

Policies for Pediatric OT Service

At Infinity Health, we are committed to providing high-quality care for children facing various developmental challenges. Our policies outline the guidelines, procedures, and expectations that govern our practice to ensure the safety, well-being, and effective treatment of our young clients, while also providing clarity and transparency to their families

We encourage you to familiarize yourself with these policies to better understand what to expect from our services.

1. Appointment Scheduling

- Appointments can be scheduled by contacting the assigned OT, via phone or email.
- We strive to accommodate appointment requests as promptly as possible, taking into consideration both therapist availability and client preferences.

2. Service Cancellation/ No-show/ Rescheduling an appointment

- We understand that unforeseen circumstances may arise, necessitating appointment cancellations or rescheduling. However, our OTs are fully booked each day, and individual therapy sessions are specifically reserved for your child. Please make every effort to attend the appointment
- If it becomes necessary to cancel or reschedule an appointment, please provide the OT with at least 24 hours' notice
- If you are unable to provide 24 hours' notice of cancellation or fails to attend a scheduled appointment without prior notification, a late cancellation fee may be charged. This fee will be equivalent to the cost of that session, including any applicable travel fees.
- Repeated cancellations or no-shows may result in limitations on future appointment scheduling or termination of services at the discretion of the clinic.

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- In cases of unforeseen emergencies or extenuating circumstances, please promptly notify Infinity Health to discuss possible exceptions to the cancellation policy.
- We apologize for not able to provide a reminder service for treatment sessions and would appreciate your assistance in marking down the appointment in your schedule

3. Confidentiality and Privacy

- We are committed to maintaining the confidentiality and privacy of all client information in accordance with applicable privacy laws and regulations.
- Information shared during therapy sessions, assessments, or consultations will be kept strictly confidential, unless disclosure is required by law or authorized by the client or guardian.

4. Service Fee

- Please reach out to our admin team for fee schedule

5. Payment Policy

- Payment is due at the time of service
- **Parents are totally responsible to verify coverage and obtain/ extend any necessary authorizations and must pay for the total amount due, if the funder or insurance company is not able to reimburse Infinity Health**
- Infinity Health reserves the right to revise their fee schedule at any time. However, notice of fee changes will be provided in advance whenever possible.
- Infinity Health will provide itemized billing statements detailing the services rendered, charges incurred, and payments received for the service upon request

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6. Accessing OT service via government funding and charities

- We accept funding from Ministry of Children and Family Development (MCFD) and other funders, such as Variety, CKNW, Self-Design Learning Foundation, Jordan's Principle, extended health insurance etc.
- All our pediatric OTs are on RASP list and able to direct bill the ministry for Autism Funding (AFU) and At-Home Program (SAET) funding
- The following is a list of funders with whom we have experience working:
 - Autism Funding
 - At-Home Program
 - Jodan's Principle
 - CKNW and Variety
 - Extended Health Insurance
 - Online School (Heritage Christian Online School, Self-Design Learning Foundation, etc.)
- You are encouraged to inform our admin team regarding your funding source at the time of registration and we will try our best to assist with setting them up

7. Service Termination

- You have the right terminate the services at any time, for any reason, without explanation. However, we encourage you to communicate any concerns or dissatisfaction with your therapy experience directly with your OT or our pediatric lead before making that decision
- OT may recommend termination of therapy services if they believe that continued treatment is not beneficial or appropriate for your child
- Persistent non-attendance or non-compliance with therapy recommendations may result in termination of services at the discretion of the therapist.
- OT will make reasonable efforts to address any barriers to attendance or compliance before considering termination and will document all attempts to resolve the issue.

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- Either parties may terminate the service **with 1 week of written notice** to other party
- Clients with outstanding payments for therapy services may have their services terminated if payment is not made in accordance with our billing policies.
- Clients who have terminated therapy services may request to re-engage with our service at any time, subject to therapist availability and assessment of their current needs.

8. Safety

- Infinity Health is committed to providing a safe and healthy environment for our clients and staff
- Our clinic spaces and therapy rooms are designed and maintained to ensure a safe environment for therapy sessions.
- All equipment and materials used during therapy sessions are regularly inspected for safety and functionality.
- Clients are instructed on safe and appropriate use of therapy equipment and materials to prevent accidents or injuries.
- During individual sessions, the OT's primary focus is on ensuring the safety of the client. If you plan to bring another child to the session, kindly ensure their safety as well

9. Infection Control

- Hand hygiene stations equipped with soap, water and hand sanitizer are available in our clinics. Surgical masks are available upon request
- Treatment rooms in our clinics are equipped with air purifiers. Environmental surfaces, therapy equipment, and frequently touched surfaces are cleaned and disinfected regularly using approved disinfectants.

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- Both our staff and you are encouraged to practice respiratory etiquette by covering coughs and sneezes with a tissue or elbow, disposing of tissues properly, and performing hand hygiene immediately afterward.
- It is recommended to reschedule appointments or change to online sessions if your child is experiencing symptoms of illness or have been exposed to infectious diseases within the specified timeframe.

10. Feedback and Quality Improvement:

- We welcome feedback from clients and their families regarding their experiences with our service and they will be used to continuously improve and enhance the quality of care we provide.
- You are encouraged to share their feedback directly with your OT or our team lead, [KC](#), either verbally or in writing

11. Accessibility and Accommodations

- We strive to ensure that our services are accessible to all individuals, regardless of ability or special needs.
- Reasonable accommodations will be made to accommodate clients with disabilities or special requirements.
- Clients are encouraged to communicate any accessibility needs or accommodation requests to our administrative team or the assigned OT in advance of their appointments.

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