



## Practice Policies

### Masking

It is of our utmost importance that families and staff feel safe and comfortable in our space. As we are navigating the ever changing landscape around the pandemic, masking in our setting is optional. Please do what your family feels most comfortable with in our setting. We follow CDC guidelines for quarantine/testing recommendations following a covid exposure or positive test.

### Cancellations, Missed, & Late Appointments

At Puzzle Pieces LLC, our top priority is providing comprehensive services to children and families. We require a 24-hour notice for any cancellation of home, community, telehealth, or office based appointments. Our practice is sustained only through direct client contact, therefore, ample notice allows for efficient use of time.

**A \$120 fee will be assessed for appointments that are canceled or missed within 24 hours of the scheduled session.** We understand, especially with children that sickness can occur suddenly so please refer to our sick policy for further guidelines. Fees are not assessed when following our sick policy guidelines.

If you are running late for your appointment, in-person or via telehealth, please contact your clinician directly. NOTE we do not have administrative staff answering phones. Please be sure to save your clinician's direct contact information for last minute communications. Clinicians will wait for clients to arrive/log on for 15-minutes, then the session will be considered no-showed, unless arrangements are made during the first 15-minutes of the session.

Please note that in order to benefit from therapy services, consistent participation is imperative. We therefore require clients to maintain at least 75% attendance per month. If your attendance drops below this rate for two consecutive months or more, you will not be able to retain your standing appointment time.

## Out of Pocket Responsibility

It is the responsibility of the client or guardian to understand their insurance coverage and benefit limits as they apply to the services they are receiving. **A verification of benefits is not a guarantee of payment.** You are responsible for any services your insurance does not cover.

The out of pocket portion (co-pay, co-insurance, deductible) are invoiced monthly through our client portal. Clients are required to leave a credit card on file for auto-billing of monthly fees. Payment is due 14-days from the invoice date. If payment is not received within 30-days of invoice, Puzzle Pieces reserves the right to suspend or terminate services. In the case of a returned check, you will also incur a \$35 fee.

## Shared Financial Responsibility

If you share financial responsibility with another parent or legal guardian (such as in cases of separation, divorce or co-parenting) it is the policy of Puzzle Pieces LLC that the parent accessing the services assume responsibility for out of pocket costs. Puzzle Pieces will not seek contact with other parties for payment who are not in contact with the clinic already. We are unable to split bills between responsible parties and request that one party leave a card on file and work out the division of responsibility outside of the clinical relationship.

## Community Appointments

If your child receives their therapy appointment at their private preschool or child-care setting, it is the responsibility of the parents to cancel the therapy appointment with the clinician directly, per the above policy. The teachers are not responsible to inform clinicians if your child is not in school that day. If a clinician arrives at the school and was not notified by the family that a child was out sick then the missed appointment fee will be assessed.

Parents are responsible for any fees their child's private preschool or child-care setting may assess for background check or fingerprinting screenings prior to clinician gaining clearance to school setting.

## Rescheduling Appointments

Clinicians do their best to reschedule appointments if available. You may be able to reschedule a visit if you can be flexible around time and location. Parents are often able

to meet with clinicians to discuss goals and strategies without the child present if the child is unable to attend to make the best use of your scheduled time with the clinician.

## **Extended Breaks**

Please inform your clinician as soon as possible if you will be unable to meet for an extended period of time due to travel, activities and family issues etc. Puzzle Pieces, LLC is not able to hold regular session times for long periods of time unless previously approved by the Clinical Directors. If you need to take a break in services, please note that you may need to wait for an available clinician should you wish to resume at a later time. In the case of resuming services after a break, we do our best to assign the same treating clinician if available. Previous clients are prioritized to the top of our wait list should the need occur and interim therapists may be available as needed. Please note that Puzzle Pieces, LLC does not follow a school year calendar. Prescribed frequency of services is expected to continue with consistency during summer months.

