



Welcome to Speechcenter!

We would like to welcome you to our practice. Speechcenter, Inc. has been a leader in speech pathology services in North Carolina since 1982!

We hire only the best!!! Services will be provided by our renowned Speech-Language Pathologists. They are passionate and dedicated to the field of communication disorders. Each possesses a Master's Degree, a NCBOE SLP license, and are nationally certified in ASHA Clinical Competence or an ASHA Clinical Fellow. Our clinicians are assigned specific geographical territories, due to that fact, there may be times when a change of therapist is necessary. While we understand that change is not always ideal, please know that all our clinicians are committed to Speechcenter's goal of providing the very best services for all of its patients.

Our clinic: Some insurers require services be provided in our office clinic. Our clinic is located at 185 Charlois Blvd, Winston-Salem, NC 27103. At that location, you will notice that there is a patient entrance near the rear of the building. To enter, ring the doorbell and a receptionist will use the voice-intercom to ask the patient's name and the therapist you are scheduled to see. If this is your first visit to our office, please let the receptionist know so we can personally greet you and answer any questions you may have. Family members and younger children may stay in our child-friendly reception area during the visit.

How to contact your therapy provider: You will be given a phone number to contact your clinician. Please leave a message, as our staff is often serving patients. They check their messages frequently. If you have questions about therapy, notice changes or improvements, please communicate these in a timely manner with the clinician during the next visit or via phone. New goals can be developed to maximize therapy time, and we can celebrate progress together.

Visit Length: Visits last approximately 30 minutes. This time includes direct patient therapy and/or consultative time with the caregiver, since treatment plan success is a team effort.

Rescheduling or cancellations: It is important that we have as much advance notice as possible, at least 24 hours. However, if you do not show up or show up late it is time lost for you, the clinician and another patient who may have benefited from that time. Our staff are professionals and have many patients requiring our services. The time that we schedule for you is yours and we value that time.

Missed and late visits: If you schedule and do not show for 3 appointments, the patient may be discharged. If you arrive late for your appointment, your session will either be reduced by the number of minutes you are late or will be cancelled.

Billing & Payment: We are happy to bill your insurance after we have verified they will cover services. Any restrictions, limitations or out-of-pocket costs will be shared with you beforehand. Any charges not covered by your insurance, like copays or out-of-pocket expenses, will be your responsibility to pay. Please contact our administrative offices to settle your account. Any copay or out-of-pockets owed by you will be payable at each visit. We accept MasterCard, Visa and debit cards. A returned check fee of \$25 may be charged for checks with non-sufficient funds.

Returning Forms or Consents: You have the option to fax, mail or email documents to us. Fax: 1-336-725-0454. Mail: 185 Charlois Blvd., Winston-Salem, NC 27103. You can also sign most documents electronically with your typed initials and email them back to medicalrecords@speechcenter.com

Should you have any questions, please communicate with your clinician. For other issues, please contact the following:

Toll-free and After-hours
Phone: 1-800-323-3123

Winston-Salem Area
Phone: 1-336-725-0222

New Patients:

Administrative, Billing & Service Issues:

Clinical Questions and Concerns:

Susan Kirkman or Rose Gonzalez

Lisa Ellis

Michaela Greene, Director of Clinical Operations