

Policies and Procedures

#

[**Business Definition**](#_2et92p0)

[**Practice Definition**](#_4d34og8)

[*Mission Statement*](#_2s8eyo1)

*AOTA Code of Ethics* *and* [*IBLCE Code of Professional Conduct*](#_17dp8vu)

[*Policies and Procedures Review*](#_3rdcrjn)

[**Services Provided**](#_26in1rg)

*Therapy and* [*Lactation Visits*](#_lnxbz9)

[Location](#_35nkun2)

[Visit Policies](#_1ksv4uv)

[Fee for Service Payment Policies](#_44sinio)

[Insurance Payment Policies](#_2jxsxqh)

[Special Instructions](#_z337ya)

[*Scheduling Procedures*](#_4i7ojhp)

[Scheduling Logistics](#_2xcytpi)

[Cancellation Policies](#_1ci93xb)

[**Communications**](#_3whwml4)

[*Client Communications*](#_2bn6wsx)

[Phone, Email, and Text Services](#_qsh70q)

[Secure Messaging](#_49x2ik5)

[*Marketing Communications*](#_2p2csry)

[*Social Media Communications*](#_147n2zr)

[*Website Communications*](#_3o7alnk)

[**Security Policies**](#_23ckvvd)

[*Record Retention Policies*](#_ihv636)

[*Physical Security*](#_32hioqz)

[*Digital Security*](#_1hmsyys)

[Compliance with Privacy Regulations](#_41mghml)

[Devices](#_2grqrue)

[Platforms](#_vx1227)

[Services](#_3fwokq0)

[Website](#_1v1yuxt)

[**Personal Policies**](#_4f1mdlm)

# Business Definition

Jeanne Pichoff, LOTR ,CLT, CLC is an Occupational Therapist and Certified Lactation Counselor

Year of certification: 15 for OT; 1.5 for CLC

Next recertification date: 3/31/22 NBCOT; 6/30/21 for ALPP

Recertification method (exam or continuing education): continuing education

Company Name: Flourish Pediatric Therapy and Lactation, LLC

Company Structure: LLC

NPI: 1568691418

EIN: 83-3859194

Mailing address: 1001 W. Pinhook Rd, Bldg 3, Suite 302, Lafayette, LA 70503

Phone: (337) 282-8703

Fax: (337) 918-3249

Email: jeanne@flourishptl.com

Website: www.flourishptl.com

OT license: OTT.200005

# Practice Definition

## Mission Statement

Flourish Pediatric Therapy and Lactation LLC aims to support families in their journey to achieve optimal developmental outcomes for their infants and children. Flourish Pediatric Therapy and Lactation LLC is committed to ongoing continuing education to provide highly skilled care and providing services in a variety of environments to best meet the needs of families.

Feeding difficulties are recognized as a common source of stress requiring specialized support and care. Protecting and supporting families in their journey to successfully breastfeed, if chosen, is a major goal for Flourish Pediatric Therapy and Lactation LLC. Flourish Pediatric Therapy and Lactation LLC strives to empower families and promote self-efficacy in managing difficulties in feeding or development.

## Code of Professional Conduct

I adhere to the AOTA code of ethics (http://ethics.iit.edu/ecodes/node/4767) and the IBLCE Code of Professional conduct as found [here](https://iblce.org/wp-content/uploads/2017/05/code-of-professional-conduct.pdf).

## Non-Discrimination Policy

Flourish Pediatric Therapy and Lactation LLC does not discriminate against employees, business associates, or clients on the basis of race, ethnicity, national origin, citizenship status, sex, gender identity, sexuality, religion, physical ability, or marital status.

Flourish Pediatric Therapy and Lactation LLC is an inclusive practice and acknowledges that not all lactating persons identify as female or use the word mother.

Flourish Pediatric Therapy and Lactation LLC seeks continuing education on cultural competency, inclusivity, racial inequities, and LGBTQIA concerns in order to provide the best possible care to all families.

