



## **POLICIES AND PROCEDURES**

### **Services and Philosophy:**

Lakeshore Speech Therapy, LLC is a private practice serving the Cleveland/Northeast Ohio area. Our mission is to provide high-quality, affordable speech and language services to our clients using evidence-based assessment and treatment methods. Our focus is to improve functional communication skills in order to enhance the lives of the clients we work with and their families.

The family is considered an essential part of the treatment team. It is our philosophy that the client and their family are integral to the rehabilitation process. Assessments and treatment plans include feedback from parents and/or other caregivers. They will also be guided in understanding their family member's issues and how to assist with their intervention to maximize goals and new learning at home, school/work and in the community.

We also work as a team with all the members of your family member's education and care, as decided by the family and therapist. We use assessments, reports and observations from other professionals in their life, including, for example, physicians, teachers, aides, psychologists, psychiatrists, educational therapists, tutors, occupational therapists, and physical therapists. We will also participate with other team members to coordinate goals and provide feedback and education, as appropriate. We welcome other team members to educate us in their various disciplines and in their specific work with your family member.

We do not believe in a "one size fits all" approach. This is the reason for the therapists being well versed in a number of techniques and types of intervention for various problems. Techniques include, but are not limited to, direct teaching and skill building with table top activities, free play and play-based therapy, use of a naturalistic language approach, computer activities, reading/writing activities, role play, and social stories. We provide these services in our office, in the client's home, or at the school or center that the client attends.

### **Notice of Privacy Practices:**

Lakeshore Speech Therapy, LLC will protect the privacy of client and family information to the fullest extent possible. Lakeshore Speech Therapy will abide by HIPAA rules. For more information on HIPAA rules and your rights, visit US Department of Health and Human Services website, [www.hhs.gov/ohrt/hipaa/](http://www.hhs.gov/ohrt/hipaa/).

Lakeshore Speech Therapy is permitted to make uses and disclosures of protected health information for treatment, payment, and health care operations, as described in the following:

- a. **Treatment:** to share with your physician copies of the evaluation, treatment plan, or progress to obtain approval and/or recommendations.
- b. **For Health Care Operations:** to access your health information for purposes of quality improvement within our facility.
- c. **For Payment:** to send information to your health insurance plan for review and determination of coverage for therapy services.

Lakeshore Speech Therapy, LLC is permitted or required under specific circumstances, to use or disclose protected health information without the individual's written authorization.