Welcome to Indiana University Health Children’s Therapy Center Parent/Caregiver Orientation
We are here for you.

IU Health Children’s Therapy Center

Located within the Pediatric Outpatient Center
4935 W. Arlington IU Health Rd., Suite B
Bloomington, IN 47404

Open Monday through Thursday 7:30 am – 6 pm
Open Friday 7:30 am – 5 pm
Welcome parent/caregiver orientation

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Welcome parents, caregivers and kids!

Indiana University (IU) Health Children’s Therapy Center began in 1991 in a closet as part of the Rehabilitation Services Department of Bloomington Hospital. In March of 1992, it became a separate department with its own name. From those humble beginnings, Children’s Therapy Center has become the region’s largest and most comprehensive rehabilitation center dedicated to improving the lives of children and adolescents with a wide range of special needs. Intervention is based on an interdisciplinary model to meet the child’s needs through a team approach. As parents and caregivers, you are an important part of the team. You are the expert on your child.

At Children’s Therapy Center, working with pediatrics is our specialty—our passion. Our pediatric therapists provide family centered services to children ages birth through age 21 years. Whether your child needs one therapy service or multiple, Children’s Therapy Center staff will develop a personalized plan of care to help your child achieve their maximum potential. Our services will address every area of your child’s development—physical, emotional, social, and language. The needs of the entire family are important to us, and we provide programming for siblings as well as parents and other caregivers.

It is our mission to provide excellence in all of the services that we provide to our children and their families. Our goal is to make therapy as effective as possible, but also fun and enjoyable. Treatment sessions are play-based and parents/caregivers are encouraged to actively participate. We look forward to working together with you and your child. If at any point throughout your rehabilitation process you have any questions or need additional information, please contact me at 812.353.3400 or toll free at 800.663.4606.

Sincerely,

Heather

Heather Birk, MS, CCC-SLP
Children’s Therapy Center Manager
Our Services:

Your child may benefit from one or more of Children’s Therapy Center’s services. The services they receive will depend upon his or her abilities, skills, and needs. Our goal is to help your child improve their ability to function more independently at your home and in the community. Therapy services may vary in length depending on your child’s diagnosis and specific needs. At the time of discharge, our team will assist in transitioning your child to home and community based activities that will continue to encourage their growth. Your child may need Episodic Care. This means after your child is discharged, he or she may need to start therapy again if your child regresses or has a new diagnosis.

Physical Therapy

Our dedicated physical therapists and physical therapy assistants deliver comprehensive evaluations and treatments for children and adolescents with neurological, orthopedic, or developmental conditions. They work on gross motor skills, balance, coordination, mobility, motor planning, strength, tone, flexibility, and cardiovascular fitness.

Services Include:

- Casting and fitting for ankle-foot orthoses, sport orthotics, and resting night splints
- Application/removal of serial casts designed to improve the alignment and function of the ankle & foot
- Wheelchair and functional equipment management for home, school, and community use, in conjunction with selected vendors
- Partial unweighted gait training with the LiteGait™ and SoloStep™
- Craniosacral and Myofascial Release

Occupational Therapy

Our innovative occupational therapists provide comprehensive evaluations and treatments for children and adolescents with neurological, orthopedic, or developmental conditions. They work on skills that are required for a child’s occupations— to learn, grow, rest, and play. The occupational therapists will work with you and your child to maximize their potential and develop independence in the areas of fine motor skills, self-help skills, sensory processing skills, perceptual skills, and cognition.
Services Include:
- Activities and adaptive techniques to increase independence in self-help skills
- Social Participation activities for children who are struggling to interact successfully in family, community or peer relationships
- Treatment for acquired injuries of the upper extremity, including neonatal brachial plexus injuries
- Myofascial Release

Speech-Language Therapy
Our excellent speech-language pathologists provide comprehensive evaluations and treatment for children and adolescents with neurological and developmental conditions. They work on speech and language delays and disorders, including: articulation, receptive and expressive language, stuttering/fluency, voice, and social/pragmatic skills. Additionally, they provide assessment and treatment for feeding and swallowing issues.

