drivers use curbside drop off and pick up. Please note that it is not necessary to call the office to notify us that you are here; often a therapist is in a treatment room and unable to answer. We appreciate your patience in the event an appointment runs a few minutes behind.
2. As a reminder to caregivers that accompany young patients into therapy: it is our policy to permit only one adult/patient. All adults must wear masks. Waiting in our lobby is currently not permissible. Therapists will wear masks, however, masks may need to be pulled down intermittently to provide models for language or speech production.
3. There are some instances in which the parent needs to participate in the therapy session with their child. For example, if a child is very young. One parent will be allowed to attend the session with their child. The parent must wear a mask and adhere to the office handwashing policy.
4. Therapy will **not** commence if the patient has or has had a runny nose, cough, fever, etc. within the past 72 hours. **If a patient shows up but is visibly exhibiting any of the above, therapy will be cancelled.**
5. You will not be charged for 24 hour or less cancellations **if there is a medical reason, i.e., signs of illness**. Missed/no call/no show appointments do not apply to this waiver.
6. If a patient or someone in your family has come into contact with someone who has covid-19, we ask that you notify this office. Please follow the self quarantine guidelines as found on cdc.gov. This mandate includes all staff members.



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7. The use of telepractice may be initiated as an option by either you or your therapist given safety concerns. For example: in the event of exposure to covid-19 and quarantine that follows, telepractice may be a viable option in lieu of in person therapy.

Telepractice will remain an option for our clients. Telepractice is a telecommunication service that is conducted with an interactive audio and video connection in real time to create an in-person experience similar to that achieved in a traditional encounter. During telepractice, we will be able to work directly with your child and also provide parent coaching as well. While not as ideal as person to person, telepractice will allow the much needed consistency that is needed to achieve progress.

At this time, it is our knowledge that both Anthem and Medical Mutual are supporting telepractice and encouraging patients to use this service through the end of December 2020. As always, please check with your insurance carrier to learn about the most up to date information on this reimbursement policy. The Autism Scholarship and Jon Peterson Scholarship and The Orange Effect Grant are also covered using this service. If you pay privately, nothing will change per your method of payment.

We will continue reviewing the most recent information provided by the Ohio Department of Health, the Centers for Disease Control and Prevention (CDC), the Cuyahoga County Board of Health as we monitor this fluid and evolving situation.

If you have any questions, reach out to your therapist. As always, we are grateful for your continued support, cooperation and patience!

Sincerely,

Ellen Spear & Lakeshore Speech Staff

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