

OUTPATIENT PHYSICAL and OCCUPATIONAL THERAPY

Family Handbook

2024

Important Numbers: Phone – Physical Therapy (PT): 402-559-6415
Phone – Occupational Therapy (OT): 402-559-6580
Fax: 402-559-9263

Our Physical Address: Munroe-Meyer Institute – 6902 Pine Street | Omaha NE, 68106

OUR SERVICES: We provide physical (PT) and occupational therapy (OT) for children and young adults with challenges that limit their ability to participate fully in play, school, community and family life. We provide care in the clinic, pool or community settings as appropriate. We work with other disciplines at MMI including speech, psychology and recreational therapy as appropriate for your child's plan of care. We will also consult with equipment and orthotic vendors in the Omaha area if indicated by your child's needs. Establishing a successful partnership between your OT/PT provider and the family can lead to better intervention outcomes for patients and families.

FAMILY CENTERED CARE:

At MMI, we believe that the family is a vital part of the child's care and is important for their success in therapy. **To that end, we ask that you:**

- Work with us to develop goals that are meaningful to you and your child.
- Come and be part of the therapy sessions to learn how to carry over activities at home.
- Practice the activities at home in the child's own environment to help meet collaborative goals.

NO-SHOW POLICY: Please respect your appointment day and time. If you have two 'no-shows' without calling to cancel, your future appointments will be given to another family.

CANCELLATION AND LATE POLICY: Please allow at least a 24-hour notice if you need to cancel your appointment. If you will be more than 15 minutes late to your scheduled appointment, please call and reschedule. If you cancel more than three of your appointments in a 3-month period, all future appointments will be cancelled. A plan will be established with you and your therapist on how to move forward.

HOURS: Our hours are 8 a.m.-4:30 p.m. Monday through Friday.

BAD WEATHER: If there is inclement weather, please call the clinic if you are not able to be at your scheduled appointment. If MMI cancels, you will be called and in some instances, a telehealth option is available.

ILLNESS: If you or your child is ill or has had a fever within 24 hours of your appointment, please cancel and reschedule for a later time.

CAREGIVER RESPONSIBILITIES: As a parent, primary caregiver or medical guardian, I understand that I am expected to:

1. Stay for and be a part of the therapy session. If children/young adults do not practice their new skills at home with their family, it is less likely that they will learn those skills.
2. Come to all planned visits unless my child or I are sick.
3. Notify the therapist or office of upcoming appointments or family travel that might change the planned therapy schedule.
4. Notify the clinic of any planned or unplanned absences and call to reschedule after cancellations.
5. Check in at the front desk upon arrival to provide updated insurance information.
6. Understand that therapy is provided in episodes of care to allow for practicing between episodes and that breaks between episodes should be expected.
7. Arrive with all necessary items to allow your child to participate fully in their session (i.e.: braces, splints, walkers, food for feeding therapy).

SPECIAL CONSIDERATIONS FOR POOL THERAPIES: The pool is a specialized setting for therapy that requires extra safety measures. If you or your child are receiving therapy in the pool, the following things are important to know:

- **Illness:** For the safety of all clients using the pool, if your child has any of the following symptoms or new onset of illness as described below, please cancel pool therapy and reschedule for a later time:
 - Fever within the past 72 hours.
 - Onset of uncontrolled seizures.
 - Onset of uncontrolled asthma or breathing difficulties.
 - Skin rash or open wounds.
 - Bowel or gut issues such as vomiting, diarrhea or loose stools within the past 72 hours.
 - Urinary tract infection.
 - Ear Infection.
 - Poorly controlled blood pressure (high or low).
 - Poorly controlled behaviors that increase safety risks in the water.
- **Caregiver Responsibilities for Pool Therapy:**
 - For your pool session, bring: A change of clothes, towels and anything else that you or your child needs in the water or to be warm and comfortable after getting out of the water.
 - Make sure you are able to safely dress/undress you and your child for swimming before the session and again after the session. There may not be any additional assistance.
 - Parents/caregivers are expected to join the therapy session in the pool. That makes the water safer for everyone and helps promote carry over at home.
 - Provide a swim diaper if you or your child have bladder and/or bowel incontinence or are not fully potty trained. Reusable swim diapers/briefs or disposable swim diapers such as Little Swimmers or Splashers are recommended.

EXCELLENT PATIENT CARE IS OUR TOP PRIORITY. If you are unhappy with your or your child's care, or if you have concerns with the therapy session or the clinic, please discuss your concern with the treating therapist immediately. You may also contact:

- Susan Riley, Director – MMI Physical Therapy Department (402)559-6415
- Michelle Westengaard, Director – MMI Occupational Therapy Department (402)559-6580

Parent Signature: _____ Date: _____