

FAMILY INFORMATION

FOR YOUR PEDIATRIC THERAPY APPOINTMENTS

Numbers to Remember

Phone: 701.780.2477

Fax: 701.780.4465

Locations

Altru Performance Center

Grand Forks YMCA Childcare Center

Hours of Operation

Monday-Friday 7:30 a.m. to 5 p.m.

Holiday Closures: New Year's Day, Memorial Day, Fourth of July, Labor Day, Thanksgiving Day & Friday After Thanksgiving, and Christmas Day

Family Roles & Responsibilities

Your family's involvement and commitment to your child's therapy program is key to their success. We view you, the family, as our partner in helping your child grow and develop. Our role is to provide direct therapy services and home programming to let your child shine. In your role as caregiver, we expect the following:

- Regular and consistent attendance
- Appropriate handling of illnesses
- Parent participation in home programs
- Keeping our office notified of changes in important information (changes in insurance, child's behaviors, food allergies, living situations and more).

Patient's Rights & Responsibilities

If you have an issue or concerns, we encourage to speak directly to the staff person involved. We believe this is usually the best way to solve a problem. However, if that doesn't work, you may request to speak with the department supervisor or manager. We will do our best to resolve any issues or concerns you may have. A Patient's Rights & Responsibilities brochure will be made available to you at any of your appointments.



Emergency Information

It is important to always keep your child's information in our files up to date. Please check-in before every appointment to make sure the following information is correct:

- Child (name & date of birth)
- Parent/Guardian (name, address, phone numbers)
- Physician (name, address, and phone)
- Medical Changes (allergies, medications, or conditions)
- Insurance

Emergency Procedure

In the event of an injury or medical emergency, our trained staff will immediately administer first aid and notify the caregiver via your contact information. If the condition is serious, Altru's Pediatric therapy will call 911 to transport the child immediately to the hospital emergency room.

HIPAA

The federal government has enacted a law called the Health Information Portability and Accountability Act. The law's intent is to protect confidential patient records. You will be asked to sign paperwork related to this law at your first visit. A handbook explaining your rights under HIPAA is available upon request at our front desk. You may also be asked to sign a release of information as a guardian to allow communication of medical information between your child's service providers if outside the Altru network.