



Bosque Valley Children's Services
2124 N. 25th St., Waco, Texas 76708
Phone: 254-235-2430 Fax: 254-235-2434
"Where our children's future begins..."

Sterling Speech & Language Services

P.O. Box 21491, Waco, Texas 76708

Welcome to Bosque Valley Children's Services! We are happy to serve you and your child!

At Bosque Valley Children's Services, we will provide a unified approach to interventional therapies designed to help children who may have developmental, medical, speech language or sensory impairments. Our therapy strategies are based in the best research available to us and have been proven over time.

The staff of Bosque Valley Children's Services has over 100 years of experience in providing therapy for your child. Our staff is focused on assisting your child in achieving the skills needed for improved learning and the acquisition of skills for successful and independent living.

Bosque Valley Children's Services philosophy focuses on our children and supports our motto that our children's future begins here. We provide therapy in the environment best suited for your child- our 7500 ft² clinic, at your home, at your child's daycare or after school program as well as at their private school. We serve children from birth to twenty-one years of age. We work alongside community doctors, schools, agencies as well as other therapeutic services to insure the success of your child. We want to maximize your child's benefits from therapy and therefore carefully develop an individual plan, following standardized and proven procedures that will include your input into the plan as well.

We accept Medicaid, most insurance plans and private pay.

Thank you for your trust in us to help your child achieve his or her dreams!

Here is how to contact us if you have questions or concerns:

Phone: 254-235-2430

Fax: 254-235-2434

Website: www.bvchildrensservices.com

Patient Rights and Responsibilities

Patients have both rights and responsibilities when it comes to their health and the health care they receive from professionals. Parents must assume these rights and responsibilities for their underage children.

All children and their parents receiving therapy and/or treatment through Bosque Valley Children's Services and its contracted parties will be informed of their rights and responsibilities. Copies of patient rights and responsibilities will be provided upon initial assessment or evaluation and can also be obtained at any time through your child's therapist. All staff associated with Bosque Valley Children's Services will receive training and orientation annually in explaining patients' rights and responsibilities, their role in supporting those rights as well as education regarding ethical issues. The following list of patients' rights and responsibilities have been established to facilitate effective communication, mutual cooperation, effective therapeutic activities and a trusting relationship for all staff members and all patients while being served by Bosque Valley Children's Services.

Definitions:

- Patients refers to the individual receiving services, a parental representative or legal guardian if the patient is under sixteen (16) years of age, or is an adult unable to understand rights and responsibilities.
- Service provider will be used to indicate Bosque Valley Children's Services or its contracted parties.
- Setting may refer to the patient's home, daycare site, Head Start center, BVCS clinic/center or the patient/parent choice of location where services may be rendered.
- Service refers to the collection of information, verbal contact or consultation and the delivery of therapeutic activities as approved or prescribed by your physician.

Bosque Valley Children's Services has adopted the general responsibilities of The Consumer Bill of Rights as provided by the federal government.

Patient's Bill of Rights

- I. **Information Disclosure:** You have the right to receive accurate and easily understood information about your health plan, health care professionals, and health care facilities. If you speak another language, have a physical or mental disability, or just do not understand something, assistance will be provided so you can make informed health care decisions.
- II. **Choice or Provider and Plans:** You have the right to a choice of health care providers that is sufficient to provide you with access to appropriate high quality health care.
- III. **Access to Emergency Services:** If you have severe pain, an injury, or sudden illness that convinces you that your health is in serious jeopardy, you have the right to receive screening and stabilization emergency service whenever and wherever needed, without prior authorization or financial penalty.
- IV. **Participation in Treatment Decisions:** You have the right to know all of your treatment options and to participate in the decisions about your care. Parents, guardians, family

members or other individuals that you designate can represent you if you cannot make your own decisions.

- V. **Respect and Non-discrimination:** You have the right to considerate, respectful and non-discriminatory care from your doctors, health plan representatives and other health care providers.
- VI. **Confidentiality of Health Information:** You have the right to talk in confidence with health care providers and to have your health care information protected. You also have the right to review and copy your own medical record and request that your physician amend your record if it is not accurate, relevant or complete.
- VII. **Complaints and Appeals:** You have the right to a fair, fast and objective review of any complaint you have against your health plan. Doctors, hospitals or other health care personnel. This includes complaints about waiting times, operating hours, the conduct of health care personnel and the adequacy of health care facilities.

Patient Responsibilities

Patients receiving services through Bosque Valley Children's Services have the responsibility to:

1. Participate in the development of treatment plan and to collaborate with the staff in developing patient goals.
2. Show respect for the rights of other patients and staff members.
3. Abide by the rules and expectation of Bosque Valley Children's Services.
4. Not use non-prescribed drugs or alcohol while undergoing therapy.
5. Not to distribute or sell drugs or alcohol while receiving therapy.
6. Not possess illegal or dangerous weapons while receiving therapy.
7. Cooperate by providing information on past illnesses, hospitalizations, medications or other matters relating to their condition.
8. Seek information and ask questions essential to making decisions regarding their care.
9. Respect the property of other patients, staff and the facility. Patients may be held liable for any loss or damages that may occur.
10. Be courteous in order to model the appropriate behavior for children and to insure that your child as well as other children do not misbehave and show respect to staff members as well as each other.
11. Be responsible for their personal hygiene and personal belongings to the extent there are able to do so.
12. Keep scheduled appointments or notify your therapist or Bosque Valley Children's Services when unable to keep that appointment.

Responsibilities of the Service Provider

Bosque Valley Children's Services applies these responsibilities to its staff and contracted parties to facilitate effective communication, mutual cooperation, effective therapeutic activities and a trusting relationship for all staff members and all patients while being served by Bosque Valley Children's Services.

1. The service provider will ascertain that the patient knows and demonstrates understanding of their responsibilities as a patient by providing instruction and information in the patient's primary language either through verbal or written communication. This may also include use of an interpreter if necessary.
2. A planned approach will be coordinated with the service provider and the patient and/or patient's family to encourage appropriate patient behavior to help facilitate therapy activities and make appropriate progress toward patient goals.
3. The service provider will issue a verbal warning for the first violation of rules or regulations to adolescent patients or to the parent or legal guardian of younger patients. This verbal warning will be issued by the primary service provider when and if the service provider is under supervision to fulfill regulations for discipline specific licensure as required by statute.
4. For repeated violations, the service provider will set a discharge date for the patient to ensure adequate notice or time for corrective action to occur. The primary physician will be notified by the service provider at the time of discharge. In the event that this action pertains to infants, children or adolescents, the parent or legal guardian will be given all due consideration, explanation and legal consents as representatives of the patient. This shall include all situations where conflicts might occur and mediation is deemed necessary. Consideration shall be given to include older children and adolescents in the decision process where the patient's level of understanding is deemed appropriate.

Thank you again for your trust in Bosque Valley Children's Center,

"...where your child's future begins!"