Services Include:
- Video fluoroscopic swallow studies (in conjunction with radiology at IU Health Bloomington Hospital)
- Augmentative alternative communication services
- Social participation activities for children who are struggling to interact successfully in family, community or peer relationships
- Hearing screenings
- Myofascial Release

Social Services
Our dedicated and experienced licensed clinical social worker provides support services and case management to families as well as children and adolescents with special needs. She is an excellent resource to you and your family.

Services Include:
- Educational services
- Resources
- Individual counseling
- Consultative services
- Assistance with resources
- Sibshops – workshops for siblings of children with special needs
- CTC Family Connection newsletter
Additional Programs and Services

Free Developmental Screenings
Available with a physician referral. Free screenings are also held throughout the year in the community. (Developmental screenings do not include standardized testing or detailed reports).

NICU Follow Up
Babies discharged from IU Health Bloomington Hospital’s NICU may be eligible to participate in a free developmental clinic during the first 12-18 months of life. If a concern is identified, the baby may be referred for further evaluation and treatment at Children’s Therapy Center or another agency of the parent/caregiver’s choosing.

Equipment Loan Program
Adaptive equipment like bicycles, therapy balls, positioning equipment, augmentative alternative communication devices, weighted vests, bath chairs, etc. can be loaned to children and families as needed (depending upon availability).

Financial Assistance
Funds are available for financial assistance for therapy services and some equipment. Completion of an application for financial assistance is required.

Physician Consultation
Children’s Therapy Center staff consult with local and regional physicians to coordinate excellent, quality care. Communicating your follow up physician appointments to your therapy team will help facilitate your child’s care.

Education Planning
Therapists routinely consult with local and regional educational facilities to ensure continuity of care. Children’s Therapy Center staff may be available to attend individual education plan or case conferences at the parent’s request.

Transportation Assistance
Children’s Therapy Center staff may be able to assist with transportation arrangements to and from therapy.
Who We Serve

The graph below represents the wide range of diagnosis served at Children’s Therapy Center broken into diagnostic groups as a percentage of children served.

- Developmental Delay
- Neurological Condition
- Language Disorder
- Autism Spectrum Disorder
- Orthopedic Conditions
- Cranial Facial Abnormalities
- Genetic Abnormalities
- Torticollis
- Other: Stroke, Prematurity, ADD/ADHD
  Cancer, Traumatic Brain Injury
Each Child, Each Family is Unique

Your family customs and culture are important to us. If you have any particular religious or cultural beliefs or practices that you would like us to consider- please let us know. If you need the assistance of an interpreter, every attempt will be made to provide one for you. We will try to be as sensitive as possible to your family’s needs and will tailor your child’s therapy accordingly. You can help us keep a kid-friendly environment by not using inappropriate language at Children’s Therapy Center. We appreciate your help!

Smoking

Children’s Therapy Center is a non-smoking campus. Smoking is not allowed in the building or grounds. We appreciate your compliance with this IU Health System wide policy.

Appointment Information

Scheduling Appointments

Your time is valuable and we will make every effort to schedule a time that is convenient for you and your child. Your child will be given a therapy appointment time that should remain consistent throughout your child’s need for services. If your scheduling needs change, please contact the office as soon as possible. Your request for a schedule change will be accommodated with your child’s therapist as availability allows. If your child’s current therapist does not have open times available that meet your needs, your child may be offered another therapist or your child may be placed on a treatment waiting list.

Attendance

We do have a structured attendance policy in order to help your child make the most progress they can, and to help us to provide services to the large number of families in the southern Indiana region that we serve. A copy of our Therapy Attendance Agreement will be given to you to read and sign. Please review the attendance agreement and discuss any questions or concerns you might have with a staff member.

Family Conferences

If your child’s therapy services involve multiple therapies or extend beyond 12 months, your family will be scheduled for a family conference annually to ensure family input in goal setting, to discuss any changes to frequency or method of therapy services, and to help direct future goals. Families are encouraged to request a conference at anytime when there is a need to discuss progress or plans in a more formal way.

