**Hello!** Welcome to **Nice Speech Lady**!

You or your family member is here for a speech evaluation & may include: articulation, language, cognition and/or swallowing, or related concerns.

***Please provide to the SLP:***

* ***The patient’s insurance card.***
* ***Your identification/driver’s license.***
* ***Please be ready to state your:***
	+ *needs,*
	+ *goals, and*
	+ *areas of concern.*

*Please also update Nice Speech Lady if there are ever:*

* Updates to
	+ Insurance statuses
	+ phone numbers
	+ emails
	+ physical or mailing addresses with insurance

Please also know if you have a patient-responsibility co-pay, please check your email, as you have been sent the invoice, it will be required to be paid at the time of the visit. Please let clinic staff know if you need to discuss this, thank you.

**Nice Speech Lady LLC**

409 N. California Street Socorro, NM 87801

505-907-1902 (phone) 1-833-464-5172 (fax)

(also, DBA of “Nice Speech Lady PLLC in NC”)

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DOB: \_\_\_\_\_\_\_\_

**Agreements/Consent List:**

* CONSENT FOR BENEFITS DETERMINATION
* CONSENT FOR CREDIT CARD AUTHORIZATION
* “ARRIVING FOR VISITS/SAYING WHEN YOU NEED TO CANCEL” POLICY (REASON FOR DISCHARGE)
* NICE SPEECH LADY LLC CLINIC PROCEDURES (GENERAL, PATIENT RIGHTS & RESPONSIBILITIES)
* FINANCIAL AND OTHER INFORMATION
* INTERVENTIONS OF THE PRACTICE FOR TRAUMA-INFORMED CARE
* CLINIC INTERVENTIONS OF THE PRACTICE FOR TRAUMA-INFORMED CARE
* NOTICE OF PRIVACY PRACTICES
* CONCERNING COVERAGE OF TELE-PRACTICE BY MEDICARE, AND OTHER RELATED PAYERS
* CONSENT FOR TELEHEALTH CONSULTATION & CONSENT TO USE THE TELEHEALTH BY ATHENA (OPTIONAL/INITIAL)
* CONSENT FOR IMAGES AND/OR RECORDINGS (OPTIONAL/INITIAL)
* SIGNATURE

CONSENT FOR BENEFITS DETERMINATION —(please remember to bring your medical insurance card to the visit, or upload it through the portal)

1.      I understand I am giving consent to having benefits determined for speech pathology services.

2.      I understand that to do so, I will provide a copy of the medical card. I will do so via communications at the clinic or via the Nice Speech Lady portal.

3.      I understand that I have been given the “https://www.cms.gov/nosurprises” website in order to read more about the “good faith estimate” that will be provided.

4.      After the time is allowed for benefit determination, the “next step” would be new patient paperwork through the portal, or the scheduling of the evaluation visit for in-person visits (new patient paperwork given at that time).

5.      I will provide, at the time of the evaluation:

1. any instrumental results (modified barium swallow studies/videofluoroscopy, video swallow or fiberoptic endoscopy evaluation of the swallow, also called “FEES”);
2. esophagram (“full barium study”) results;
3. Individual Education Program (IEP) or other special education paperwork or information;
4. paperwork from related specialties (ENT, neurology, GI, PT, OT or other providers);
5. any other related paperwork.

6.      I understand it is requested that I speak to Nice Speech Lady LLC about this if there are questions about the requested paperwork, if applicable.

7.      I will inform Nice Speech Lady LLC of the need to cancel the evaluation visit 24 hours in advance. Not fulfilling this commitment may result in difficulty with prompt availability of a new appointment time.

CONSENT FOR CREDIT CARD AUTHORIZATION

By your signature on this form, you authorize charges to your credit card through Nice Speech Lady’s portal, Athena Health, or a similar system for services rendered. All insurance will be applied prior to Nice Speech Lady pursuing payment to you personally. These charges will appear on your bank/credit card statement as Nice Speech Lady, LLC. You will receive emails with invoices for payment. You have the right to request a paper copy of paid invoices. I authorize Nice Speech Lady, LLC to charge my credit card through Athena, the clinic’s electronic medical record system. I understand that this authorization will remain in effect until I cancel it in writing, and I agree to notify Nice Speech Lady, LLC in writing of any changes in my account information or termination of this authorization. I certify that I am an authorized user of the credit card that will be utilized with Athena or similar EMR in invoices sent by Nice Speech Lady, LLC — and will not dispute these scheduled transactions with my bank or credit card company as long as the transactions correspond to the terms indicated in this authorization form. I acknowledge that credit card transactions could be linked to Protected Health Information. I also understand that if I do not have a secondary payor source or Medicaid -- then co-pays will be due upon each visit, if specific to your commercial or government plan.

“ARRIVING FOR VISITS/SAYING WHEN YOU NEED TO CANCEL” POLICY (REASONS FOR DISCHARGE)

We are a team, and as team members – we must work together (a big part of that is attendance). We understand that emergencies occur; however -- as much as possible -- all visits that cannot be attended need to be canceled prior to 24 hours of the start time.

