



Introduction to In-Home Therapy Services

Professional Therapy Services When & Where You Need Us!
www.carolinatherapeutics.com · info@carolinatherapeutics.com
Tel 704.654.8599 · Fax 980.938.6088



What to Expect:

As you begin your journey with your child in receiving in-home therapy services it is important to educate and prepare yourself for what is to come. All therapy services are currently provided at home and throughout the community. Because of this, we try to educate all of our patients and their families on various expectations associated with starting therapy services with our practice.

All therapy provided to you or to your loved one is individualized to meet the needs of the patient. At Carolina Therapeutics, we strive to provide in-depth, research driven, individualized care using a disciplinary approach.



What Therapy Looks Like:

It is important to understand what therapy is, and what it looks like. All of our therapists address key concepts related to their specific field.

If you or your loved one receives Speech Therapy, outcomes may address:

1. Receptive Language understanding and comprehension throughout various activities
2. Expressive Language skills which allow a patient to communicate effectively
3. Social Communication (Pragmatic Language) skills which promote healthy, long-lasting relationships with others
4. Articulation and Phonological Processing to increase overall accuracy with speech sound production
5. Literacy skills to increase reading and promote academic success
6. Feeding and swallowing skills to improve adequate nutrition, hydration, and weight.

For Occupational Therapy, outcomes may be focused on:

1. Fine motor activities to improve hand-eye-coordination
2. Improving core body support
3. Addressing sensory regulation and coping skills
4. Participation with peers
5. Active engagement with routines, academics, and activities of daily living

For Physical Therapy, our clinicians may work with patients to address:

1. Gross motor and coordination difficulties resulting from developmental delay
2. Rehabilitation towards prior levels of functioning after an accident
3. Improving overall pain management towards strength training, alignment, and appropriate positioning
4. Use of prosthetics or orthotics when stability is a concern
5. Addressing gait and mobility for patients who may need adaptive equipment

Applied Behavior Analysis, or ABA Therapy, targets key concepts, which include:

1. ABA focuses on skill acquisition within self-care, motor, social skills, milestones.



2. Behavior analysts study the environment in which the individual's target behaviors are occurring.
3. ABA only focuses on observable behaviors, not behaviors that are mentalistic or assumptions. They have to be observable to the naked eye.
4. ABA theories are supported by empirical data that is obtained through controlled observation and measurement of behavior.



What Therapy Is Not:

1. Family or mental health counseling
2. Therapy used to change an individual's thoughts or opinions
3. Bribery
4. Tutoring / Training
5. Strictly used with individuals with autism, intellectual disabilities, or developmental delays

If you have questions regarding any course of treatment, please reach out to any of our Directors:

Executive Director: Carrie Hinnant - carrie.hinnant@carolinatherapeutics.com

Director of Speech Therapy Services – Julia Costello –
julia.costello@carolinatherapeutics.com

Director of Physical Therapy Services – Teri Lavalley –
teri.lavalley@carolinatherapeutics.com

Director of Occupational Therapy Services – Julie Sines –
julie.sines@carolinatherapeutics.com

Director of ABA Therapy – Amanda Eberhardt –
amanda.eberhardt@carolinatherapeutics.com

Director of Therapy Services in Greenville, NC – Paige Southwick –
paige.southwick@carolinatherapeutics.com



Environmental Factors When Considering Therapy Services:

In order to promote optimal learning opportunities, we would like to provide recommendations for therapy services that are in the home.

1. Safe and calm environment in which direct 1:1 therapy can be conducted within your home. This may include putting away your animals, limiting distractions, and preparing for therapy sessions.
2. Limited distractions (dogs put up, other siblings are entertained by adults in house unless goal asks for participation, etc.)
3. Someone over the age of 18 must be within the home at all times. This is a policy of Carolina Therapeutics, PLLC, and it is *mandatory* in order to conduct services in the home setting. This is put in place for the safety of all parties and if your child gets hurt in any way a parent or guardian must be accessible.
4. If your child is being potty-trained we ask that you be nearby when our clinicians are taking them to the bathroom, we require an open door policy with bathroom procedures and prefer that 2 adults are present.
5. A tablet will be used by all of our therapists for data collection purposes, and they are authorized to have their cell phones present during sessions in order to communicate with their direct supervisor and call 911 in case of emergencies; however, cell phone use should not be excessive.

