STATE-WIDE Info. Policies/Procedures, Required Form 1 of 2, for Eval., Fill-Able Forms

Nice Speech Lady CONSENT/Clinic Processes; Also Includes Required PRIVACY PRACTICES

Nice Speech Lady LLC

DBA in NC = "Nice Speech Lady, PLLC"

- Service Locations: Albuquerque, New Mexico (live video visits + some limited in-person/ABQ visits).
- Service Location: Throughout North Carolina (live video visits only)
- Clinic website: https://nicespeechlady.com/for-patients/
- Practice Hushmail/Encrypted Email: gethelp@nicespeechlady.net (requires a gmail from patients, use of password)
- NM Business Address: Nice Speech Lady LLC 500 Marquette Ave. NW, Suite 1200 Albuquerque, NM 87102 (previous address in Socorro, NM)

- NC Business Address: Nice Speech Lady, PLLC. 4030 Wake Forest Rd., STE. 349, Raleigh, NC 27609.
- NM FAX: 1-833-455-8353. NC FAX: 1-833-471-5616. Backup FAX: 1-855-978-1157.
- Clinic Line: 1-505-358-9946

General age/category of patient *

- [ ] Option 1
  Adult
- [ ] Option 2
  Pediatric
- [ ] Option 3
  Adolescent

Patient name *

Patient DOB *

Responsible party name *

Role of person filling out this form (self, parent, POA, guardian) *

Information about Nice Speech Lady for services, including updates for the new year, please state that you understand and agree. *

Welcome to Nice Speech Lady! Acknowledgement of these policies and procedures is for patients and families who are new to the clinic, and it is required for these data to be acknowledged for services to be offered. This form is also for starting a new year, when every decision-maker will be required to acknowledge the policies and procedures of Nice Speech Lady for services to continue. ROLE OF SPEECH PATHOLOGY IN AN

Consent for Virtual Visits/Telepractice (vs. Declining) -- state/choose YES or NO (recommended to state yes, in the event it is desired by patient/family -- based on future unknown factors.

OUTPATIENT SETTING: The planned speech evaluation and any resulting treatment or follow-up sessions may address articulation, intelligibility concerns, language understanding and use, late-talker trends, challenges in social skills, cognition and executive functioning skills, alternative means of communication, voice disorders or related needs, feeding and swallowing, and factors related to engagement or other elements that impact functioning in any of these areas. Each person's concerns—and those of each family member—are highly valued, and routines and systems are in place to listen and understand the needs that are shared and described. INSURANCE AND COMMUNICATION FACTORS: By signing this form, you consent to a benefits and eligibility check with your insurance payor. A god path estimate ay be needed prior to services. Please bring your or the patient's insurance card and your ID, and be ready to discuss needs and concerns. It is the responsibility of decision-makers and families to notify the clinic of any changes to insurance, contact information (phone number, email, mailing address), or primary care provider or doctor who must sign off on the plan of care for speech services. At Nice Speech Lady, reminders are sent via text, call recordings, and emails, so the clinic asks that decision-makers stay current on correspondence and messages sent by the practice. Please check emails for invoices. If a copay, patient deductible, coinsurance, plan limit for the year, or prior authorization is identified during benefits verification, the clinic will notify the responsible party, and payment is due at the start of the visit unless prior arrangements are made. Contact us in advance if you need additional time for payments, as the clinic is willing to work with you when factors may impact care. Decision-makers should be aware that the contracted rate and plan terms must be followed by Nice Speech Lady, but flexibility in payment arrangements may be possible with good communication and follow-up from the financial decision-maker. By providing your insurance card, you consent to benefits verification; if providing an insurance card presents any challenge, please discuss it with the clinic. A $25 fee applies for no-shows or same-day cancellations if allowed by the payer or insurance type. For plans that do not allow the practice to apply a no-show or same-day cancellation fee, such as state Medicaid or other needs-based plans, the attendance policy terms will still apply. Nice Speech Lady asks that patients and families respect the clinic's time by notifying the clinic prior to the date of service if a visit cannot be kept for any reason. If your primary care provider changes, a new referral or evaluation may be required depending on reassessment deadlines. At the start of each year, plans will be re-verified, and a good-faith estimate, including any plan limitations or patient financial responsibilities, will be provided. Occasionally, if an update to an insurance company is required upon verification, families may need to reach out to update information, especially when more than one plan is in place so that both plans are aware of each other. At times, data from the plans may reset or cancel at the start of the new year, and Nice Speech Lady asks for patience as families may be asked to follow up on insurance matters to ensure all plans are verified and the new year's visits can be scheduled. New consent forms are required to be signed at the start of each year, and demographic data will be updated by Nice Speech Lady. If updates occur throughout the year in insurance or other data, such as the addition or termination of a