* **“Missing a visit without word” visits are when visits are scheduled but no one arrives or notifies the clinic** (what some clinics call “no-showing”).
* **“Same-day cancellations” are when the clinic does not receive word of a cancellation within 24 hours**. In tallying the non-notice before 24 hours occurences, a “same-day cancellations” will tally the same as a “Missing a visit without notice,” as it impacts the clinic in the same manner.

If a “missing a visit without word” visit or a “same-day cancellations” occurs (not giving a full 24-hours notice), it is unfortunately not likely that Nice Speech Lady LLC can reschedule the visit for another patient. This directly impacts the business, as the clinic is anticipating your arrival, financially. While the clinic would love to be in a position to be a philanthropic organization, the clinic is not a non-profit. There are not any IRS or state tax benefits with a business as such with a non-profit. Therefore, your non-arrival for visits (no-shows), or due to same-day cancellations -- if an urgent or emergency situation occurs and you have to notify the clinic the same-day, this unfortunately impacts the bottom dollar of the clinic’s ability to remain financially able to meet the needs of the community, as intended and desired. Please have a back-up plan for if emergencies occur with another family member, in the event you or your family member requjire assistance in order to avoid a “same-day cancellation” or “missing a visit without 24 hours notice” occurences. As there are patients waiting for slots to be seen in a standing appointment, it is important for the clinic to be a good steward of all resources, including available slots for patients.

All patients are asked to attempt to arrive 15 minutes before the scheduled time for check-in procedures, if possible. For example, if your “visit start time” is 1:15 p.m., we ask that you will arrive by 1 p.m. for all check-in duties (also to use the restroom). This way, you will be ready at the visit start time. Then, the SLP will invite you back to the treatment room when the room and therapist are ready. Occasionally, there may be urgent clinic issues which impact the exact start time, so please be understanding of this. If the visit starts late, the minimum amount of time for treatment or the evaluation will occur, and other visit times modified. For children or alerts who are unable to wait in the waiting room, please arrive at the start time. On occasion, if an afternoon visit falls on an end-of-month date, then the SLP may need to arrange an alternate day for that visit (in advance, to reschedule the so that the encounter’s billing and claim does not fall on the end-of -month timeframe). The billing team is on the east coast (EST) and each month’s billing is requried to be submitted and resolved by the end of each month. There are metrics in the electronic medical record system which track the number of visit if documentation is not completed by the end of each month, so please be understanding of this, and thank you.

We do understand that on very rare occasions, illnesses/emergencies may require a last-minute notification. Attendance when sick is not encouraged by Nice Speech Lady LLC, in any capacity. If your minor child does not go to school or daycare due to illness, or you as an adult would not attend work or volunteer activities, or other tasks due to an illness – please call to cancel visits as soon as you know you are ill. If the patient is able to participate virtually, this could be considered as an option, if clinically appropriate and due to payer limitations, to avoid a same-day cancellation. Please consider the option so to avoid having to cancel, if possible.

The “same day of the week/same time” standing appointment model for appointments is utilized at Nice Speech Lady for projections of appointments. Please notify the clinician if you request a certain timeframe for a standing appointment, and your request will be added to the waiting list. Afternoon visits are reserved for school-age children, primarily – please be considerate of this if you or your loved one does not fall in this demographic.

If a visit is missed by the patient for a non-sickness reason, we ask that all attempts will be made by the patient/patient’s family to accept makeup times offered by the clinic, for that same treatment week. Nice Speech Lady LLC will make all attempts with work with you to offer makeup times the same week, if possible, all factors considered.

*Reason for discharge due to not being able to follow the “Arriving for Visits/Saying When You Need to Cancel” Policy*

* *Three instances of any combination of “missing without word” or “same-day cancellation visits” may lead to visits being discontinued from speech services.*
* *Exceptions to this are made by the covering clinical staff or owner -- based on all factors at play, including how effectively the family has historically and typically communicates usually about visits, patient need as well as the situations which led to the tally of three.* ***Nice Speech Lady asks that you do all you can to cancel visits within 24 hours of when the visit is scheduled, if you need to cancel, as much as possible***
* *If the patient is discharged due to this, if the patient/family desire for services to begin again at a later date, the clinic is open to the discussion of starting services again with a new referral from the medical provider. However, all new patient paperwork will need to be signed again, with a new evaluation. Waiting list factors may also be at-play. The current clinic “Arriving for Visits/Saying When You Need to Cancel” Policy at the time of the new evaluation will continue to apply.*
* *“Bad” or “good” not really having any factor here, Nice Speech Lady does not label families in a judgment manner if at this time – attending visits according to the Attendance Guidelines are not possible. Nice Speech Lady contributes to the culture that everyone is doing their most effective, in “doing their best,” based on the situations/factors sometimes that are outside of a patient’s or family’s control. Sometimes families have to prioritize lots of different factors. and if Nice Speech Lady’s business services get the short-end of available time in the week – as a general pattern (not including emergencies), this may lead to the need for a discussion if it is the most useful time, at this point, for proceeding and pursuing services at Nice Speech Lady. If a general trend exists of frequent cancellations beyond what would be considered reasonable, even if before the 24 hour mark start of the visit, it is likely not beneficial timing to continue with services, at this time. Consistent attendance is a hallmark of improved outcomes. While speech access and consistent attendance is important to Nice Speech Lady, we also recognize that oftentimes, other factors need to take precedence, and we welcome you back if and when factors are addressed so that attending can be a priority the patient’s schedule/week. This may seem like a rigid policy, but the entire community is served, and another time may be needed so to be able to invest the time needed for full participation, and we ask that you keep this in mind as you make back-up plans and prepare your week os visits and other commitments, thanks.*
* *If there are excessive cancellations, even if 24 hours in advance, this may be a factor in not being able to continue with visits – such as it not being a possible appointment for the patient so to be able to make progress, or if there is not a possibility to perform reassessment visits due to the quarter ending, and cancellations preventing re-testing being conducted (for requesting the approval of the updated plan of care, for the green light for more visits). The owner of this company reserves the right to let patients and families know if excessive cancellations are impacting care, and to pleae let the practice know when they would like to initiate care with a new doctor’s referral and a new starting evaluation, situational factors at-play. The practice desires to really care for you, so good communication is important, but also if it is not a good season to keep apointments, Nice Speech Lady could always discharge you or your family member now, and start again when it is possible to keep appointments on a regular basis.*