Aggressive Behaviors

If your child is prone to aggressive behaviors, we may request they be accompanied by a support person who is able to address those behaviors in a manner which ensures safety for all. We understand that behaviors are
often a form of communication. Every effort will be made to develop the right plan for your child if aggressive behaviors hinder therapy progress. We will help to establish an alternative plan if safety concerns cannot be adequately addressed.

How Often Our Children and Adolescents Are Seen

It is very important to provide the right care at the right time during your child’s rehabilitation process. Therapists use “Models of Therapy” to help decide how often and for how long therapy services are needed. Your therapist will discuss the recommended frequency and duration of services with you, but as a valued member of the team—your input is also important. Many factors are considered when determining the frequency and duration of therapy, including:

- The child’s ability to benefit from and participate in therapy.
- The parent/caregiver’s ability to participate in therapy and follow through with recommendations and home program.
- The family’s decision to utilize available resources (time to commit to therapy services, transportation for therapy, and financial commitments to therapy).

There are 4 models of therapy used:

- **Intensive Therapy (3-5 visits per week):** This model is for the child who has immediate and complex needs. They may be at risk for losing function due to a medical condition or recent surgery. Therapy is frequent and for a limited duration of time. Children move quickly toward meeting therapy goals.

- **Weekly/Bimonthly Therapy (1-2 visits per week or every other week):** This model is for the child who is making consistent progress toward therapy goals. The child needs to see a skilled therapist for regular visits for a limited amount of time. Parents/caregivers learn home exercises and/or activities to complete with their child to assist in advancing function.
- **Periodic Therapy (monthly or less often):** This model is best for children who show slower progress toward their goals and for caregivers who are able to safely carry out a routine home program. Periodic sessions with a therapist are needed to check on function, provide treatment, and to update the home program with the family.

- **Consultative Therapy (scheduled as needed):** This model is best used for patients have been discontinued from more frequent therapy services. The child and caregiver are generally able to meet challenges in their care without skilled intervention. When help is needed due to an improvement or regression in the child’s skills, a change in medical status, or when questions/concerns arise, the therapist is contacted and the duration of care is brief. This model may also be used for if new equipment or technology becomes available. *A new script from the child’s physician may be required with this model.*
Selection of the Treatment Environment for Your Child/Adolescent

Your child/adolescent will be treated in the environment necessary to maximize their participation in therapy and/or education, while also respecting their individual privacy needs.

1 Individual treatment rooms are available to:
   ▪ minimize distraction to the child/adolescent served
   ▪ prevent or minimize the distraction that a child/adolescent’s participation/behavior might bring to others served
   ▪ provide privacy during those treatment procedures that require clothing to be removed in order to participate (example: myofascial release, craniosacral therapy)

2 Open treatment areas are available to:
   ▪ promote potential peer to peer, and/or parent to parent interaction opportunities when multiple children/adolescents are participating in therapy simultaneously
   ▪ provide a less restricted environment for the child/adolescent to work on improving their participation
   ▪ allow for group therapy participation

3 Outdoor treatment areas are available to:
   ▪ provide a natural environment for the child/adolescent to participate in therapy
   ▪ promote generalization of skills and abilities learned in therapy sessions
   ▪ promote potential peer to peer, and/or parent to parent interaction opportunities when multiple children/adolescents are participating in therapy simultaneously
   ▪ allow for group therapy participation

4 Community treatment areas are available to:
   ▪ promote generalization of skills and abilities learned in therapy sessions
   ▪ to assess need for adaptive equipment or adaptive techniques to promote community reintegration
   ▪ to provide education and training to the child/adolescent and their family/support system
Selection of the Format for Implementation of Therapy

Your child/adolescent will receive their therapy sessions in the format that will allow them to get the most benefit from their therapy sessions, and to address their individual goals.

1. Individual One-to-One therapy sessions: one therapist working directly with your child/adolescent

2. Individual Co-treatment therapy sessions: two therapists (each from a different discipline) working together directly with your child/adolescent

3. Group therapy sessions: up to four children with similar needs and goals working in a structured group with one therapist (by policy all group therapy sessions have a child to therapist ratio of no greater than 4:1)

4. Group Co-treatment therapy sessions: a group of children following the child to therapist ratio of no greater than 4:1, with similar needs and goals working in a structured group with two therapists (each from a different discipline)

Your Child/Adolescent’s Role as Part of the Team

Your child/adolescent will receive their therapy sessions in the format that will allow them to get the most benefit from their therapy sessions, and to address their individual goals.