# Services Provided

## Occupational Therapy, Feeding Therapy, and Lactation Support

### Location

Office/clinic: 1001 W. Pinhook Rd., Bldg 3, Suite 302, Lafayette, LA 70503

Homes: Lafayette parish

Daycares or child care facilities: Lafayette parish

Average Length of Initial Visit: 75-120 min

Average Length of Follow Up Visit: 45-55 min

Average Length of therapy session: regular sessions, 45-55 minutes

Regular Business Hours: 8:30-3:30, M-Th, Friday flex hours (administration time, urgent evaluations)

### Visit Policies

Flourish Pediatric Therapy and Lactation LLC provides all clients with a Consent for Care. This form will be provided to the client when scheduling the visit, and must be signed before services are rendered. Client has the right to refuse any treatment or intervention offered to you, and this refusal will be documented in your chart.

Consent is verbally requested before touching client or client’s minor child. Client may withdraw consent to be touched even if consent was previously given verbally or in writing. Withdrawal of consent will be documented.

Caregivers are provided with a written care plan/evaluation after the first visit. Copies of treatment notes are available upon request. Progress notes are completed every 6 months or sooner in the event of significant changes in client status, and re-evaluations are completed annually.

Though caregivers are provided with written home programs/care plans, some may wish to videotape portions of sessions for reference later. Flourish Pediatric Therapy and Lactation LLC allows videotaping for home program purposes, but requests families do not publish, post, or share said videos.

Infants and toddlers with impairments requiring occupational therapy, also require an alliance between the parents and therapist. Most therapy sessions include demonstrations of techniques to parents so that they can follow through with observed and recommended activities. Clients require parental assistance in order to progress. If a client’s parent works full time and has a regular child care provider, he/she may provide permission for the child care provider to be present in their place for some of the occupational therapy sessions. In instances in which OT services will be provided at the client’s childcare facility, consent must be given to Jeanne Pichoff, LOTR, CLT, CLC to share relevant health information with a childcare provider for the purposes of facilitating progress with therapy.

Flourish Pediatric Therapy and Lactation LLC uses a Rice Lake DBS II to weigh the client’s baby before and after feedings for breastfeeding evaluations or other feeding evaluations in which a weight is deemed valuable information. The scale will be cleaned after every consult. The scale will be covered with a blanket or towel.

Choose all that apply:

* The initial weight will be taken in a dry diaper
* The baby will wear a diaper while being weighed for a weighted feed, and will be wearing the same diaper if a post-feed weight is taken.

Flourish Pediatric Therapy and Lactation LLC may provide foods and/or drinks as part of a feeding therapy session. Clients should inform Jeanne Pichoff, LOTR, CLT, CLC of any food allergies and/or sensitivities. Permission to give a client a new food or drink will be obtained by client parent and given with parental consent.

Tools utilized in feeding therapy sessions that belong to Flourish Pediatric Therapy and Lactation LLC will be cleaned/sterilized via steam cleaner between sessions/clients.

Flourish Pediatric Therapy and Lactation LLC may recommend the use of certain products.

* Some products may be provided for free
* Clients will be referred to purchase items from a third party
	+ Flourish Pediatric Therapy and Lactation LLC is/is not an affiliate with any third party

Flourish Pediatric Therapy and Lactation LLC will provide clients with a written care plan/evaluation following the first visit, which will be shared via client portal and/or regular mail (if requested by client). A copy of the report will be sent to the referring physician/provider and/or any other provider desired by the client for continuity of care.

Flourish Pediatric Therapy and Lactation LLC may refer clients to other professionals for continued care.

* Flourish Pediatric Therapy and Lactation LLC does not accept fees for these referrals
* Flourish Pediatric Therapy and Lactation LLC will provide more than one referral option when possible.

Frequent referral sources:

* Pediatricians (various practices)
* Dentists
* ENT’s
* IBCLC’s
* OMT’s

Client visits will be canceled in the event of provider illness or personal emergency and rescheduling is not guaranteed. In the event of cancellation for illness or personal emergency, clients will be notified by their preferred method as provided during intake.