We have reserved these times to care for you. If your personal or work schedule might affect your ability to keep an appointment, please let the clinician know that now is not the right time for you to make the commitment to SLP services. At any point, any patient can be placed on the waiting list for a specific time that would work more effective, all things considered.

If you arrive late to the visit, even if you inform the clinician at the time of the visit or in advance, the scheduled end time for your visit remains the same. As a general rule, for follow-up visits, minors receive 30 minutes of treatment from the scheduled start time and adults 45 minutes from the scheduled start time.

Please understand that emergencies may arise, and there may be a delay in starting the visit, and if it is on the clinician or clinic’s responsbiliity that the visit could not be intiated on-time, there will be adjustments made by the clinician so that patients will receive what was intended. That will be the clinician’s responsibility, and the clinic will make all attempts to rectify this, including possibly needing to find a new time so that the visit can occur fully (this will be avoided as much as possible). In signing this document, the signer understands that there may be factors outside of the clinic’s control and will work with the clinic to this end, and agrees to this.

NICE SPEECH LADY LLC CLINIC PROCEDURES (GENERAL, PATIENT RIGHTS/RESPONSIBILITIES)

Nice Speech Lady LLC’s hope is to provide consistent care to you or your family member. Not following the clinic guidelines may result in you or your family member not achieving the progress as intended.

As a general rule, patients discharging from the hospital, skilled nursing facilities and home health settings are scheduled as priority referrals.

Patient and legal status caregivers (power of attorneys and guardians) have a right to follow -- or choose to not follow a recommendation made by staff. When recommendations are not accepted or acted on by patients and legal representatives for any reason, Nice Speech Lady LLC is not liable for any undesirable outcomes, or lack of desired positive results.

All clinic staff are mandated reporters of suspected abuse or neglect of any individuals to the authorities, such as Child Protective Services and Adult Protective Services.

None of the clinic staff agree to any “secret agreements” between clinicians and patients/family members, other providers, etc. Nice Speech Lady values authenticity and honesty in communications on the part of the staff at Nice Speech Lady LLC and for effectiveness, we ask that all patients and caregivers come to the therapy table with the same. Not allowing this places clinicians and other staff in ethical dilemas, and to avoid that, we ask that there be “secret agreements.”

We ask that cellular devices or phones be silenced during visits -- or preferably turned off. If patients or caregivers are waiting for an emergency or urgent call, it is asked that they reschedule the visit. Having the phone on, but silenced, so that technology can be used for scheduling purposes is acceptable, or if a returned call is needed for clinical purposes. However, as a general rule, please invest undivided attention during the visits so to allow for the most effective session, and to allow for communication to be fully understand as much as possible, please.

Children are to be accompanied by an adult caregiver at all times who is not Nice Speech Lady LLC staff. Minors who are not in the clinic for a visit are not to arrive to the clinic, unless special permission is received in advance. If there is no childcare, the patient/caregivers will inform Nice Speech Lady LLC and reschedule the visit, as much as possible, to avoid distractions.

Family members agree to not provide hints to patients during standardized testing, so to allow for measures to be conducted as intended. This does not apply when a case history is being pursued.

Some patient may beoffered multiple visits as standing apointments in the clinic for traditional weeks. For holiday weeks or weeks that the clinic is closed for any reason, there may not be opportunity to have the full number of usual visits scheduled in a week.

Prior to the first date of testing, if family members or caregivers desire to disclose information to the therapist for the benefit of effective testing, Nice Speech Lady LLC asks that staff be notified, in advance of taking the patients back, so that accomodations can be made.

The desired communicaton method is the portal, as it is encrypted. If text messaging outside of the portal/app is utilized for any reason, Nice Speech Lady asks that that only general terms be used and no patient data, and only on a limited basis. Nice Speech Lady may send a text, for example, to say that a portal message has been sent and is asking that you login to read the specifics. If you need to reach the clinic between visits -- and cannot use the portal – and if patient data needs to be shared, please call on the phone to 505-907-1902, and leave a message rather than texting. It is likely due to the clinician’s full schedule and due to clinic support staff perhaps not being available -- that you will need to leave a voicemail. Being as specific as possible is preferred in this instance. Visual communications are copied and pasted into the electronic medical record verbatim -- and the SLP does not repair typos in visual communications to the clinic via electronic means, so please keep this in mind in the event of records are utilized in the legal realm. We ask that you provide ample time if needing to hear back from the clinic due to the ful schedule of the clinician and not currently employing full-time staff designaged for answering phone calls.

