



## 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](mailto: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

## Notice of Privacy Practices

This notice describes how medical information about you may be used and disclosed and how you can get access to this information. Please review it carefully. It refers to practices followed by our medical and administrative staff. It refers to services provided at our office, the patient's home or other setting. If we have been contracted to provide services on behalf of another entity or in another facility not owned or operated by Speechcenter, other policies may apply. Notice effective date: 10/29/2015

### Our Responsibilities

We are required by law to maintain the privacy and security of your protected health information. We must follow the duties and privacy practices described in this notice and give you a copy of it. We will let you know promptly if a breach occurs that may have compromised the privacy or security of your information. We will not use or share your information other than as described here unless you tell us we can in writing. If you tell us we can, you may change your mind at any time. Let us know in writing if you change your mind.

### Our Uses and Disclosures

**Treat you:** We can use your health information and share it with other professionals who are involved in treating or coordinating treatment for you. For the purpose of continuing and coordinating a plan of treatment we may share your health information, or such portions relevant to speech language pathology, with facilities and appropriately-related professionals involved in your care. Example: We may discuss, disclose and/or coordinate provision of health care with a childcare provider, attendant family members, inclusive therapy setting, related school/daycare staff, the school system, a custodial foster family, CDSA case managers/staff, LEA representative and/or student SLP/SLPA, and others involved in your care to ensure we all have the necessary information to diagnose or follow a plan of treatment. We may share your health information with other individuals, which you have told us will be helping you with the therapy program.

**Bill for your services:** We can use and share your health information to bill and get payment from health plans or other entities. Example: We give information about you to your health insurance so it will pay for your services.

**Run our organization:** We can use and share your health information to run our practice and improve your care. We may contact you as necessary, at any of the phone numbers, addresses or email addresses you have provided or used to contact us. We may contact you via a phone call, voice message, email, text message and/or in writing, unless you request a more confidential communication method. We might also send you informative communications that do not include your health information but contain business updates, industry news or other health-related benefits that Speechcenter feels is necessary to share with its patients, unless you ask us not to.

**Help with public health and safety issues:** We can share health information about you for certain

situations such as: reporting suspected abuse, neglect, or domestic violence, preventing or reducing a serious threat to anyone's health or safety. We can share health information with a coroner/medical examiner when an individual dies.

**Comply with the law and responding to legal actions:** We will share information about you if state or federal laws require it, including with the Department of HHS if it wants to see that we are complying with federal privacy law. We can share health information about you in response to a court or administrative order, or in response to a subpoena.

**Address workers' compensation, law enforcement, and other government requests:** We can use or share health information about you: for workers' compensation claims, for law enforcement purposes or with a law enforcement official, with health oversight agencies for activities authorized by law, for special government functions such as military, national security, and presidential protective services.

### Your Rights and Choices

**Email or text messages:** We may respond to you and/or contact you via email or cell phone text messages, unless you instruct us not to. If you communicate with us using email or text messages, we can assume that these types of electronic communications are acceptable to you and that you understand that electronic communications are not guaranteed as secure. You can ask us to stop emailing or text messaging you, at any time.

**Receipt of Informative Communications:** You can opt out of receiving informative business communications, such as business updates or industry news.

**Request confidential communications:** You can ask us to contact you in a specific way (for example, at your home or office phone) or to send mail to a different address. We will say "yes" to all reasonable requests.

**Sharing information:** You can ask us to share information with your family, close friends, or others involved in your care.

**Ask us to limit what we use or share:** You can ask us in writing not to use or share certain health information for treatment, payment, or our operations. We are not required to agree to your request, and we may say "no" if it would affect your care. If you pay for a service or health care item out-of-pocket in full, you can ask us not to share that information for the purpose of payment or our operations with your health insurer. We will say "yes" unless a law requires us to share that information.

**Choose someone to act for you:** If you have given someone medical power of attorney or if someone is your legal guardian, that person can exercise your rights and make choices about your health information. We will make sure the person has this authority and can act for you before we take

any action. Parents and guardians will generally have the right to control privacy of health information of minors unless the minors are permitted by law to act on their own behalf.

