



What to Expect

Our goal at Coastal Therapy & Learning Center is to make sure that you and your child's experience with us is as easy and pleasant as possible. Please review the notes below on what to expect throughout the therapy process. We hope that this will answer some of your questions and put your mind at ease. Please call us if you have additional questions as we are always happy to help in any way we can!

First Phone Call:

The first time you call our office we will focus on answering all your questions and walking you through the process of starting therapy for your child. Please have your insurance card ready when making your call as we will request your information in order to verify benefits. While many insurance plans provide coverage for therapy services, every plan is different and we want to help make sure that every parent is aware of specific insurance coverage prior to the first visit.

It is very important that we get as much information as possible regarding the concerns you have for your child. Please let us know if your child has been evaluated by an ENT, psychologist, audiologist, neurologist, as well as, occupational, physical or speech therapists. Progress reports from your child's school related to the present area of concern are also helpful. The more information we have, the better we can help your child succeed.

Scheduling:

After the initial phone call, the front office staff will contact you to provide insurance benefit details along with available appointment times. We offer appointments on the hour or half hour from 8:30 - 6pm. Promptness is very important as therapy sessions are scheduled consecutively throughout the day. If a patient is more than 15 minutes late the session will have to be rescheduled. Please keep in mind that after school appointments fill up fast so if your child is able to come to the office before 3pm there will be more options available. We ask that you visit our website to print and fill out the "new client form" and fax/mail along with all previous evaluation reports to our office PRIOR to the first appointment. The ability to review this information prior to the first visit is extremely helpful to the therapist evaluating your child.

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Evaluation Process:

If you decide to schedule an appointment and your child does not have an evaluation report under a year old, the first appointment will consist of a formal evaluation. This is required in order to determine your child's current needs and develop an effective therapy plan with specific goals in mind. The evaluation can take anywhere from 30 minutes to an hour to complete and will consist of standardized testing and parent interview. Parents are always welcome to accompany their child during the entire evaluation, however, most children test very well by themselves. The therapy plan, goals and recommendations will be included in a report which will be sent to you within two weeks of the initial evaluation date.

If your child is recommended for therapy:

Sometimes kids will test within normal limits for their age and therapy will not be necessary at that time. Other times, testing will help provide information about areas of concern which could be improved through therapy. In this case, a therapy plan will be included in the recommendations section of the evaluation report. Please feel free to schedule a consult, either over the phone or in our office, with your child's therapist to discuss the evaluation results in more detail.

The type of insurance your child has will determine whether therapy can begin right away or if authorization needs to be on file prior to the first visit. The office manager will be happy to obtain an authorization should one be required.

Once you select the day(s) and time(s) for your child's therapy that time slot will be held as a standing appointment each week. Please remember keeping consistent appointments is extremely important in order for your child to achieve the maximum benefits from therapy.

More Questions:

Do you have an unanswered question? Not a problem! Please feel free to call our office at (904) 372-4070 and our staff will be happy to assist you. Thank you for considering Coastal Therapy & Learning Center for the provider of your child's therapy. We look forward to meeting you and helping your child succeed!