Communicated contact precautions or mask requirements, including required paperwork for screenings, is required.

Please provide a list of providers you currently receive services from. If in the future, new providers are added, please keep Nice Speech Lady LLC updated. An investigation may be needed if a provider appears to be delivering a similar service, so please provide any new information about your care that is provided outside of Nice Speech Lady LLC. If it appears duplication of CPT/billing codes would be used, then Nice Speech Lady LLC will inform you -- and services at Nice Speech Lady LLC may need to be discharged if there would be a billing/duplication conflict.

In terms of the flow of visit -- Followup visits/treatments occur in timeframes as recommended by the SLPs or other clinicians - and approved by providers -- and are sent to medical providers for approval for a 12-week quarter for an episode of care, for treatment encounters beyond the initial evaluation. If a patient is unable to return for reassessment tasks toward the end of a quarter for any reason, Nice Speech Lady LLC will make attempts in seeing if there any solutions for the situation, if possible. However, -- reassessment tasks for a reassessment report, are needed in order to proceed with further visits following the 12 weeks of follow-up schedule – for any further quarters of care. Typically, clinicians perform reassessment tasks from the 9th to the 11th week of the series of visits following the evaluation, per the plan of care, in the event more visits are recommended for a second episode, and the same applies in the 2nd quarter for a 3rd quarter in terms of reassessment tasks, etc. etc. There may be delays if visits are not yet returned by providers as signed, and clinicians will inform the patient and POA if this is the case, and seek solutions and alternatives in the meantime, in the waiting for the next quarter of services to resume.

Additionally, billing does not occur unless services are provided, for any scheduled visits, so thanks or cancelling in advance so to allow for another patient to be seen for that week’s standing appointment slot, we thank you in advance for that.

If you call and leave a voicemail cancelling the visit the day of the visit, there may be a delay in the practice immediately cancelling the encounter that was scheduled, so you may still receive some reminders until the practice is able to tend to cancelling your appointment, another reason to cancel more than 24 hours in advance, if possible.

Portal Information/notices of billing:

* If you have a traditional Medicare plan, please confirm by calling Medicare to communicate the name of your secondary policy. Nice Speech Lady LLC cannot send claims to secondary plans if traditional plans are Medicare or if a patient has a Dual-Plus plan, as the way this occurs is thorugh Medicare sending it directly to the secondary from Medicare, and Nice Speech Lady cannot inform Medicare, it has to be communicated by the patient or POA/guardian/patient representative, unfortunately.
* If a patient has medicaid as a secondary plan with any type of commercial or government primary plan, if a medicaid claim is denied in the Athena electronic medical record clearinghouse (way the practice is alerted if the claim is paid), there is no way to avoid the medicaid patient receiving a bill, so please expect this is there is a glitch or need for updated coding. Please alert the practice so that the billing staff can update this. We apologize there is no workaround on this, and while patients are not expected to pay if they have medicaid as a secondary plan, the practice has no way to setup a different mechanism, so please understand this and notify us – so we can get claims re-processed. As patients with medicaid would not be expected by law to pay, you might get a claim so please reach out ASAP so that the practice can address it. Nice Speech Lady also will communicate if all efforts are taken to have medicaid reimburse for your visits, and if there is no other recourse, the practice will inform you that services will need to come to an end.
* Please be aware that by law, Nice Speech Lady cannot privately bill patients who have any version of medicaid, as a primary or secondary – as a current plan at the time of services.

For virtual visits/telepractice:

* “Tech-checks” are standard processes prior to scheduling in-person or virtual evaluations when virtual treatments are planned. Insurance will need to cover virtual visits to proceed and patients need to be clinically appropriate for virtual visits.
* It is requested that all attempts will be made to perform, in person, first visits for planned virtual treatments. It is up to the clinical judgment of the evaluating clinician if is waived.
* For persons under the age of 18, or for those with intellectual disabilities as adults, telepractice visits require a parent, other family member or other adult identified by the parent/guardian be present, at all times for the entirety of the visit.
* Not all payers reimburse for telemedicine at the time of the signing of this consent, so please ask your clinician if virtual visits would be an option. We do ask that everyone proceed with signing the consents for virtual in the event your policy’s stance on virtual access is updated. That way, re-signing the consent would not be required if you request a virtual visit or circumstances change that would lead to the conversation of it being an available option, at the time of the need.
* Not all patients will be clinically approrpropriate for virtual visits, per state licensure laws. For appropriateness, the quality and experiences of services need to equal the clinical quality of what would be provided in-person. As patients progress and grow, patients may not meet this criteria at the start of care but this may alter over time. At the time of the desired/intended virtual visit, if pursued, it is the clinician’s ethical and legal responsibility to make sure the quality of services meets the standard, for both children and adults, of what would be provided in-person, and if this cannot be obtained, then a discussion will occur about this.

