

TERMS AND CONDITIONS

Please read the Terms and Conditions and ask Kirsten if you have any questions.

Please signed and return a copy of this agreement to Kirsten prior to the commencement of services. A copy will be saved in your electronic record.

Pathways Speech Therapy

Pathways Speech Therapy is an independent speech therapy practice, specialising in therapy services for fluency disorders, such as stammering and cluttering. Pathways Speech Therapy operates as a sole trader and the therapist and owner is Kirsten Howells.

Kirsten is a qualified Speech and Language Therapist, and is a member of the *Royal College of Speech and Language Therapists* (RCSLT) and the *Association of Speech & Language Therapists in Independent Practice* (ASLTIP). She is fully registered as a Speech & Language Therapist with the *Health & Care Professions Council* (HCPC).

Kirsten has experience working with children and adults with speech dysfluency, and training and mentoring other speech and language therapists who work with people with speech dysfluency. If Kirsten feels she does not have the appropriate skills to help you or your child, she will discuss this with you and, where appropriate and possible, assist with onwards referral to other agencies, organisations or professionals.

Fees and payment terms

- Fees are charged in accordance with the pricelist detailed on the Pathways Speech Therapy website: www.pathwaysspeechtherapy.co.uk. Please note that no VAT is charged or is chargeable. Prices reflect the level of experience and specialism of the therapist.
- Fee structures will be reviewed intermittently and existing clients will be given 8 weeks' notice of any revision to the fees.
- Invoices will be presented in *MyTherapyTracker* or on paper following a consultation or upon the completion of agreed assessments, reports, case conferences, meetings or workshops.
- Clients are requested to settle their accounts within 2 weeks of the invoice date.
- Clients who are using health insurance to cover the cost of fees are required to settle their invoices directly with Pathways Speech Therapy and then claim the costs back from their health insurer. It is recommended that clients contact their insurance company prior to booking any services with Pathways Speech Therapy, to clarify the nature and level of their cover and whether or not they will be able to claim back the fees.
- Payment can be made via bank transfer, cheque (payable to *Pathways Speech Therapy*) or in cash.
- If an invoice remains unpaid 21 days after the invoice date, a £20 fine will be added to the account. Pathways Speech Therapy reserves the right to suspend further work until payment is received.
- Recourse may be made to the small claims court for invoices which remain outstanding 3 months after the invoice date.

Cancellations and non-attendance

- Clients are kindly requested to inform the therapist (by email, phone or text message) as soon as possible if they are unable to attend a scheduled session. Scheduled sessions cancelled by the client with less than 2 hours' notice will incur a 50% charge.
- Non-attendance without notice will be charged at the full rate. Non-attendance includes the client not being at the agreed location for outreach visits (e.g. home or school visits). In such cases, the client will also be charged for any associated travel costs incurred by the therapist (see "Travel costs" on the website).
- Should the therapist have to cancel a scheduled session, the client will be notified as soon as possible and no charge will be made. An alternative appointment will be scheduled when possible.

Data protection

Clients' information will be processed, stored and protected in line with the requirements of the General Data Protection Regulation. Further information about how data is managed and protected is outlined in our *Privacy Policy*.

Sharing of information

To facilitate assessment and therapy, liaison with other professionals and the sharing of relevant information is sometimes necessary (for example with GPs, NHS speech therapists, school staff). Such sharing of information will be discussed with the client in advance. See our *Privacy Policy* for more information regarding the sharing of information.

Where Pathways Speech Therapy is providing written reports or documentation at the client's request, these will be shared directly with the client via *MyTherapyTracker*. Further distribution of such documents is at the discretion of the client.

Communication

Outside consultations, clients can communicate with the therapist using *MyTherapyTracker*, email, phone, text message or post. *MyTherapyTracker* is a secure system, utilizing end-to-end encryption, but the security of other communication methods can be compromised. Clients are asked to bear this in mind when considering what information they send and share using these modalities.

The therapist will aim to respond to messages within 24 hours where possible.

Outside of consultations, the therapist will use *MyTherapyTracker* where possible to share any sensitive information with the client. Information sent via email or text message will be minimised, to facilitate the protection of data.

Video and audio recordings

Video and audio recordings or photographs may sometimes be used as part of assessment and/or therapy. Where such video or audio recordings or photographs form part of the ongoing client record and are used to document progress or to inform clinical decision-making, they are kept for the retention period of the electronic casenotes (see *Privacy Policy* for further details). If they are a tool within a particular therapy activity or session, they are deleted as soon as their purpose is served.

Complaints procedure

If a client is dissatisfied with any aspect of the service provided by Pathways Speech Therapy, please speak to the therapist, raising your concerns. In the unlikely event that this does not resolve the situation, please put your concerns in writing and indicate what action you would like to be taken.

If a client has concerns regarding the therapist's fitness to practice, such concerns can be raised with the *Health & Care Professions Council* (HCPC): <https://www.hcpc-uk.org/>.

DECLARATION

Please check the boxes to confirm your understanding and consent. Where a box is not checked, the understanding is that this point has not been agreed.

- I have read, understand and accept the Terms & Conditions laid out above.
- I consent to use of video and audio recordings within assessment and/or therapy.
- I give my consent for the therapist to liaise with other relevant professionals as appropriate.

Signature

Name

Date