If Flourish Pediatric Therapy and Lactation LLC is not available due to scheduling constraints, vacation, or illness:

* New appointment requests will be referred to another therapy practice or lactation specialist, if urgent in nature and Flourish Pediatric Therapy and Lactation LLC cannot meet the client’s needs in an acceptably timely manner.
* Best efforts will be made to notify active clients of any planned closures.
* Best efforts will be made to respond to urgent messages from active clients during vacation or planned closure. Flourish Pediatric Therapy and Lactation LLC reserves the right to assess the urgency of a client message.
* Flourish Pediatric Therapy and Lactation LLC will not respond to messages from current clients during vacation, planned closure, illness, or personal emergency unless deemed urgent in nature, and response is up to the discretion of Jeanne Pichoff, LOTR, CLT, CLC.

Handwashing (via soap/water and/or sanitizing gel) occurs:

* At the start of the office visit
* After entering the client’s home
* After using the bathroom

If electronic devices are used:

Screens and keyboards will be cleaned at the start of every visit.

Latex-free gloves are worn::

* For oral exams
* During feeding therapy sessions when Jeanne Pichoff, LOTR, CLT, CLC will need to touch food, drink, or utensils

Equipment or tools that have been mouthed, drooled on, or otherwise contaminated will be wiped down with disinfecting wipes and/or cleaned with soap/water between clients.

Dress code/uniform for Flourish Pediatric Therapy and Lactation LLC is scrub pants and/or company t-shirt, polo, or scrub top and closed toed shoes.

### Fee for Service Payment Policies

Self pay clients receive a $20.00 discount per code on standard charges for both evaluations and treatment sessions.

Evaluation charges cover 45 minutes of time; time spent with clients beyond 45 minutes is charged as a treatment charge (if deemed appropriate), due to the provision of home recommendations/exercises during this first session. Evaluation charges vary with level of complexity of the evaluation, which takes into account the detail of history taken, review of medical history/records, and findings of the evaluation. Complexity level is not determined until an evaluation is completed.

|  |  |  |
| --- | --- | --- |
| Evaluation complexity | Service Code | Charges |
| Low | 97165 | 120.00 |
| Moderate | 97166 | 135.00 |
| High | 97167 | 150.00 |

Treatment codes are billed in 15 minute increments, at the following charges:

|  |  |  |
| --- | --- | --- |
| Treatment | Service Code | Charges |
| Therapeutic Exercise | 97110 | 50.00 |
| Therapeutic Activity | 97530 | 55.00 |
| Neuromuscular Re-education | 97112 | 55.00 |
| Self-Care | 97535 | 53.00 |

* Evaluations plus initial treatment (same session) are typically 1.5 hours, but may last 2+ hours depending on the complexity of problems addressed. Costs will be estimated for clients prior to the evaluation, but final cost will not be determined until services are rendered. Clients will be advised that estimated charges are not absolute and final prior to scheduling.
* Flourish Pediatric Therapy and Lactation LLC accepts payments at the time that services are provided.
* If someone else is bringing the child to therapy, payment may be sent with that caregiver, or a credit card may be stored on file (see below). If payment is not made on the date of service, there will be a $10 late payment fee for each scheduled session which is not billable to insurance and is your responsibility.
* All services are non-refundable.
* A discount will be provided for self pay/out of network clients of $20.00 per treatment code. Clients billing insurance will be responsible for their portion of co-insurance (see below).
* Clients are provided with a superbill for reimbursement to out of network insurances.
* Payment methods accepted (choose what applies)
	+ Cash
	+ Personal Check payable to Flourish Pediatric Therapy and Lactation LLC
	+ Credit Card processed through PCI-compliant processor (choose what applies):
		- Stripe
	+ If families opt to provide Flourish Pediatric Therapy and Lactation LLC with a credit card, this card will be charged for payments due following evaluation or treatment sessions. Card information is stored in a secure manner on Simple Practice.

Flourish Pediatric Therapy and Lactation LLC does not bill for out of network insurance clients; clients are responsible for submitting insurance claims to receive reimbursement. Clients are referred to use the Better Claims app for ease, but Flourish Pediatric Therapy and Lactation LLC informs clients that submission of claims through Better Claims is not a guarantee of reimbursement of any portion of a claim. Client pays Flourish Pediatric Therapy and Lactation LLC at the time of service according to the payment policies above and is responsible for all charges.