*Rights of patients/caregivers – you have a right to:*

* Have all clinic procedures being spelled out to you. There may be updates from time to time.
* Have a right to receive services. Please follow clinic procedures.
* Have a right to be treated with dignity and respect.
* Have a right to ask for what you need and the clinic will hear your requests. All requests that are required by law will be fulfilled. For requests not guaranteed by law, the clinic will hear and value your need and accommodate, if possible.
* Have a right to a “good faith estimate” in writing when insurance information is provided.
* Have a clinician assigned to you who has demonstrated competency in the major area which is communicated during the telephone intake process. If the clinic does not have the equipment, training conducted or personnel who you’re your SLP area of need, you will be referred to a provider who can address your needs.
* To request interpreter services if your first language was not English, and/or if English is not one of your current fluent languages, or if you request it for any reason. For a history of exposure/use of more than one primary language, what is required by law for accommodation will be fulfilled.
* Have home program tasks tailored as much as possible to your individual desires, needs, and other responsibilities.
* Have tasks in visits tailored as much as possible to your individual areas of interest and desires for the focus of therapy.
* Tell staff about your cultural accommodation needs.
* Tell staff about your needs for support accommodations for any disabilities or neuro-divergent/difference factors that are present.
* Be aware that follow-up treatment visits for pediatrics are scheduled for 30-minute sessions, and 45 minutes for adults, moving forward.

*Responsibilities of patients/caregivers – “How it Works.” You have a responsibility to:*

* Treat all clinic staff or others you come into contact with at the clinic with dignity and respect; this includes adhering to the attendance policy.
* Focus on all check-in procedures prior to the scheduled visit time -- in the waiting area.
* Use the waiting room following your check-in. Restroom-seeking access, however – is always available.
* Give the clinician up-to-date communication with providers on any related medical or other issues.
* Tell clinic staff if you require support accommodations.
* Pay any patient responsiblity co-pays, if applicable, prior to the visit starting during check-in time.
* Notify clinic staff if you desire services to be discharged or ended at the initiation of your decision at least 24 hours prior the scheduled visit.
* Understand that the clinician and you are a team, and that the following are important:
	+ Perform home practice tasks between visits.
	+ Following the clinician’s lead in structured therapy tasks.
* Notify the clinic of any information changes, such as phone number, insurance, address, etc.
* **Notify your primary care provider of any significant changes in your health.**

FINANCIAL AND OTHER INFORMATION

* By your signature of this form, you authorize that:
* — you authorize a $25 returned check/charge if you have insufficient funds for copays (if applicable, as not all payors require co-pays or co-insurance).
* — you understand there is a $25 fee after the second no-show of appointments -- if there is no policy against this with your medical insurance payor.
* — you understand that there is an attendance requirement to participate in visits. If there is a habitual pattern of cancellations, no-shows, or other related issues as determined by Nice Speech Lady LLC — Nice Speech Lady LLC may discharge you/your family member from care if there is a concern about attending visits. Providers will be notified of concerns, as attendance is vital to progress. Grace will be extended for extenuating circumstances; the pattern or trend of non-commitment to visits will lead to discharge. It is important to keep appointments and notify Nice Speech Lady LLC as soon as possible if a visit needs to be canceled, and care needs to be taken to make up visits within the same week, if possible.
* — Copies of any paperwork other than the initial evaluation or discharge summary is $10 per simple bundles. For more complex bundles, $25 will be charged. (if there is no policy against this with your medical insurance payor)
* – If you have an insurance that Nice Speech Lady LLC does not contract with, the ABN (“Advance Beneficial Notice of Non-Coverage”) may be required to be signed in the case of a Medicare Advantage plan, etc., in order to ensure communications about private pay responsibility of the patient in the event of a denial. Also, in the case of insurances that Nice Speech Lady LLC is currently contracted with – if the patient has received services and the clinician feels insurance will not pay for future visits and the patient or family desires to pursue further treatment – may also require an ABN signature in order to proceed with further visits.

CLINIC INTERVENTIONS OF THE PRACTICE FOR TRAUMA-INFORMED CARE

* Nice Speech Lady LLC requires that all clinical and non-clinical staff be trained in trauma-informed care.
* When clinical or non-clinical staff call on following-up on referrals, when asking for the reason for the visit, Nice Speech Lady LLC staff will ask: “Is the reason for your visit for an exam or a discussion?” and follow the lead of the patient or family member/guardian.
* For families who report a history of trauma or are suspected to have experienced trauma, it is up to the clinician’s discretion in how to apply the applying the “Arriving for Visits and Saying When you Need to Cancel” Clinic Policy, and/or interventions may be utilized to assist the patient/family.
* In being trauma-informed, the clinic utilizes language such as: “Missing a visit without word” language rather than “no show” word choices.
* The use of grounding techniques may be an approach to assist patients or family members who have a history of trauma, or are suspected to have a history – for the purpose of allowing speech services to be continued.
* As needed, and if clinically appropriate, the SLP will setup a non-billable follow-up visit with the caregiver in order to discuss results – it would be best, considering the trauma events that had occurred with the patient, so that the SLP can speak freely about deficits which were found during testing – and it not be a sharing task that will be harmful to the patient in any capacity. These complimentary followup (un-billable) visits will likely be about 30 minutes, and are usually decided upon at the conclusion of testing, all factors considered.

