



EBS Clubhouse Client Policies and Procedures Agreement 2019-2020

Child Supervision and Staying on Premises

Caregivers are required to monitor and accompany any children that they are responsible for before, during and after the appointment. This includes habilitation providers, nannies, grandparents and other caregivers involved in your child's life. Our agreement with licensing, insurance carriers and DDD includes a policy that "requires a parent/family member or other caregiver (paid/unpaid) to be present and participate in all therapy sessions in order to:

1. Maximize the benefit of therapy services, including implementing a home program;
2. Improve outcomes; and
3. Adhere to legal liability standards."

Failure to remain on site during your child's therapy session will result in discontinuation of therapy.

Cancellations/No Shows

Failure to Notify in Advance: Please notify the **Scheduling Department** within 24 hours' notice via email if you foresee that your child will not be able to attend a session. Your child's therapist has reserved valuable time for your child's treatment. In the event that a therapy session is cancelled with less than 24 hour notice, a fee of \$50 will be assessed to the family based on insurance carrier, as DDD is exempt. If there are more than three cancellations with less than 24 hour notice, during a period of three months, a meeting will be scheduled to discuss barriers and possible discontinuation of services.

Contact email: CH-Scheduling@ebsclubhousecenters.com

Notification of Change in Insurance and Verification of Benefits

Any changes in insurance policy must be provided to the **Billing Department** within 24 hours via email to ensure proper continuation of coverage. It is your responsibility to cover the costs of any services that are not covered or denied by your insurance. *Division of Developmental Disabilities Division Provider Manual Chapter 37.*

Contact email: CH-Billing@ebsclubhousecenters.com

Modifications to Therapy due to Client Behavior

Should the quality of your child's appointments be compromised due to your child's dangerous behaviors, aggression to others or self, and/or illness, we reserve the right to discontinue the session(s), temporarily suspend services, and/or refer the child to a more appropriate provider when applicable. Please understand that while our staff that are specifically trained as SLP/OT/PT have minimal behavioral training, they are not fully trained to handle aggressive or self-injurious behaviors.



Therapist Absence

EBS Clubhouse is proud to provide therapists who are highly qualified and effective across all disciplines. In the event of a therapist absence, your child may be seen by a colleague in the same discipline (OT, PT, RBT or ST) for the session. We strive to maintain consistent providers, as the benefits of a solid therapist/child rapport are well known.

Teaching Facility

EBS Clubhouse has partnered with our state wide colleges and universities, as well as some out of state colleges in order to prepare future OTs, PTs, RBTs and SLPs in their fields. Student clinicians may observe therapy sessions from the theater or participate in the session with the therapist and child. All students are required to sign the Clubhouse confidentiality agreement and adhere to HIPAA and FERPA privacy laws.

Patient Rights

I acknowledge that EBS Clubhouse has provided me with a written copy of my patient rights, which are also posted in the front reception area. All clients and/or client representatives are provided with a written copy and informed of the patient rights upon admission to EBS Clubhouse.

Child's Name: _____ **Date of Birth:** _____

Parent/Guardian Signature: _____ **Date:** _____

Signature of Clubhouse Representative: _____

Patient Rights (R9-10-1008)



EBS Clubhouse shall ensure that:

1. The requirements in subsection (B) and the patient rights in subsection (C) are conspicuously posted on the premises;
2. At the time of admission, a patient or the patient's representative receives a written copy of the requirements in subsection (B) and the patient rights in subsection (C); and
3. Policies and procedures are established, documented, and implemented to protect the health and safety of a patient that include:
 - a. How and when a patient or the patient's representative is informed of patient rights in subsection (C); and
 - b. Where patient rights are posted as required in subsection (A)(1).

EBS Clubhouse shall ensure that:

1. A patient is treated with dignity, respect, and consideration;
2. A patient as not subjected to:
 - a. Abuse;
 - b. Neglect;
 - c. Exploitation;
 - d. Coercion;
 - e. Manipulation;
 - f. Sexual abuse;
 - g. Sexual assault;
 - h. Except as allowed in R9-10-1012(B), restraint or seclusion;
 - i. Retaliation for submitting a complaint to the Department or another entity; or
 - j. Misappropriation of personal and private property by an outpatient treatment center's personnel member, employee, volunteer, or student; and
3. A patient or the patient's representative:
 - a. Except in an emergency, either consents to or refuses treatment;
 - b. May refuse or withdraw consent for treatment before treatment is initiated;
 - c. Except in an emergency, is informed of alternatives to a proposed psychotropic medication or surgical procedure and associated risks and possible complications of a proposed psychotropic medication or surgical procedure;
 - d. Is informed of the following:
 - i. The outpatient treatment center's policy on health care directives, and
 - ii. The patient complaint process;
 - e. Consents to photographs of the patient before a patient is photographed, except that a patient may be photographed when admitted to an outpatient treatment center for identification and administrative purposes; and
 - f. Except as otherwise permitted by law, provides written consent to the release of information in the patient's:
 - i. Medical record, or
 - ii. Financial records.

A patient has the following rights:



1. Not to be discriminated against based on race, national origin, religion, gender, sexual orientation, age, disability, marital status, or diagnosis;
2. To receive treatment that supports and respects the patient's individuality, choices, strengths, and abilities;
3. To receive privacy in treatment and care for personal needs;
4. To review, upon written request, the patient's own medical record according to A.R.S. §§ 12-2293, 12-2294, and 12-2294.01;
5. To receive a referral to another health care institution if the outpatient treatment center is not authorized or not able to provide physical health services or behavioral health services needed by the patient;
6. To participate or have the patient's representative participate in the development of, or decisions concerning, treatment;
7. To participate or refuse to participate in research or experimental treatment; and
8. To receive assistance from a family member, the patient's representative, or other individual in understanding, protecting, or exercising the patient's rights.

Unofficial version of the rules in 9 A.A.C. 10, Revised for Perpetual Licensing, effective October 1, 2019