**Get an electronic or paper copy of your medical record:** You can ask to see or get an electronic or paper copy of your medical record. Ask us how to do this. We will provide a copy or a summary of your health information, usually within 30 days of your request. We may charge a reasonable, cost-based fee.

**Ask us to correct your medical record:** You can ask us to correct health information about you that you think is incorrect or incomplete. Ask us how to do this. We may say "no" to your request, but we will tell you why in writing within 60 days.

**Get a list of those with whom we have shared information:** You can ask for a list (accounting) of the times we have shared your health information for six years prior to the date you ask, who we shared it with, and why. We will include all the disclosures except for those about treatment, payment, and health care operations, and certain other disclosures (such as any you asked us to make). We will provide one accounting a year for free but will charge a reasonable, cost-based fee if you ask for another one within 12 months.

**Requests:** All requests to exercise your rights or choices should be made in writing.

**Get a copy of this notice:** You can ask for a paper copy of this notice at any time, even if you have agreed to receive the notice electronically. We will provide you with a paper copy promptly.

**Changes to the terms of this notice:** We can change the terms of this notice at any time, and the changes will apply to all information we have about you. The new notice will be available upon request, in our office, and on our web site.

**File a complaint:** You can complain if you feel we have violated your rights by contacting us the phone number below. You can file a complaint with the U.S. DHHS OCR by sending a letter to 200 Independence Avenue, S.W., Washington, D.C. 20201. We will not retaliate against you for filing a complaint.

### Questions, concerns or complaints?

#### Please contact:

Jeri Bates, Vice President, COO, CHC  
Speechcenter, Inc.  
185 Charlois Blvd.  
Winston-Salem, NC 27103

www.speechcenter.com  
Phone 1-800-323-3123

# speech center, inc.

## General Patient Information

Patient Last Name		Patient First Name		Patient Middle Name	Patient DOB (mm/dd/yyyy) / /	
Patient Street Address			City	State	Zip Code	County
Patient Mailing Address (if different from address above)				City	State	Zip Code
Patient Home Phone Number		Patient Cell Phone Number		Patient Work Phone Number		
Patient Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	Patient Marital Status <input type="checkbox"/> Single <input type="checkbox"/> Married <input type="checkbox"/> Other		Patient Employment Status <input type="checkbox"/> Employed <input type="checkbox"/> Full-Time Student <input type="checkbox"/> Part-Time Student			
Patient School (if school aged)		Social Security Number		Patient Email Address		

### PARENT/Legal Guardian Information (required only if patient is a minor)

Legal Guardian Last Name		Legal Guardian First Name		Legal Guardian MI	Legal Guardian DOB (mm/dd/yyyy) / /	
Legal Guardian Street Address			City	State	Zip Code	
Legal Guardian Mailing Address (if different from address above)				City	State	Zip Code
Legal Guardian Home Phone Number		Legal Guardian Cell Phone Number		Legal Guardian Work Phone Number		
Legal Guardian Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	Patient Relationship to Legal Guardian <input type="checkbox"/> Child <input type="checkbox"/> Other – Please Explain: _____					
Legal Guardian Email Address						

### Patient Medical History

Name of Patient's Doctor:				Doctor's Phone Number		
Doctor's Address			City	State	Zip Code	
Please provide patient's brief medical history and any medical condition(s) contributing to speech, language or swallowing concerns: _____						
<b>Indicate if the patient's condition is related to:</b>						
<input type="checkbox"/> Employment? (current or previous)		<input type="checkbox"/> An Automobile Accident; What State?: ____			<input type="checkbox"/> Other Accident	
Date of occurrence:        /        /						

### Speech-Language Therapy Service Information

At what place of service or location will services be provided?				Place of Service Phone Number		
Place of Service Address (where therapy will occur)			City	State	Zip Code	County
Is the patient receiving additional speech-language therapy services in a school or with another provider?				<input type="checkbox"/> YES <input type="checkbox"/> NO		
If Yes, please give provider name and contact phone number:						