NOTICE OF PRIVACY PRACTICES

This notice describes how health information may be used/disclosed, and how you can get access to this information. Please review it carefully.

I. Nice Speech Lady’s Pledge on Health Information:

I understand that health information about you and your health care is personal. I am committed to protecting health information about you. I create a record of the care and services you receive from me. I need this record to provide you with quality care and to comply with certain legal requirements. This notice applies to all of the records of your care generated by this practice. This notice will tell you about the ways in which I may use and disclose health information about you. I also describe your rights to the health information I keep about you, and describe certain obligations I have regarding the use and disclosure of your health information. I am required by law to:

* Make sure that protected health information (“PHI”) that identifies you is kept private.
* Give you this notice of my legal duties and privacy practices with respect to health information.
* Follow the terms of the notice that is currently in effect.
* I can change the terms of this Notice, and such changes will apply to all information I have about you. The new Notice will be available upon request, in my office, and on my website.

II. How I May Use and Disclose Health Information About You:

The following categories describe different ways that I use and disclose health information. For each category of uses or disclosures, I will explain what I mean and try to give some examples. Not every use or disclosure in a category will be listed. However, all of the ways I am permitted to use and disclose information will fall within one of the categories.

For Treatment Payment, or Health Care Operations: Federal privacy rules (regulations) allow healthcare providers who have a direct treatment relationship with the patient/client to use or disclose the patient/client’s personal health information without the patient’s written authorization, to carry out the health care provider’s own treatment, payment or health care operations. I may also disclose your protected health information for the treatment activities of any healthcare provider. This too can be done without your written authorization. For example, if a health care provider were to consult with another licensed health care provider about your condition, we would be permitted to use and disclose your personal health information, which is otherwise confidential, in order to assist the health care provider in the diagnosis and treatment of your condition.

Disclosures for treatment purposes are not limited to the minimum necessary standard. Because other health care providers need access to the full record and/or full and complete information in order to provide quality care. The word “treatment” includes, among other things, the coordination and management of health care providers with a third party, consultations between health care providers and referrals of a patient for health care from one health care provider to another.

Lawsuits and Disputes: If you are involved in a lawsuit, I may disclose health information in response to a court or administrative order. I may also disclose health information about your child in response to a subpoena, discovery request, or other lawful process by someone else involved in the dispute, but only if efforts have been made to tell you about the request or to obtain an order protecting the information requested.

III. Certain Uses/Disclosures Require Your Authorization:

1. Session Notes: I do keep “Session notes” and any use or disclosure of such notes requires your Authorization unless the use or disclosure is:

a. For my use in treating you.

b. For my use in training or supervising associates to help them improve their clinical skills.

c. For my use in defending myself in legal proceedings instituted by you.

d. For use by the Secretary of Health and Human Services to investigate my compliance with HIPAA.

e. Required by law and the use or disclosure is limited to the requirements of such law.

f. Required by law for certain health oversight activities pertaining to the originator of the session notes.

g. Required by a coroner who is performing duties authorized by law.

h. Required to help avert a serious threat to the health and safety of others.

1. Marketing Purposes. As a health care provider, I will not use or disclose your PHI for marketing purposes.
2. Sale of PHI. As a health care provider, I will not sell your PHI in the regular course of my business.

IV. Certain uses and Dislosures Do Not Require Your Authorization.

Subject to certain limitations in the law, I can use and disclose your PHI without your Authorization for the following reasons:

1. When disclosure is required by state or federal law, and the use or disclosure complies with and is limited to the relevant requirements of such law.
2. For public health activities, including reporting suspected child, elder, or dependent adult abuse, or preventing or reducing a serious threat to anyone’s health or safety.
3. For health oversight activities, including audits and investigations.
4. For judicial and administrative proceedings, including responding to a court or administrative order, although my preference is to obtain an Authorization from you before doing so.
5. For law enforcement purposes, including reporting crimes occurring on my premises.
6. To coroners or medical examiners, when such individuals are performing duties authorized by law.
7. For research purposes, including studying and comparing the patients who received one form of care versus those who received another form of care for the same condition.
8. Specialized government functions, including, ensuring the proper execution of military missions; protecting the President of the United States; conducting intelligence or counterintelligence operations; or, helping to ensure the safety of those working within or housed in correctional institutions.
9. For workers’ compensation purposes. Although my preference is to obtain an Authorization from you, I may provide your PHI in order to comply with workers’ compensation laws.
10. Appointment reminders and health related benefits or services. I may use and disclose your PHI to contact you to remind you that you have an appointment with me. I may also use and disclose your PHI to tell you about treatment alternatives, or other health care services or benefits that I offer.

V. Certain Uses/Disclosures Require You to Have the Opportunity to Object.

1. Disclosures to family, friends, or others. I may provide your PHI to a family member, friend, or other person that you indicate is involved in your care or the payment for your health care, unless you object in whole or in part. The opportunity to consent may be obtained retroactively in emergency situations.

