



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: Our clinic is located at 185 Charlois Blvd, Winston-Salem, NC 27103. 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. The receptionist will provide further instructions at that time.

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. Messages are checked frequently. If you have questions about therapy, notice changes or improvements, please communicate these with the clinician during the next visit or via phone.

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, cancellations, missed and late visits: A notice of at least 24 hours is required for appointments that need to be rescheduled or cancelled. Failure to show up for 3 scheduled appointments may result in a discharge from services. 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. Our staff are professionals and have many patients requiring our services. The time that we schedule for you is yours and we ask that you are respectful of that time.

Telepractice Therapy: Although patients may have a preference for in-person services, due to unforeseen circumstances such as weather, illness or provider availability, you may at times be asked to participate in telepractice therapy. Telepractice uses audio/video technology and an internet connection to create an in-person experience, similar to that achieved in a traditional in-person therapy session. Failure to participate in telepractice therapy, may result in the patient being placed on hold until in-person services can resume.

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. You may choose to keep a credit card on file for monthly automated payments at a discounted rate. We accept MasterCard, Visa, debit cards and PayPal. 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:

Rose Gonzalez or Amanda Fisher

Lisa Ellis, Billing Specialist

Michaela Greene, Director of Clinical Operations