## Patient Payment/Insurance Information

Patient Last Name	Patient First Name	Patient Middle Name	Patient DOB (mm/dd/yyyy) / /
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<input type="checkbox"/> <b>Medicaid</b>	<input type="checkbox"/> <b>Health Choice</b>	<input type="checkbox"/> <b>Medicare</b>
Medicaid Recipient ID # _____	Health Choice Number # _____	Medicare Recipient ID # _____
<b>Medicaid Plan</b> <input type="checkbox"/> AmeriHealth Caritas NC <input type="checkbox"/> BCBSNC Healthy Blue <input type="checkbox"/> Carolina Complete Health <input type="checkbox"/> UHC Community Plan of NC <input type="checkbox"/> WellCare of NC	<b>Health Choice Plan</b> <input type="checkbox"/> AmeriHealth Caritas NC <input type="checkbox"/> BCBSNC Healthy Blue <input type="checkbox"/> Carolina Complete Health <input type="checkbox"/> UHC Community Plan of NC <input type="checkbox"/> WellCare of NC	
Subscriber ID # _____	Subscriber ID # _____	

### Other Primary Health Insurance (This insurance must be billed BEFORE we can bill Medicaid)

Insurance Company Name			Policy/Group Number
Patient ID Number		Insurance Company Benefits & Eligibility Phone Number	
Policyholder's Last Name	Policyholder's First Name	Policyholder's MI	Policyholder's DOB (mm/dd/yyyy) / /
Policyholder's Street Address		City	State Zip Code
Policyholder's Home Phone Number	Policyholder's Cell Phone Number	Policyholder's Work Phone Number	
Policyholder's Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	Patient's Relationship to Policyholder <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other _____		
Policyholder's Employer, School or University			

### Other Secondary Health Insurance (This insurance must also be billed BEFORE we can bill Medicaid)

Insurance Company Name			Policy/Group Number
Patient ID Number		Insurance Company Benefits & Eligibility Phone Number	
Policyholder's Last Name	Policyholder's First Name	Policyholder's MI	Policyholder's DOB (mm/dd/yyyy) / /
Policyholder's Street Address		City	State Zip Code
Policyholder's Home Phone Number	Policyholder's Cell Phone Number	Policyholder's Work Phone Number	
Policyholder's Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	Patient's Relationship to Policyholder <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Child <input type="checkbox"/> Other _____		
Policyholder's Employer, School or University			



Patient Last Name	Patient First Name	Patient Middle Name	Patient DOB (mm/dd/yyyy) / /
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### Consent for Services

I authorize Speechcenter, Inc. to render appropriate therapy services to the above named patient. I understand that care will be provided by an appropriately trained health care professional. I recognize and agree that I have the right to refuse treatment or terminate services at any time by notifying the Speechcenter, Inc. office in writing. In addition, Speechcenter, Inc. may terminate services by notifying me of termination. I hereby authorize Speechcenter, Inc. to bill any insurer identified as providing coverage for the insured and allow for the release of any information necessary to process claims for medical benefits.

**Patient/Authorized Representative:**

Printed Name: \_\_\_\_\_ Relationship to Patient: \_\_\_\_\_

Sign \_\_\_\_\_ Date Signed: \_\_\_\_\_  
(Please type your initials if signing electronically.)



Patient Last Name	Patient First Name	Patient Middle Name	Patient DOB (mm/dd/yyyy) / /
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## Privacy Notice Acknowledgement

As a new patient, I hereby consent to and acknowledge receipt of Speechcenter’s *Notice of Privacy Practices* or as a current patient, I consent to and acknowledge the availability of Speechcenter’s *Notice of Privacy Practices*. I understand the notice explains my rights to privacy regarding my health information and provides information and a description of how my health information may be used and disclosed. My requests are recorded below.

I agree that Speechcenter, Inc. may communicate with me electronically at the phone numbers and/or email addresses I have provided or used to contact its staff, unless I have requested a more confidential means of communication in writing. By accepting electronic communications, I understand these cannot be guaranteed as secure forms of communication.

**Additional persons AUTHORIZED to have access to my health record:**

Parents/Legal Guardians: \_\_\_\_\_

Spouse/Partner: \_\_\_\_\_

Grandparent(s): \_\_\_\_\_

Other Family Member(s): \_\_\_\_\_

Other(s): \_\_\_\_\_

\_\_\_\_\_

**Persons or entities NOT AUTHORIZED to have access to my health record:**

\_\_\_\_\_

\_\_\_\_\_

**Request for communication restrictions:**

\_\_\_\_\_

\_\_\_\_\_

As used in this document, the terms “I”, “me” and “my” refer to and include, in addition to the undersigned, the patient named above for whom the undersigned is responsible or for whom the undersigned has assumed responsibility engaging in Speechcenter, Inc. to provide services to the patient. This document supersedes and replaces any and all previous consents and authorizations. This consent and authorization is valid until revoked by me in writing.