Special Instructions

If Jeanne Pichoff, LOTR, CLT, CLC will not be on time for a scheduled visit, Jeanne Pichoff, LOTR, CLT, CLC will attempt to communicate an updated arrival time by ( phone, text, or secure message).

For initial home visits (evaluations), all pets must be secure in a separate room behind a closed door or crated for the duration of the visit.

Clients may grant consent for others to be present during visits, and will sign acknowledgement as part of the Consent for Care that allowing additional individuals to be present during visits allows those individuals to have access to the client’s health information.

Flourish Pediatric Therapy and Lactation LLC will provide a support person the address for all home visits (Dexter Pichoff, Jr, husband). Clients will be providing this consent prior to the visit. If client declines to provide this consent, Flourish Pediatric Therapy and Lactation LLC reserves the right to refuse to provide care.

Flourish Pediatric Therapy and Lactation LLC will ask client consent for any intern or student to attend therapy visits.

## Scheduling Procedures

### Scheduling Logistics

* Flourish Pediatric Therapy and Lactation LLC schedules clients through phone and/or secure messaging; sessions may be scheduled by text or email if a client opts out of secure messaging options.
* Flourish Pediatric Therapy and Lactation LLC reserves the right to reschedule or cancel appointments for any reason.
* Procedures from intake to scheduling:
	+ Insurance clients:
		- Flourish Pediatric Therapy and Lactation LLC receives referral from physician or dentist OR prospective client contacts Flourish Pediatric Therapy and Lactation LLC to indicate interest in evaluation.
		- Parent is contacted within 24-48 hours of receipt of referral by Jeanne Pichoff, LOTR, CLT, CLC to inquire about interest in scheduling and inform client of process and fees.
		- If client wishes to bill insurance, client is requested to send a copy of insurance card (front and back) to jeanne@flourishptl.com via secure email.
		- Benefits are checked, and a return email is sent to prospective client informing of benefits information and anticipated costs.
		- If client wants to schedule, he/she is directed either to the online scheduling system OR scheduled manually by Jeanne Pichoff, LOTR, CLT, CLC.
		- A non-refundable deposit of $25.00 is collected at the time of scheduling to reserve a time slot, which is applied to the cost of the evaluation.
	+ Private pay clients:
		- Flourish Pediatric Therapy and Lactation LLC receives referral from physician or dentist OR prospective client contacts Flourish Pediatric Therapy and Lactation LLC to indicate interest in evaluation.
		- Parent is contacted within 24-48 hours of receipt of referral by Jeanne Pichoff, LOTR, CLT, CLC to inquire about interest in scheduling and inform client of process and fees. An estimate of potential costs may be emailed to the client per request, or client can be referred to policies manual on website for fee schedule.
		- If client wants to schedule, he/she is directed either to the online scheduling system OR scheduled manually by Jeanne Pichoff, LOTR, CLT, CLC.
		- A non-refundable deposit of $25.00 is collected at the time of scheduling to reserve a time slot, which is applied to the cost of the evaluation.
* Priority scheduling will be given to established clients.
* An appointment confirmation will be sent
* By email
* By text
* Through Simple Practice portal

### Cancellation Policies

If client cancels or “no shows” the visit for any reason less than 24 hours in advance, a $25 fee will be charged (to the credit card on file or by invoice). If a client “no shows” a visit more than once, the full session fee will be charged to the client.

Parents are asked to cancel a session in the event that the client has one or more symptoms of communicable disease, including:

* Fever >100 degrees F
* Vomiting / Nausea
* Open / Draining Lesion
* Lice
* Chicken Pox
* Measles
* Productive cough
* Impetigo
* Conjunctivitis / pink eye
* Strep Throat
* Diarrhea
* Any Other Contagious Disease Not Listed

If Flourish Pediatric Therapy and Lactation LLC must cancel an appointment for any reason, no charges to the client will apply. Flourish Pediatric Therapy and Lactation LLC reserves the right to cancel appointments for any reason without notice.

