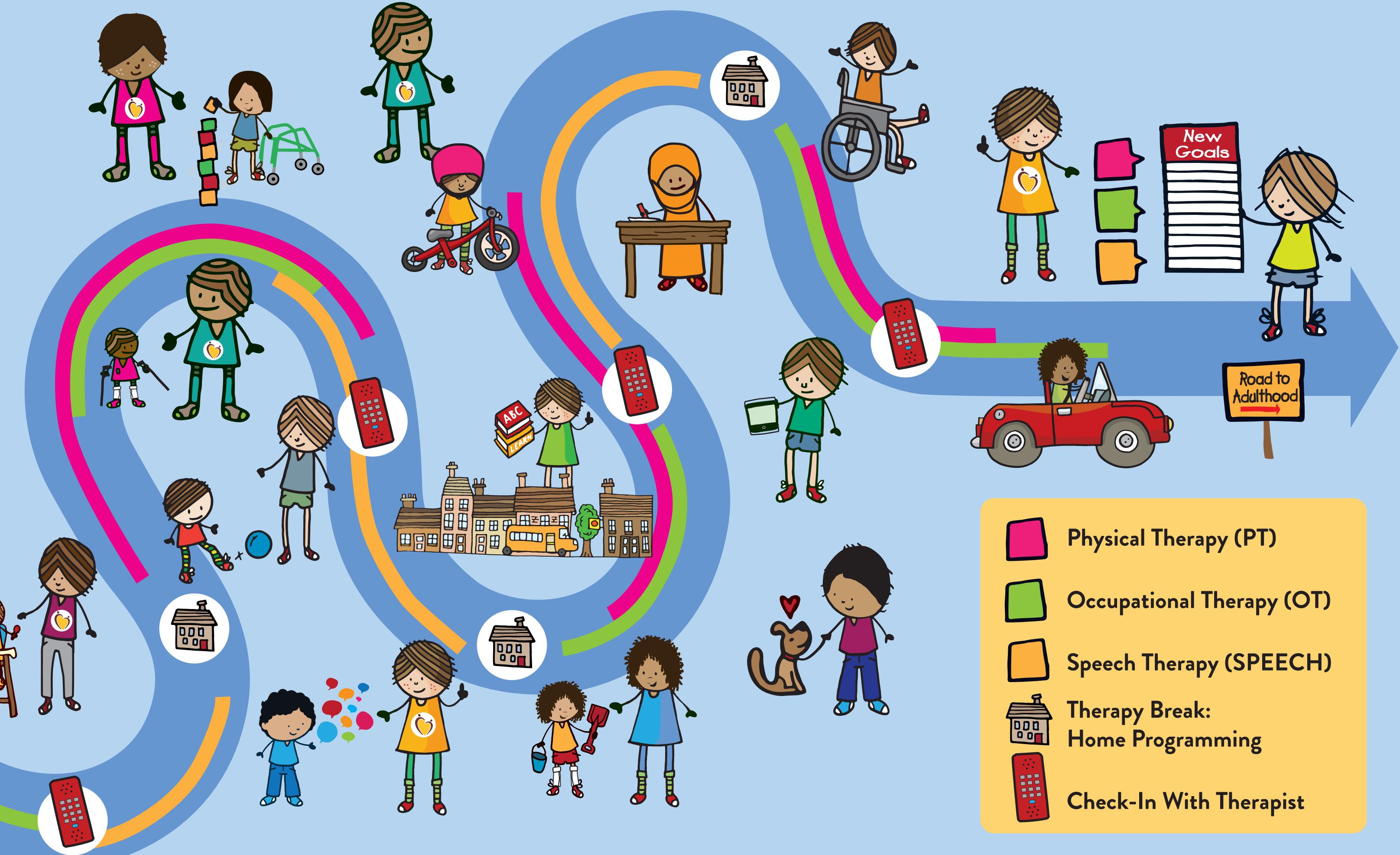


Gillette
Children's
Specialty Healthcare



Rehabilitation Therapies Episodes of Care

Usually, having a lifelong health condition doesn't mean that someone needs lifelong—nonstop—physical, occupational and/or speech therapy. Research shows that therapy sessions are most effective when you plan and group them as episodes of care. That means having periods of treatment, followed by therapy breaks.

Ongoing therapy in a clinic setting helps children improve their functional abilities and acquire new skills. But after a series of therapy sessions, it's normal to see a child's skills level off and change less between appointments. When this happens, a break from therapy creates opportunities for the child to relax, reenergize, and spend more time practicing skills at home. Often, that sparks new progress.