Therapy services provided in the community (i.e., preschools, daycares, after-school programs, libraries, parks, etc.) may have additional needs or restrictions. Please work with our clinicians to create the best opportunity for learning and be aware of the surroundings.



Coaching and Natural Learning Environment Practices:

Carolina Therapeutics, PLLC, works with a variety of referral sources. One of these referral sources is the North Carolina Infant Toddler Program with service coordination through the Children's Developmental Services Agency (CDSA). This program is offered to all children ages (0-3) in North Carolina. If your child is enrolled with the CDSA, our Speech Therapy Providers, Occupational Therapy Providers, and Physical Therapy Providers are required to provide services using the Coaching Model with Natural Learning Environment Practices.

Coaching is a service delivery model in which parents are expected to engage in the therapy session throughout the entirety of the therapy session. All sessions should include reflective questions, analysis of the caregiver's concerns, addressing goals through the use of intervention practices within the child's natural learning environment, and planning at the end of the session to ensure that all parties are participating in the child's Individualized Family Services Plan.

For additional information regarding Coaching, Natural Learning Environment Practices, and the CDSA, please refer to the NC Infant Toddler Program's website: <https://bearly.nc.gov/>



Cancellation Policy:

Consistent therapy attendance is required by Carolina Therapeutics, PLLC, and it is critical for your child or loved one's success. Nevertheless, we realize that both children and adults suffer sudden illnesses and that emergencies occur. With this in mind, our attendance policy allows for two (2) missed visits (without 24 hour's notice) to accommodate those situations.

Early notification of a cancellation allows us to provide therapy services to other patients waiting to be seen for therapy. It also provides us with a better opportunity to reschedule your loved one to another time during the week to make up for the missed visit. It is expected that cancelled visits be rescheduled in order to comply with your loved one's plan of care and physician's order.

In order to allow us to meet the needs of all the patients we see, we have attendance policies that, if violated, require that the treating therapist remove your child from a permanent spot on their caseload. This may mean that your loved one is placed back on the waitlist or that discharge from all future therapy services with Carolina Therapeutics, PLLC.

Our Attendance Policy is as follows:

- **Cancellation of three (3) appointments with less than twenty-four (24) hours' notice in a ninety (90) day period for any reason;**
- **Not showing or being ready for your scheduled appointment time (marked as a "no-show") for two (2) appointments in a ninety (90) day period without prior contact to Carolina Therapeutics, PLLC; or,**
- **Cancellation of three (3) appointments for any reason that are not rescheduled (regardless of advance notice) in a ninety (90) day period;**

No-Show and Late Fees:

- **If you are not present for a therapy session within 15 minutes of the scheduled appointment and you have not notified the clinician of the delay, the session**



will be marked as a “no-show,” and the clinician has the right to forfeit the time slot to another client.

- **If you continue to be tardy (later than 15 minutes for a session), your therapy session may be reduced in time, rescheduled for another time of day, or you may be placed back on the waitlist.**
- **After 3 late arrivals without notification, you may be subject to a late fee which cannot be billed to insurance, and you will be held as the responsible party.**

As soon as you are aware that there may be a cancellation or you may be late, please call the office and/or the treating clinician. You may leave a message on our office voicemail twenty-four (24) hours a day: 704-654-8599.



Sick Policy:

Carolina Therapeutics has adopted the following sick policy requiring the cancellation of in-home therapy for the following reasons:

No School- If your loved one is out of school or work for the day due to illness, then we ask that you please contact us to cancel services as well.