Marking yes does not indicate that you will have virtual visits, just that you give consent if you desire it in the future, and if it can be offered, thanks.) *

plan, please notify Nice Speech Lady as soon as possible. Plan terminations or a need for the clinic to contact insurance may impact the ability to schedule a visit if the clinic is not notified in advance. Services provided by Nice Speech Lady include in-person sessions for. Evaluations and necessary reassessments in Albuquerque, NM; virtual sessions for qualifying patients; caregiver training and patient education visits every 12 weeks (as indicated or desired); and monthly group SLP sessions focusing on carryover and goal practice, social skills, literacy, and collaborative learning, with classes offered with or without care partners at varying levels and with different focuses to meet diverse patient needs. Please note that Nice Speech Lady is a small, locally owned private practice and may not answer immediately when phone calls are made. Voicemail or encrypted email should be used for communications involving private or health-related information. COMMUNICATING WITH STAFF / COMMUNICATIONS ABOUT THE CLINIC: To protect patient privacy and maintain accuracy, Nice Speech Lady staff will verify patient information each time they return a call or make follow-up calls, even if a call was received earlier the same day. This procedure ensures that your or your loved one's information remains confidential, as required by law, and families are asked to cooperate with staff for verification before phone communications. Texting is discouraged due to privacy concerns. Patient data should not be shared via text. In urgent situations, brief general texts to the clinic owner may be allowed, but patient-specific information should never be included. Families who choose to share patient data via text or other unsecured platforms do so at their own risk, and the clinic is not responsible for any resulting HIPAA violations. This also applies to business reviews on online review processes or other online forms. Nice Speech Lady strongly encourages that patient data remain confidential in all formats; posting anonymously would be highly encouraged. Portal messaging and encrypted emails are secure options and are highly recommended for communications, including post-visit recommendations. Having these systems in place also provides an additional layer of reminders for standing appointments or for outlier weeks, such as during holidays. Families, caregivers, and patients are expected to treat staff with respect; if concerns arise, the owner will address them and propose alternative solutions as needed. Efforts will be made by the owner to find solutions, and families are asked to be mindful that safety guidelines for all persons in the clinic are essential for continued care. Patients are expected to treat staff respectfully, complete check-in procedures, and notify the clinic if planning to stop services. Health information is private and protected under HIPAA, used for treatment, billing, and healthcare operations, and patients have the right to see, correct, and request limits on their records. Disclosure may be required by law in certain situations such as public health, legal matters, or safety concerns. Families and patients are to be aware that all Nice Speech Lady staff members have been trained in how to provide trauma-informed care, in addition to other trainings. (FOR NEW PATIENTS) SCHEDULING EVALUATIONS: Evaluations are typically scheduled on specific days and may require in-person visits before tele-health services, given the standing schedule model for most patients at the clinic. If offered an evaluation timeframe for starting direct care, appointments must be confirmed within 24 business hours, or the time will be

