Patients and their families reserve the best possible care when they work closely with our Rehabilitation Therapists. 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 or nickname.
- Treat you and your child with respect.
- Provide safe, quality care.
- Structure your child’s episodes of care around specific goals, which will be developed 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 episodes 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, as episodes of care last three months, with therapy sessions three times a week, each lasting 50 minutes.)
- Provide direct care and submit 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 records, or others involved in your child’s care.
- Communicate openly and honestly with you.

**What Your Therapists Expect From Your Family**
- Communicate with therapists about your needs and priorities and plan for effective episodes of care.
- Collaborate with your therapist to create episodes of care that work with your family’s 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 service 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 session.
- Respect privacy and rights of other patients and families at your therapy facility. That includes not telling others about patients you observe while you’re here.

**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 sessions. When this happens, a break creates treatment opportunities for the child to relax, reenergize, and spend more time practicing skills at home. Often, that sparks new progress.

Over the years, therapies break 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 get the most from therapy, Gillette’s therapists work closely 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 episodes may 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.

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- **Try this activity.**
- **Let’s get started.**
- **See you soon!**

**Therapy Sessions**

What happens while you’re here?
How your child spends time in therapy varies by unit, but here’s a general structure most appointments follow.

**Expectations**

We recommend you contact your insurance company’s member services department to find out exactly what your plan covers.

- To change or cancel an appointment, call 651-225-2290.
- To find out about your therapy services, call 800-719-4040 (toll-free).
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**Scheduling**

To arrange a 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 612-355-2250.
- 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.
- Only treat less than 20 percent of recommended appointments, or if you miss appointments without providing advance notice, it might result in discharge from therapy.

**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 therapies.

- 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 651-340-1777.

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