Fever- if your loved one's ear or temporal artery temperature is 100.4 or higher therapy will need to be cancelled. Your loved one should be fever free (after the last dose of medication) for at least 24 hours before returning to therapy if the cause of the fever is not related to COVID-19. **Please notify Carolina Therapeutics of any known exposure to COVID-19, even if symptoms do not develop.**

Due to COVID-19 precautions, you will be asked to have your loved one screened for COVID-19. Your loved one, and all family members within the home, will need to demonstrate a negative test result before resuming therapy services.

If a member of your family tests positive, therapy services in-home will be placed on hold for at least 14 days from the date of the most recent positive test from each family member.

Until all family members are able to test negative for COVID-19, all in-person services will be placed on hold.

Bad cough/Cold Symptoms- bad coughs, or coughs with wheezing should be evaluated by a physician as they could indicate croup, bronchitis, flu, or pneumonia. Your loved one should not receive therapy until the cough improves or until released to do so by the doctor. If there is NO fever, NO colored discharge, and the loved one is acting normally, returning to therapy will be discussed between the provider and the family.

Sore Throat- Minor sore throat is usually not a problem. A severe sore throat may be strep throat or more precisely streptococcal pharyngitis (even if no fever is present) if your loved one has a severe sore throat, please cancel therapy and contact your physician. If your loved one has strep throat, cancel therapy until 24 hours after the first dose of antibiotic.



Earache- earaches and ear infections are not contagious, but your loved one should not receive therapy if they are uncomfortable or have other symptoms, which require them to rest.

Pink Eye (conjunctivitis)- Cancel therapy until the doctor says it is OK to return. Pink eye is highly contagious. Please cancel therapy for at least 24 hours after the first treatment or until the physician allows your loved one to return. Allergic conjunctivitis is not contagious; your loved one may receive therapy with a note from the physician verifying allergic conjunctivitis.

Impetigo- is infectious, and your loved one should not receive therapy until after 2 days of antibiotic and evidence of rash improvement.

Scabies- your loved one can receive therapy after treatment and following a release by your loved one's physician.

Head Lice- Your loved one cannot receive therapy until the first treatment with removal of all nits. If a family member has experienced head lice recently, in-home therapy cannot occur until all nits have been removed.

Diarrhea/Vomiting (with or without a fever)- Therapy should be cancelled until the illness is over and for at least 24 hours after the last episode (without control by medicine). If your loved one experiences diarrhea during a session, the session will be cancelled immediately.

Rash- your loved one should see a doctor before having therapy if he or she has a rash that is not related to diapering or other known non-contagious causes (example, allergy). Your loved one should not receive therapy if a fever is present with the rash. Once cleared by a doctor, your loved one may receive therapy.

Ringworm- your loved one cannot receive therapy until treatment has begun.

Chicken Pox- Therapy should be cancelled for at least 7 days after the eruption of blisters. If your child has a fever 10-21 days after exposure to chickenpox, your child cannot receive therapy. All blisters must have dry scabs before returning to therapy. **Please notify Carolina Therapeutics of any known exposure to chickenpox, even if symptoms do not develop.**

Antibiotic Treatment- The child must have completed at least 24 hours of antibiotic treatment before receiving therapy.



Please note: As always, consult your physician for diagnosis and treatment. These guidelines are consistent with the current recommendations of the American Academy of Pediatrics.

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Contact Information

If you have questions about your loved one's program please contact the treating clinician or Program Director that is assigned to your case or your loved one's case, they will be able to answer any questions you may have. If you are working with a technician or an assistant level practitioner, please note that they will need to speak with their direct supervisor.

If you have questions regarding Speech Therapy, Occupational Therapy, or Physical Therapy Services, please contact our Administrative Assistant, Tina Groves, at admin@carolinatherapeutics.com or by calling the office 704-654-8599. Questions regarding the ABA Therapy schedule or therapists providing direct services, please contact our Clinical Director of ABA services, Ms. Amanda Eberhardt. She can be reached at: amanda.eberhardt@carolinatherapeutics.com or 704-457-8805.

If you have any billing or insurance related questions please contact our Billing Specialist, Matt Nowicki with Your Therapy Billing, LLC: 704-654-8599 ext. 2, or admin@yourtherapybilling.com.