Over the years, therapy breaks also make sense when the child is focusing on other aspects of life or experiencing major changes or milestones—such as changing schools, moving to a new city, or starting a job.

Working Together

To help kids get the most from therapy, Gillette therapists team with patients and their families to set priorities and plan for effective episodes of care. Together, we:

- Assess each child's needs
- Develop a care plan
- Determine how often appointments should occur

Regular therapy appointments might occur for a few weeks or several months. During that time, we continually evaluate the child's progress. During breaks from therapy, the child and family can continue working at home on achieving therapy goals.

Reasons to end a break and return to formal therapy—perhaps even just for one appointment or a few sessions—might include growth spurts, reaching an age where developmental changes are likely, or needing to recover from a short-term illness or injury.

Episodes of care help therapy patients stay focused and motivated. The approach also helps families address obstacles—including scheduling and financial challenges—that long-term therapy can pose.

Therapy Sessions

What happens while you're here?

How your child spends time in therapy varies by visit, but here's a general structure most appointments follow.



Rehabilitation Therapies Expectations

Patients and their families receive the best possible care when they work closely with our Rehabilitation Therapies team. For an effective partnership, you can expect to receive several key aspects of care from your therapists. Similarly, we have some expectations of you.

What You Can Expect From Your Therapists

Your rehabilitation therapists will:

- Introduce themselves by name and ask for your child's name and date of birth.
- Treat you and your child with respect.
- Provide safe, high-quality care.
- Structure your child's episodes of care around specific goals, which we'll develop in collaboration with you during the evaluation process.
- Provide treatment options based on evidence-based practices, which research has shown to be effective.
- Collaborate with you to develop episode of care recommendations that include the length of an episode of care, the frequency of therapy sessions during that period, and the amount of time each of those appointments take. (For example, an episode of care could last three months, with therapy sessions three times a week, each lasting 60 minutes.)
- Provide direct care and indirect care during treatment sessions. Direct care includes hands-on treatment and guidance. Indirect care can include documentation and making phone calls to school therapists, medical vendors, or others involved in your child's care.
- Communicate openly and honestly with you.

What Your Therapists Expect From Patients and Their Families

You will:

- Communicate with therapists about your needs and therapy goals.
- Collaborate with your therapists to create episodes of care that work with your schedules and resources.
- Treat staff and each other with respect.
- Make sure a parent, guardian or other legally responsible person attends therapy visits when an evaluation or medical procedure is taking place.
- Make every effort to attend scheduled sessions and arrive on time. If you can't, you'll call ahead and let staff know.
- Actively participate in therapy sessions.
- Participate in home exercise recommendations. If you can't, you'll communicate this to staff so other options can be explored.
- Not attend therapy sessions if you have symptoms of—or have recently been exposed to—a contagious illness.
- Ask the therapist for permission before taking photos or recording video during therapy sessions.
- Respect privacy and rights of other patients and families at our therapy facilities. That includes not telling others about patients you observe while you're here.

Rehabilitation Therapies Arranging Your Appointments

Scheduling

During your therapy evaluation:

- Your therapist discusses recommendations for therapy, including how often appointments should occur.
- Your therapist asks you to start thinking about what days and times best fit your schedule.

After your therapy evaluation:

- At some Gillette locations, you can work with an onsite scheduler to make future therapy appointments right away.
- If you don't schedule appointments immediately after your evaluation, call a scheduler at **651-325-2290**.
- As you progress with therapy, you and your therapist might decide to make changes to the planned schedule. Your therapist will let you know when to contact a scheduler.

Attendance

Our goal is to provide our patients with the best possible care. When you miss appointments, you miss out on treatments and services that are important to your child's health.

- Your therapist will work with you to develop a plan that's realistic for your family, to ensure attendance at your child's therapy sessions.
- If you're late for your session, we might cancel it.
- If you attend fewer than 75 percent of recommended appointments, or if you miss appointments without providing advance notice, it might result in discharge from therapy.

To Change or Cancel an Appointment

651-325-2290
800-719-4040 (toll-free)
Monday-Friday, 8 a.m.-5 p.m.

Please let us know at least 24 hours in advance.

Insurance

To make sure your services are paid for, it's important to know what your insurance plan will cover **before** you begin therapy. You are ultimately responsible for payment for your therapy services.

- We recommend you contact your insurance company's member services department to find out exactly what your plan covers.
- For help understanding your insurance coverage, call a Gillette financial specialist at **651-325-2177**.

For more information about episodes of care, talk to a Gillette rehabilitation therapist.