For clients receiving ongoing (weekly or more frequent) therapy sessions, consistent attendance and participation is essential for adequate progress. Frequent or unexpected cancellations also inhibit the scheduling of new clients with pressing issues. Cancellation policies are implemented to ensure a high quality of service, but may be waived in some circumstances under the discretion of Jeanne Pichoff, LOTR, CLT, CLC.

|  |  |  |  |
| --- | --- | --- | --- |
| Type of Missed Appointment | Description | Fee | Rescheduling Requirement |
| On-time Cancellation | Parent calls before 8 a.m. on day of appointment | None, if not over monthly limit | None, if not over monthly limit |
| Late Cancellation | Parent calls after 8 a.m. on the day of the appointment | $25 Fee per discipline | Appointment can be rescheduled to avoid the fee |
| No-Show | The child does not come to the scheduled appointment or is not home for home visit, and parents don’t call to cancel | First No-show=$25 fee  Subsequent No-Shows=Full cost of the sessions missed. | Appointment can be rescheduled but fee still applies |
| Late Arrival | Arrival is 10 minutes or more after scheduled appointment | None; however full session time may not be possible due to schedule constraints | None |
| Excessive Cancellations | Greater than 25% of scheduled appointments in one month | $25 fee | Missed appointments can be rescheduled to avoid fees.  Excessive cancellations without rescheduling could result in a loss of your reserved time slot.  |

## Client Communications

### Phone, Email, and Text Services

#### Prospective Clients

Flourish Pediatric Therapy and Lactation LLC maintains a website at www.flourishptl.com hosted by Wix. Contact phone number and email address are publicly posted.

When a phone call, email, and/or text comes in from a prospective client comes in, Flourish Pediatric Therapy and Lactation LLC’s policy is to:

* Call back within 24 hours OR
* Send a text message or email reply within 24-48 hours AND/OR
* Send a link to website for more information on services
* Jeanne Pichoff, LOTR, CLT, CLC will not provide clinical support or counseling to prospective clients.

#### Current Clients

Clients may receive follow up support for 4 weeks by phone, text, email and/or secure messaging as part of their fee for services. After 4 weeks, an in-person follow-up visit will be required for continued guidance on clinical situations, due to the complex nature of some issues. Jeanne Pichoff, LOTR, CLT, CLC reserves the right to modify the period of time in which virtual follow up and consultation is appropriate, and will advise clients accordingly of instances in which an in person consult is recommended over virtual communication.

### Secure Messaging

Flourish Pediatric Therapy and Lactation LLC provides secure messaging to established clients through:

* Simple Practice
* Spruce

Clients are able to communicate securely via either of these platforms, and will be advised of the recommendation to use them. However, if a client chooses to correspond via regular text or email after informed of the secure messaging options, Jeanne Pichoff, LOTR, CLT, CLC will respond on the client’s chosen communication platform.

Secure messages will be replied to (choose all that apply)

* Within 24 hours on weekdays
* At the discretion of Jeanne Pichoff, LOTR, CLT, CLC outside of business hours/weekends

## Social Media Communications

Jeanne Pichoff, LOTR, CLT, CLC may maintain private social media accounts for personal use. Connection or direct message requests made by clients through these platforms will not be accepted until the client is formally discharged from the services of Flourish Pediatric Therapy and Lactation LLC.

Flourish Pediatric Therapy and Lactation LLC maintains public social media accounts for marketing purposes on the following platforms: Facebook. All photos appear by express permission of the owner of the photo and all persons appearing in the photo. No client photos or videos will be published without express written consent. Clients and/or their minor children will not be named in posts on social media without express written consent.

Flourish Pediatric Therapy and Lactation LLC will not provide direct clinical support or counseling or advice on any social media platform, either public or private. Public accounts are for marketing purposes only to offer general information.

## Website Communications

Website Terms and Conditions are publicly posted on the website for Flourish Pediatric Therapy and Lactation LLC.

HIPAA Notice of Privacy Practices is publicly posted on the website for Flourish Pediatric Therapy and Lactation LLC.

A copy of this Policies and Procedures manual is also posted on the website for client review.

Contact form entries are stored:

* On a desktop/laptop computer not connected to the cloud
* In a cloud-based platform with appropriate security & privacy measures (G-Suite).

Flourish Pediatric Therapy and Lactation LLC abides by all federal, provincial, state, and local regulations regarding copyright. No text, image, or graphic content will appear without the express permission of the copyright or trademark holder.