VI. You Have the Following Right with Respect to Your Private Health Information:

1. The Right to Request Limits on Uses and Disclosures of Your PHI. You have the right to ask me not to use or disclose certain PHI for treatment, payment, or health care operations purposes. I am not required to agree to your request, and I may say “no” if I believe it would affect your health care.
2. The Right to Request Restrictions for Out-of-Pocket Expenses Paid for In Full. You have the right to request restrictions on disclosures of your PHI to health plans for payment or health care operations purposes if the PHI pertains solely to a health care item or a health care service that you have paid for out-of-pocket in full.
3. The Right to Choose How I Send PHI to You. You have the right to ask me to contact you in a specific way (for example, home or office phone) or to send mail to a different address, and I will agree to all reasonable requests.
4. The Right to See and Get Copies of Your PHI. Other than “session notes,” you have the right to get an electronic or paper copy of your medical record and other information that I have about you. I will provide you with a copy of your record, or a summary of it, if you agree to receive a summary, within 30 days of receiving your written request, and I may charge a reasonable, cost based fee for doing so.
5. The Right to Get a List of the Disclosures I Have Made.You have the right to request a list of instances in which I have disclosed your PHI for purposes other than treatment, payment, or health care operations, or for which you provided me with an Authorization. I will respond to your request for an accounting of disclosures within 60 days of receiving your request. The list I will give you will include disclosures made in the last six years unless you request a shorter time. I will provide the list to you at no charge, but if you make more than one request in the same year, I will charge you a reasonable cost based fee for each additional request.
6. The Right to Correct or Update Your PHI. If you believe that there is a mistake in your PHI, or that a piece of important information is missing from your PHI, you have the right to request that I correct the existing information or add the missing information. I may say “no” to your request, but I will tell you why in writing within 60 days of receiving your request.
7. The Right to Get a Paper or Electronic Copy of this Notice. You have the right get a paper copy of this Notice, and you have the right to get a copy of this notice by e-mail. And, even if you have agreed to receive this Notice via e-mail, you also have the right to request a paper copy of it.

Acknowledgment of Receipt of Privacy Notice: Under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), you have certain rights regarding the use and disclosure of your protected health information. By signing, you are acknowledging that you have received a copy of HIPAA Notice of Privacy Practices.

CONCERNING COVERAGE OF TELE-PRACTICE BY MEDICARE, AND OTHER RELATED PAYERS

* The signer of this document indicates the following:
* — At this time, tele-practice has been sanctioned as being covered as a service by Medicare and other payers due to extensions from the public health emergency that was COVID-19. To date, the extension is only until December 31, 2024.
* — It is unknown how long Medicare and other payers who follow CMS Guidelines will continue to allow tele-practice to be covered as a service-delivery model, although there is a movement for support of legislation for support of permanent coverage of tele-practice coverage.
* -- You will be informed if telepractice is no longer a covered benefit as a service delivery model, at any point. We encourage you if you want to have telepractice options available to you, to notify the policymakers in your area to ask that there be a permanent decision by CMS to allow for eligibility for clinically-appropriate telepractice patient visits.
* -- Not all patients will be clinically appropriate for telepractice access, even if a covered benefit by insurance.
* -- Communicate with the SLP if you highly desire telepractice coverage if at first evaluation is not deemed a clinically-appropriate service delivery model due to clinical needs, presentation, and other factors.

CONSENT FOR TELEHEALTH CONSULTATION

1. I understand that my healthcare provider may wish for me to have the option to engage in telehealth consultation in some aspect of the delivery of services, as an option available to me, if clinically appropriate.
2. I have had explained to me by my health care provider how the video conferencing technology that will be used to affect such a consultation, and that it will not be the same as a direct client/health care provider visit due to the fact that I will not be in the same room as my provider (if I consent and if it has been recommended to me as a clinical option).
3. I understand that a telehealth consultation has potential benefits including easier access to care and the convenience of meeting from a location of my choosing.
4. I understand there are potential risks to this technology, including interruptions, unauthorized access, and technical difficulties. I understand that my healthcare provider or I can discontinue the telehealth consult/visit if it is felt that the videoconferencing connections are not adequate for the situation.
5. I understand that I have the opportunity to have a direct conversation with my provider, where I can ask questions in regarding virtual visits. I understand that to proceed with this option, I will need to ask questions about it, and have my questions answered and the risks, benefits, and any practical alternatives discussed with me in a language that I understand.

CONSENT TO USE THE TELEHEALTH BY ATHENA

Telehealth by Athena is the technology service we will use to conduct telehealth videoconferencing appointments. It is simple to use and there are no passwords required to log in. By signing this document, I acknowledge:

1. Telehealth by Athena is NOT an Emergency Service and in the event of an emergency, I will use a phone to call 911.
2. Though my provider and I may be in direct, virtual contact through the Telehealth Service, neither Athena nor the Telehealth Service provides any medical or healthcare services or advice including, but not limited to, emergency or urgent medical services.
3. Athena facilitates videoconferencing and is not responsible for the delivery of any healthcare, medical advice or care.
4. To maintain confidentiality, I will not share my telehealth appointment link with anyone unauthorized to attend the appointment.
5. Minors or adults with intellectual disabilities will be accompanied by a parent, guardian, or equivalent in the same room at all times, via telehealth visits. Or, if requested by the clinician for any reason.