released to offer other patients. Parents or guardians must attend evaluations for minors or for individuals with developmental levels similar to minors. Unless arranged in advance, evaluations must occur in person. SCHEDULING MODEL: Consistency in visits and in times that work for patients and families highly supports progress. Following the evaluation, a standing time for the same day of the week and appointment time will be offered, based on evaluation factors. This supports families and also allows the clinic to offer times on a regular basis. Afternoon times and Fridays are primarily reserved for school-aged children. Younger children and adults typically are offered morning or early afternoon times. Once-a-month groups are offered for pediatrics for additional social, carryover, and practice support. See below for the attendance policy if a patient or family member has challenges with the Nice Speech Lady standing appointment model. IN-PERSON VISITS: Unless arrangements are made in advance, family members must be present for in-person visits. One additional person besides the patient is allowed. For patients requiring special accommodations, who have a history of challenges engaging in visits, or who have behavioral health histories that may require assistance from family or other caregivers, it is at the discretion of the treating provider to determine whether a caregiver may leave the premises—even if other staff members are present—until engagement improves to the point that this is appropriate. The clinic asks that caregivers inform the clinic in advance if they plan not to stay for the visit, as these factors need to be discussed. Additionally, family and caregiver participation is vital, helpful, and supports the therapy process. For safety and sanitation at the location of services, it is the responsibility of the family or decision-makers to inform the clinic of any medical status changes or updates to health that require accommodations, as primary care providers and specialists may or may not be providing data to Nice Speech Lady on updates, and it is the responsible party's responsibility to do so. Challenges in visits due to the family not sharing major updates would be best avoided by family members keeping Nice Speech Lady up to date on current health conditions or other major life factors that require accommodations by Nice Speech Lady staff, and the clinic depends upon family members or patients to provide all updates. Communicating more on the side of additional data is desired, rather than erring on the side of non-disclosure. Minors are required to be supervised by family members or caregivers in the waiting area or when they need to use the restroom. Nice Speech Lady asks that families contact the clinic if there are barriers to participation in visits, such as ill siblings or no family member available to watch ill siblings, so that these factors can be discussed prior to visits and accommodations offered. If any patient misses a visit due to illness, it is the patient or family's responsibility to inform the clinic about missed visits in the future on standing appointments or visits that were also scheduled in advance of the illness; for example, if a child cannot attend a visit on a Monday, it is the parent's responsibility to inform the clinic the business day prior to the scheduled visit if the child is still sick. The clinic does not have the ability to anticipate how a child is recovering, and to keep standing appointments as an option for patients and families, good communication helps ensure visit availability. VIRTUAL SERVICES: Tele-health services may be offered if clinically appropriate and covered by insurance, following the successful completion of a

technology check. Not all plans cover virtual services as a treatment option. Patients and families may opt not to use this service modality, even if it is covered by their plan and clinically indicated. Consenting on this form does not mean that virtual services will automatically be conducted, but indicates that the family or patient would consent if offered by the clinic upon evaluation, as well as to a required technology check. Not consenting to virtual visits, when clinically appropriate and covered by the insurance plan, may limit the availability of services if unforeseen factors restrict clinician availability, but it is the right of a patient or family to do so. To meet criteria, the same standard of care for delivered therapy quality must be met or exceeded for virtual services to be offered by a clinician. At this time, it is not known if tele-health will be clinically appropriate for the listed patient on record, but the clinic requests consent if the family or patient is open to it. Upon evaluation, it can be discussed whether tele-health would meet clinical standards according to state law. If a technology check for tele-health is successful and an encounter is offered, the patient or family may decide at any point not to proceed. Patients should find a quiet, private space, minimize distractions, log in 10–15 minutes early, and have paper and pencil ready. The address of the virtual visit must be communicated to the provider by the patient. Visits cannot occur if the patient is located outside the state in which the provider is licensed. Adults or designated family members must supervise minors or at-risk adult patients at all times during tele-health sessions. If the supervising adult needs to leave the area, such as to use the restroom, the session camera must be turned off until the supervising adult returns. Tele-practice coverage is payer-dependent and must also meet clinical appropriateness and technology compatibility requirements. CONSENT FROM DECISION-MAKER: Consent for images, recordings, or video is only for clinical, billing, or supervision purposes. Scribing technology is utilized for streamlining documentation, is HIPAA-compliant, and can be opted out of without affecting care. It is the responsibility of the decision-maker to inform the clinic if scribing technology is not consented to in visits. By signing this form, the patient or responsible party consents to the subscription services for documentation or clinic review purposes. NOTICE OF STATUS OF CLINIC AS STAFF BEING MANDATED REPORTERS: All Nice Speech Lady staff members are mandated reporters to authorities in the case of suspected abuse or neglect of any individuals. UPON REQUESTING RECORDS: By signing this consent form, I realize state laws apply, that records can be obtained upon signing a release of information, and that it may take up to 30 days for the clinic to produce records; if extenuating circumstances apply, the decision-maker will be provided updates. By signing this consent form, the decision-maker also recognizes that, if applicable, power of attorney or guardianship papers may need to be provided as requested based on the family situation. By signing this consent form, I realize that I can request the privacy rights notice at any time and will request it if desired by the patient or care partner. Nice Speech Lady LLC follows state guidelines and state mandates per region. ATTENDANCE POLICY: Nice Speech Lady asks that families schedule all other personal or family appointments around the standing therapy time established by the clinic, as weekly standing appointment times promote consistency, support planning, and serve as an

