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## Early Intervention Policies

Effective as of 01/2020

**Illness Policy:** Providers interact with many children and families throughout the week. Many of these children have compromised immune systems. Therefore, in order to protect your child and others from being exposed to infections and contagious diseases, please cancel your nutrition session if your child has any of the following symptoms related to contagious illness: (1) Fever greater than 100 degrees, along with behavior change or other signs of infectious illness; (2) Diarrhea (runny, watery or bloody stools); (3) Vomiting in the last 24 hours; (4) Body rash with fever; (5) Sore throat with fever and swollen glands; (6) Eye discharge- thick mucus or pus draining from eye, pink eye; (7) Head lice or nits (eggs); (8) Severe coughing with obvious discomfort; (9) Irritability, continuous crying, or child requires more attention than you can provide. F2S providers abide by the same guidelines.

**Cancellation of Sessions:** Please note that a 24-hour notification is requested for cancellation of a scheduled nutrition session. We realize that a 24-hour notification is not always a possibility and recognize that situations arise such as illness, inclement weather, and family emergencies. Please contact us as soon as you know you will be unavailable. We do our best to abide by the same courtesy.

**Missed Session Policy:** Sessions cancelled by dietitian or patient due to planned vacations, illness, family emergencies and/or doctor's appointments will be rescheduled dependent upon the availability of the provider. Missed sessions due to a patient's no-show will not be rescheduled. "No-show" is defined as a patient not present at the designated nutrition session at the scheduled time without contacting the dietitian, or failure to cancel the appointment when there is an illness with the patient or family.

**Cancellation of Services:** Either party will give advanced notice if needing to cancel/reschedule an appointment. Per F2S policy, a patient can be discharged from direct services if a patient fails to attend two appointments.

**Holidays:** F2S recognizes the following holidays: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day. Therapy sessions will not be conducted on these days unless special arrangements have been established with your therapist. Sessions will be made up at the discretion of the provider providing direct services.

### For Home Visits:

**Inclement Weather Policy:** F2S follows the inclement weather policy of area school districts. Sessions may also be cancelled according to the discretion of the treating dietitian. We do not want to risk the safety of our staff on icy roads. If you have questions about your next appointment, do not hesitate to contact your provider directly.

**Tardiness:** Please realize that our dietitian's journey may be challenged by traffic and inclement weather. We will contact you if we are to arrive more than five minutes late.

**Early Intervention Insurance Information:** The State of Illinois Part C Early Intervention Program mandates that families receiving therapeutic services utilize private insurance as a primary carrier, if available, with Part C as the secondary carrier. Therefore, we will be submitting billing statements to your insurance company. If services are not covered for these services, then a statement will be forwarded to the State of Illinois with the Explanation of Benefits received from your insurance company. Evaluations and IFSP development time will be billed to the State of Illinois. Most insurance companies only make payment directly to participating network providers. Benefit payments for services rendered by non-participating providers (out of network providers) are likely to be made out to you.