## **Sick Policy**

If your child has had the following within 24 hours of your scheduled session please cancel your appointment: fever, gastrointestinal symptoms, symptoms of strep throat, conjunctivitis, has been exposed to lice or hand/foot & mouth disease. It may also be necessary to cancel if other family members in the home have any of the above conditions as it also may impact the wellness of our team and other clients. This policy applies to both home based and office based appointments. Our clinicians interface with many children and families throughout their day and it is important we do our best to prevent the transmission of highly contagious illnesses. Additionally, it is important that children are feeling at their best for productive therapy to occur and we will do our best to reschedule when your child is well. If you are unsure about whether or not to cancel due to illness, please inform your clinician of the situation so they may make an informed decision. If your child receives therapy in their school or child-care setting and will be home sick, it is your responsibility to cancel the scheduled appointment to avoid a fee.

## **Inclement Weather Policy**

Please note that Puzzle Pieces, LLC does not follow the local school district closures for weather. Your clinician will confirm or cancel any scheduled office or home based appointment in this case. It is your responsibility to ensure that your home is safely

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prepared (shoveled steps and parking). Please inform your clinician of unsafe parking conditions and an office appointment may be offered.

Puzzle Pieces is closed when the Governor declares an official State of Emergency and all home and office appointments are automatically cancelled. Follow us on social media for real time updates and contact our main number for notices about closing and cancellations.

If your child typically receives services at their school or childcare facility and that location has decided to close for inclement weather but Puzzle Pieces remains open, an office or telehealth visit will be offered.

## **Communication**

If you need to contact your therapist between sessions, please email or leave a voicemail. Your clinician may not be immediately available; however, they will make their best attempt to return your call within 24 hours on business days.

If an emergency situation arises, please call 911 or any local emergency room as Puzzle Pieces, LLC does not provide crisis response support.

If you require written documentation or a progress report, for health insurance purposes or to share with other collaborative providers, we kindly request that you give your clinician 30-days notice to prepare documentation. Our team will do our best to provide the requested information as soon as possible.

Puzzle Pieces, LLC uses confidential email for our practice, however we cannot guarantee the confidentiality of any form of communication through electronic media, including text messages. If you prefer to communicate via email or text messaging for issues regarding scheduling or cancellations, we will do so. While we try to return messages in a timely manner, we cannot guarantee immediate response and request that you do not use these methods of communication to discuss urgent therapeutic content and/or request assistance for emergencies. If you would prefer a clinician not to use email to communicate with you please inform them of your preference. If you use email to initiate a communication, Puzzle Pieces, LLC will assume that you have given express permission for an email response at the address used. Please specify which email addresses you permit ongoing communication with our team on our intake forms.

## Recording Sessions

Video and audio recording clinical sessions is strictly prohibited and may be subject to legal action. Home visiting clinicians must be informed if your home has security cameras and that they have been turned off for the duration of the clinical session.

## Social Media

We do not communicate with or contact any clients through social media platforms. We do participate on various social networks such as Facebook, Instagram and Twitter with professional practice accounts and encourage clients to follow us for resources and information. These platforms are utilized as a way for us to share information and not to engage with clients directly. Please do not contact clinicians in this manner.

## Minors

If the individual in treatment is a minor, parents may be legally entitled to some information about their child's therapy. Therapists will discuss with parents and minors what information is appropriate for parents to receive and which issues are more appropriately kept confidential.

## Grievances

While we strive to maintain the highest quality of clinical services, we know that it is also possible to have a complaint about a service or provider. For this purpose, both Clinical Directors are always available to listen and support resolution of any complaint or concern that cannot be resolved with your clinician directly. Should a concern be about one of the Directors, please contact the other Director to report your concern or complaint. Your positive experience is of the utmost importance to us! Contact information for each Clinical Director is listed on our website at [puzzlepiecesmass.com](http://puzzlepiecesmass.com).

## Termination

Ending relationships can be difficult. Therefore, it is important to have a termination process in order to achieve some closure. The appropriate length of the termination depends on the length and intensity of the treatment. We may terminate treatment after appropriate discussion with you and a termination process if we determine that the therapy is not being effectively used or if you are in default on payment. We will not terminate the therapeutic relationship without first discussing and exploring the reasons and purpose of terminating. If therapy is terminated for any reason or you request

another therapist, we will provide you with a list of qualified therapists to treat you. You may also choose someone on your own or from another referral source.

*Puzzle Pieces, LLC reserves the right to modify policies or procedures at any time.*

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