On Initialing for Consent for Virtual Visits/Telepractice (This is one of the optional portions of the consent. We ask that you only initial if you consent to a virtual component to your care:)

\_\_\_\_\_\_\_ I consent to virtual visits (optional, but encouraged)

CONSENT FOR IMAGES AND/OR RECORDINGS

1. I understand that there may be a clinical need for audio recordings, video recordings or photographs – for clinical purposes.
2. I realize I am being informed that the indication for any recordings or photographs would only be for clinical reasons. This data would only be placed in the record for reasons to document deficits, areas for improvement, and direct patient care.
3. (This is one of the optional portions of the consent. We ask that you only initial if you consent to each type of media:)

I consent to each (please initial for each type of media):

\_\_\_\_\_\_\_ audio recordings, for clinical documenting purposes (optional, but encouraged)

\_\_\_\_\_\_\_ video recordings, for clinical documenting purposes (optional, but encouraged)

\_\_\_\_\_\_\_ photographs, for clinical documenting purposes (optional, but encouraged)

SIGNATURE

This notice went into effect on the date of the signing of this document.

By signing this form, I certify:

·       That I have read or had this form read to me.

·       That I fully understand its contents including the risks and benefits of the procedure(s).

·       That I have been given ample opportunity to ask questions and that any questions have been answered to my satisfaction. I was given the clinician’s phone number of 505-907-1902 to ask questions, if I had them, prior to signing.

**By signing below, I am agreeing that I have read, understood, received a copy of and agree to the items contained in this document:**

— If I am signing this document, I am either the patient or a POA (or a legal guardian of the patient).

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Printed name relationship to the patient

Agreement updated as of 7-10-23.

Thank you for your time, consideration & referrals,

Wilson Nice, M.A., CCC-SLP — Owner, Nice Speech Lady LLC

<https://nicespeechlady.com/for-patients/> — practice site <https://nicespeechlady.com> — a resource site

505-907-1902 (phone)  NEW FAX FOR REFERRALS (ONLY): 1-833-464-5172

Physical clinic address of our hybrid clinic, serving NM and NC, adults and children:

Nice Speech Lady LLC 409 N. California Street Socorro, NM 87801

Billing Address: NICE SPEECH LADY LLC P.O. BOX 32973 BELFAST, ME 04915-0607

NC resident agent address: 4030 Wake Forest Road, STE 349 Raleigh, NC 27609

(DBA of Nice Speech Lady PLLC in North Carolina)

\*currently offering virtual visits -- if eligible

Understanding me: my WHY: “Success happens when I make sense of the complex/challenging.”

What to know yours? <https://www.whyandmore.com/>

**Nice Speech Lady LLC**

409 N. California Street Socorro, NM 87801

505-907-1902 (phone) 1-833-448-2997 (fax) Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DOB: \_\_\_\_\_\_\_\_\_\_\_\_\_ Age:\_\_\_\_\_\_

**ADULT INTAKE**

Your name/relationship:

Address:

Phone number:

Contact email:

Alternate contact person/info:

Preference for appointment reminders (circle): TEXT vs. RECORDED PHONE CALLS

Why were you referred for a speech evaluation?

Past medical history/major diagnoses:

History of previous SLP services:

Please explain: the previous focus –

Previous types of tasks that were helpful –

Previous results –

The length of time in therapy (number of months/years) –

The frequency (how many times a week) --

Family information:

Primary language at home?

Other languages in the patient’s circle, and extent:

Biggest concern/need:

Have you been evaluated by other professionals (occupational therapist, physical therapist, psychologist, medical specialists such as psychiatry, ENT, GI, neurology, etc.)?

Yes

No

Details/concerns:

Do you have a swallowing problem?

If so, describe:

Video swallow history?

Do you stutter?

If so – please write out the words they tend to stutter upon:

If so, how severe is it (circle)?

NONE, VERY OCCASIONAL, MILD, MILD-MODERATE, MODERATE, SEVERE, PROFOUND.

Do you only stutter in certain types of situations?

Does stuttering run in your family’s genetic line?

Any behaviors associated with the stuttering?

Please list the details, if you have been diagnosed with any medical or SLP conditions.

Please list any accidents, illnesses, surgeries, or other factors.

Please list any suspected conditions that have not been diagnosed.

*How much can others understand your speech?*

From a 0% to 100% range, in general (please circle):

0% 10% 20% 40% 50% 60% 70% 80% 90% 100%

What is the most prominent issue you see in understanding speech articulation?

Please describe your communication skills:

Date of last physical examination: Details:

Date of last vision screening or full vision evaluation (circle one, please)

Results:

Date of last hearing screening or full audiological evaluation (circle one, please)

Results:

Work history:

Tell me about how you operate at work, school, home or voluntter situations (strengths/challenges):

Your goals/expectations:

In general, I would like – within 3 months – to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In general, I would like – within 1 year to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Specific to SLP concerns, I would like – within 3 months to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In general, I would like -- within 1 year – to: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Positives currently in place in your life:

Requests in how the therapy could be conducted (to support making the experience effective for you)?

Favorite activities, subjects, and interests?

Is there anything else important to add that was not asked about? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Preference for treatment (circle) In-person Virtual Combination

Willingness for home practice tasks (circle) None Low Medium High

Preference for home practice tasks (circle) paper documents videos other \_\_\_\_\_\_\_\_

Preference for frequency of visits for treatment: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Other thoughts: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Signature date (Form updated on 9-1-23)

 Nice Spee