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P.O. Box 29 • Old Mystic, Connecticut 06372 • (860) 245 - 1029 • [www.ThrivingsKidsTherapy.com](http://www.ThrivingsKidsTherapy.com)

## Frequently Asked Questions

### **How does my child get started at Thriving Kids Therapy, LLC?**

Contact us at [ThrivingsKidsTherapy@gmail.com](mailto:ThrivingsKidsTherapy@gmail.com) or call us at (860) 245-1029. We will instruct you and get you started with the intake process. We may ask you questions about your child's needs, information from your physician and insurance information. We highly recommend that you contact your pediatrician's office to get a medical prescription. Once our office has received all necessary information, we will contact you to schedule an appointment for an evaluation.

### **What do I need to bring to my child's first appointment?**

Please arrive 15 minutes early in order to fill out some paperwork. Bring your insurance card (please bring all cards if you have more than one plan). If your child has had evaluations done at other facilities, please bring copies of the reports.

### **What will the evaluation session look like?**

The therapist will work with your child using purposeful play-based activities at our sensory gym and will possibly complete some standardized testing. We encourage the parent to be involved by providing any relevant information or concerns about your child. The evaluation will last one hour. The therapist will give you some idea at the time of the evaluation the initial impressions about your child's needs.

### **When and how will I get the results of the evaluation?**

You will leave the evaluation understanding your child's basic strengths and areas of concern. The therapist might make a follow up appointment with you at the time of the evaluation to discuss the results either by phone or in person. If you meet with the therapist, a written copy of the evaluation will be presented to you at that time. If you talk by phone, a copy of the evaluation will be mailed to you before your scheduled phone call. Included with the written report will be a copy of goals that you, your child if able and the therapist will decide together. This should all occur within 2 weeks of the initial evaluation.

### **How do I get started for therapy?**

A treatment appointment will be scheduled at the time the evaluation results are discussed. Following the discussion of results, the therapist will also send a copy of the evaluation to your child's pediatrician.

**How do I pay for therapy services?**

Thriving Kids Therapy, LLC operates on a fee-for-service basis. You will be responsible for paying for services at the time of your child's visit. Additional services (i.e. consultations, therapy groups, meetings, etc.) are billed on a monthly basis. We accept cash, debit or major credit cards (Visa, MasterCard, Discover, American Express). No personal checks are accepted at this time. Our billing office is happy to make payment plans with families. For more questions, please refer to our payment policy.

**How long is each session?**

Each session is a clinical hour, which allows 50 minutes of treatment and 5-10 minutes to discuss the session and explain any home suggestions. We would prefer that a caregiver is present at the session so that we can demonstrate activities for you to do with your child. This also gives you a chance to share your experiences with your therapist. We strive to be sensitive and respectful of other clients and families and strive to be punctual with the start and end of each session.

**What should my child wear to therapy?**

Comfortable, stretchy, but not too loose or too bulky clothing is best, so your child will be able to move comfortably without restriction. It's also a good idea to have a change of clothes available for your child to change into.

**What if my child does not feel well?**

Of course it is natural for children to get sick. We ask that you use your best judgment and be considerate when it comes more serious illnesses and possibly exposing a contagious child. Please give us as much notice as possible when such situations arise, and in regards to cancellations.

**What is your cancellation policy?**

We require a 24 hour notice for cancellations as we have very busy schedules and sometimes can fill in cancelled time slots. If an individual is scheduled for an appointment and has had a reminder call and has not shown up for the appointment, a \$50 no show fee will be charged for that appointment.