additional reminder. If the decision-maker is unable to arrange other commitments around the agreed-upon standing time, please notify the clinic. A different standing time may be considered, or the patient may be placed on a waiting list. There is also an option for a week-by-week scheduling model, where openings are offered when other patients cancel, though there is no guarantee that available times will meet the family's needs. Using the standing appointment model is highly encouraged. Appointments must be canceled at least 24 hours in advance, and same-day cancellations should occur only for sudden illness or emergencies and should not be a recurring pattern. Three or more non-arrivals or same-day cancellations outside of rare or emergency circumstances may result in schedule changes, hold status, or discontinuation of services. Reassessment timelines, medical updates, discharge policies, privacy practices, tele-practice updates, patient rights, and acknowledgment statements apply as described above. By signing the Policies and Procedures document, you acknowledge understanding and agreement with all attendance, scheduling, medical update, and communication expectations listed.

Consent for audio recordings would only be for clinical purposes (please state/choose YES or NO) *

Consent for photographs, would only be for clinical purposes (please state/choose YES or NO) *

Consent for video recordings would only be for clinical purposes (please state/choose YES or NO) *

Signature Factors (please initial) *

SIGNATURE DESIGNATION: If you have any questions not covered here, please ask prior to signing. This notice goes into effect on the date of signing. By signing this form, I certify that I have read or had this form read to me. I fully understand its contents, including the risks and benefits of the procedure(s). I have had ample opportunity to ask questions, and all questions have been answered to my satisfaction. I was provided with the clinician's phone number (505-358-9946, or 505-907-1902 (landline)) for any questions prior to signing. By signing below, I agree 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, a POA, or a legal guardian of the patient. Agreement updated as of 8-18-26.

Signature *

Click to sign

Your name *

Date of signautre *

Email address

gethelp@nicespeechlady.net

CLINIC INFORMATION

Nice Speech Lady LLC

DBA in NC = "Nice Speech Lady, PLLC"

Service Location: Albuquerque, NM (live video visits + some limited in-person/ABQ visits).

Business Location: Raleigh, NC (live video visits only)
505-907-1902, voicemails only/secure line.

Business cell (best number) = 505-358-9946, quick messaging without private data.

Clinic website: https://nicespeechlady.com/for-patients/ (https://nicespeechlady.com/for-patients/)

Practice Hushmail/Encrypted Email: gethelp@nicespeechlady.net (requires a gmail from patients, use of password)

Updated/NM Business Address: Nice Speech Lady LLC 500 Marquette Ave. NW, Suite 1200 Albuquerque, NM 87102 (previous address in Socorro, NM)

NC Business Address: Nice Speech Lady, PLLC. 4030 Wake Forest Rd., STE. 349, Raleigh, NC 27609.

NM FAX: 1-833-455-8353. NC FAX: 1-833-471-5616. Backup FAX: 1-855-978-1157.

Owner Wilson Nice, M.A., CCC-SLP, speech-language pathologist

Submit

Your information will be encrypted.



Owner Wilson Nice, M.A., CCC-SLP

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