**Patient/Authorized Representative:**

Printed Name: \_\_\_\_\_ Relationship to Patient: \_\_\_\_\_

Sign \_\_\_\_\_ Date Signed: \_\_\_\_\_  
 (Please type your initials if signing electronically.)

**Telepractice Patient Consent & Emergency Plan**

Patient Last Name	Patient First Name	Patient Middle Name	Patient DOB (mm/dd/yyyy) / /
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**Overview**

Speechcenter, Inc. is pleased to offer speech language pathology services via telepractice technology. Telepractice is the application of telecommunications technology to the delivery of speech language pathology professional services at a distance by linking clinician to client or clinician to clinician for assessment, intervention, and/or consultation. Telepractice lets the Speech-Language Pathologist care for you, even when you cannot see him/her in-person.

The American Speech Language Hearing Association affirms that telepractice is within the scope and practice of speech-language pathologists (ASHA, 2004d). Providers who conduct telepractice services shall have knowledge and skills in telepractice modes, technology associated with service delivery, selecting assessments and interventions that are appropriate to the technology, and the use of support personnel. A telepractice session is a professional healthcare service provided by a state licensed and ASHA CCC/CF Speech Language Pathologist. Services provided by Speechcenter are synchronous.

The telepractice is conducted with interactive audio and video communication in real time to create an in-person experience, similar to that achieved in a traditional encounter. If the patient is a minor child, the provider will explain to the guardian how a telepractice session differs from an in-person session.

Appropriate security measures will be taken with the use of telepractice technologies, such as encrypting data, password protected screen savers and data files, or utilizing other reliable authentication techniques, as well as potential risks to privacy notwithstanding such measures.

**Risks**

Many patients opt for telepractice because it allows patients in remote locations to access services quickly, efficiently and without travel. While telepractice technology can make services more convenient, there can also be associated risk and problems:

- Without a hands-on exam, it may be hard to diagnose the patient’s problem.
- If incomplete medical records were sent to us, it may be hard for the telepractice provider to use his or her best judgment about your health problem.
- Technical, internet or equipment problems do occur and may result in delays in diagnosis or treatment, or information from a session being lost. This would be outside the control of your physician and the telepractice provider.
- Privacy risks and security threats exist for information communicated via the internet. For instance, hackers may obtain access to your identity or private health information.

**Emergency Plan & Procedures**

Should an emergency arise during the telepractice session, the provider shall immediately stop the session and instruct the patient, guardian or facilitator to call 911, emergency services, and/or visit an acute care facility. If a patient is unattended during the session, unable to seek help or the provider believes an emergency is occurring, your signed consent below authorizes the Provider or Speechcenter staff to contact an emergency services agency on your behalf without liability.

**Consent and Acknowledgement**

By signing this form, I agree that I have read, understand, and agree with these terms. By my signature below, I confirm that:

- I agree to take part in telepractice sessions, and for Speechcenter to bill for telepractice services rendered.
- I have been told the name and credentials of my telepractice provider, and my Speech-Language Pathologist has discussed all of the information provided above.
- I have had the opportunity to ask questions about telepractice sessions and the information presented on this form. All of my questions have been answered satisfactorily.
- I understand I have the right to decline telepractice services at this time or in the future, which shall be done in writing.
- I have been advised of the potential risks, consequences and benefits of telepractice.
- I understand that no guarantees have been made about success or outcome of telepractice sessions.
- I understand that it is my responsibility to provide and update the telepractice clinician of the patient’s physical location during sessions and provide emergency contact information.
- I understand that should a medical emergency arise, Speechcenter’s staff may contact emergency medical services as they deem necessary without fear of liability.

Printed Name: \_\_\_\_\_ Relationship to Patient: \_\_\_\_\_

Sign \_\_\_\_\_ Date Signed: \_\_\_\_\_

(Please type your initials if signing electronically.)