- Your child is an important part of the team as well
- We encourage kids to strive toward independence and will ask for their input into therapy goals
- Learning to advocate for yourself is an important life skill for all children
- Whenever possible we will offer choices to children about the activities that they do in therapy sessions
- We think kids’ opinions count – we will periodically survey children to see how they think we’re doing
Your Role as Part of the Team

Parents, caregivers, and family members are an essential part of your child/adolescent’s therapy team.

Be present for therapy. We encourage you to watch and participate in your child’s therapy sessions in order to understand what we are working on with your child. This ensures that you know what new skills and strategies your child is learning and improves your ability to provide support at home.

Carry out home program as assigned. The therapist will design a home program for your child’s specific needs. Home activities can be fun and may include games, positioning, reading, or performing everyday activities. A home activity calendar can be provided to help you and your child keep track of your activities. Let your therapist know what is working at home at what is not, or if the amount of activities that are asked of you to complete at home are unrealistic.

Practice whenever possible. To benefit most from any type of therapy, practice is essential. Working on new skills outside of your child’s therapy time had the greatest effect on progress toward goals.

Share your questions. It is important the you understand your child’s treatment plan so that you can participate in setting the most appropriate goals. The more information you have, the more you can participate in your child’s therapy program.

Tell us how we’re doing. If you receive a customer satisfaction survey at home, please complete it so that we can continue to strive to better meet our families’ needs. We may also call you to follow up after discharge to see how things are going.
Waiting Room Expectations

The waiting room at Children’s Therapy Center is available to families for use during your course of treatment. We would like your waiting room experience to be an enjoyable one. Please help us keep a safe, clean, and engaging environment in our waiting room by complying with the following expectations:

- Parent and caregivers are responsible for their children in the waiting room, no children may be left unattended.
- Food and drinks are not allowed in the waiting room. Food and drinks are allowed in treatment areas if they are part of your child’s therapy program.
- Please do not allow your child to run in the waiting room.
- Furniture placement in the waiting room area is done to maximize the availability of seating and to ensure safety for all. Please do not move furniture in the waiting room.
- DVD movies are available for children to watch while waiting in the waiting room. Please contact the front desk if you would like a movie to be started. Adjustments to the television can only be made by a staff member.
- If at any time you note a problem that needs attention in the waiting room, please bring it to the attention of the front office staff.

Access to Information

We will provide you with copies of your child’s evaluations and progress summaries. Your referring physician and/or primary care physician will also have access to your child’s therapy reports. A Written Disclosure Form will be provided to you with the recommended frequency, duration, and intensity of services. It will also provide you with an estimated cost for services, and the results of an insurance benefits check completed by one of our Office Coordinators. This insurance coverage information is provided as a courtesy and is not a guarantee of payment. We encourage you to call your insurance company and confirm your therapy benefits. Let us know if there are other providers that you would like us to communicate with, whether it is at school, community based programs, medical professionals, etc.

Billing and Insurance

Children’s Therapy Center accepts all forms of insurance. As a courtesy, we will contact your insurance to check benefits and authorization requirements, and provide you with an estimate of the cost of services for your child. Financial assistance may be available to families who qualify. If you have any questions or concerns please discuss with your therapist or our clinic social worker.

Student Clinicians

Children’s Therapy Center is committed to the important task of training future clinicians. We have clinical students in occupational therapy, physical therapy, speech-language pathology, and social work. All clinical students are closely supervised by our therapy staff and are responsible for the care delivered by a student clinician. We hope that you will support us in this effort.
Thank you for giving us the opportunity to work with your child!

Indiana University Health
Children’s Therapy Center

We believe all children are special in their own unique ways. Through the advanced pediatric rehabilitation services offered at IU Health Children’s Therapy Center, we strive to help each child reach his or her potential. We believe in play-based therapy and working with each child and family to set and accomplish goals.