# Security Policies

## Record Retention Policies

Flourish Pediatric Therapy and Lactation LLC is subject to the record retention laws of Louisiana and is required to keep client records until 6 years past the date a client was first treated.

Clients may request a copy of their chart or that of their minor child at any point during the record retention period. Request must be made in writing to the listed address for Flourish Pediatric Therapy and Lactation LLC. Receipt of the request will be acknowledged by Flourish Pediatric Therapy and Lactation LLC and records will be mailed within 30 days of acknowledgement of the request.

## Physical Security

Choose all that apply:

* Client files are kept in a storage filing cabinet in a locked office located at 1001 W Pinhook Rd, Bldg 3, Suite 302.
* The following people have access to locked client files: Jeanne Pichoff, LOTR, CLT, CLC
* Physical records are shredded before disposal.
* Client files are put away at the conclusion of the visit.

## Digital Security

### Compliance with Privacy Regulations

Flourish Pediatric Therapy and Lactation LLC is in compliance with all applicable federal and provincial/state regulations with respect to the use of technology for healthcare.

Notice of Privacy Practices is publicly posted on the website for Flourish Pediatric Therapy and Lactation LLC.

### Devices

All devices used for client care will be secured by a passcode and/or biometric identification.

The following person has access to the passcode in case of emergency: Dexter Pichoff, Jr. (husband).

### Platforms

Flourish Pediatric Therapy and Lactation LLC uses Simple Practice for client care. The following safeguards are in place:

* Web pages and APIs are secured with 128-bit Secure Socket Layer encryption.
* Cloud infrastructure uses multi-factor authentication.
* Advanced key management and transparent data encryption.
* Application level monitoring and intrusion protection.
* HIPAA compliant encryption.
* HIPAA compliant hosting architecture on enterprise level hardware.
* HIPAA compliant system architecture with separate web and database environment.
* Application and Database server isolation.
* Firewall management.
* Log retention with detailed audit trail.
* Managed and secure backup and disaster recovery.
* Managed patching, version control, and security updates.
* Credit card transactions processed using secure encryption on a PCI compliant network.

### Services

Flourish Pediatric Therapy and Lactation LLC will not use any free cloud-based services for client communication or file storage.

Email services and document storage are provided through:

* G-Suite
* These services have provided a Business Associates Agreement

Phone services are provided through:

* Spruce
* This service has provided a BAA.

### Website

Website Terms and Conditions are posted publicly on the website for Flourish Pediatric Therapy and Lactation LLC.

# Personal Policies

Flourish Pediatric Therapy and Lactation LLC is up-to-date on immunizations (MMR) and Jeanne Pichoff, LOTR, CLT, CLC obtains a flu shot annually.

Jeanne Pichoff, LOTR, CLT, CLC actively pursues continuing education related to lactation management, infant and child development, feeding disorders, parental wellness, communication skills and cultural competence.

As a mandated reporter, Jeanne Pichoff, LOTR, CLT, CLC is required to report any suspicions of child abuse or neglect to DCFS.

Gift policies:

* Jeanne Pichoff, LOTR, CLT, CLC accepts gifts from clients when services are concluded.
* Jeanne Pichoff, LOTR, CLT, CLC refuses or destroys any and all donations, gifts, samples, or services from any company or subsidiary company not in compliance with the [WHO Code of the Marketing of Breastmilk Substitutes](http://www.who.int/nutrition/publications/code_english.pdf).
* The policy of Flourish Pediatric Therapy and Lactation LLC is to purchase all necessary supplies at retail and/or wholesale if appropriate.

Home visit policies:

* I may accept offers of food, water, or coffee from clients.
* I may bring my own water in with me and may ask to refill my water.
* I will remove my shoes on request.
* I may request to use the bathroom in a client’s home.
* The office will be cleaned weekly by Jeanne Pichoff, LOTR, CLT, CLC and building janitorial staff.
* Office hours are: M-Th 8:00-4:30; Friday flex (varying hours)
* After-hours calls are responded to by (voicemail or text) and will be returned within 24 hours on weekdays or by the next business day on weekends, unless deemed urgent by Jeanne Pichoff, LOTR, CLT, CLC.