

Adult Speech and Language Services Fee Schedule and Attendance Policies

About the H.A. Leeper Speech and Hearing Clinic

The H.A. Leeper Speech and Hearing Clinic provides clinical education and training in audiology and speech-language pathology for graduate students enrolled in the School of Communication Sciences and Disorders.

The clinic provides speech and language intervention for the following areas:

- **Acquired & Progressive Speech and Language Disorders**
 - Cognitive Communication Difficulties
 - Aphasia
 - Dysarthria
 - Apraxia of Speech
- **Gender Affirming Voice & Communication Training**
 - Self-referrals and referrals from physicians are welcome.
 - All referrals will be added to a wait list upon receipt of intake forms provided by the clinic.
 - A minimum 8 week commitment is required per term (Fall, Winter, and Spring).

Fee Schedule

• Speech and Language Assessment without report	\$125
• Speech and Language Assessment with report	\$200
• Individual Therapy per Session rate (45 mins)	\$95
• Individual Therapy per Session rate (1 hour)	\$120
• Communication Groups for Adults (primarily post-stroke)	\$200
• Gender Affirming Voice & Communication Training Group	\$200

Client Attendance and Payment Policies

Policy on Attendance

We expect clients to attend all their scheduled therapy sessions. If clients are unable to attend a session, we request a notification **at least 24 hours in advance**. Where possible, clients will be offered a “make-up” session. Rescheduling make-up sessions is at the discretion of the clinician based on availability. Repeated cancelations may result in being removed from the active caseload.

Attendance Policy on No-Show

Clients who miss an appointment without prior notification or communication will be considered as 'no show'. Clients who 'no show' for two (2) consecutive appointments will be removed from the active caseload and their timeslot will be offered to the next available client on the waiting list.

Attendance Policy on Lateness

We expect clients to be on time for their assessment and therapy sessions. If clients expect that they will be late, please notify the Clinic's front desk office by phone at 519.661.2001 as soon as possible. Scheduled sessions may be cancelled if clients arrive **15 minutes** past their scheduled appointment time.

Policy on Payments and Invoices

- Payment can be submitted in person by cash, debit or credit card (we accept Visa and MasterCard)
- Fees for all clinic services are due at the time of service. Failure to submit payment in a timely manner can result in termination of services.
- The Clinic has a fee adjustment and payment installment policy for those who qualify based on financial hardship. Financial hardship documentation is required.
- Official payment receipts for therapy sessions attended will be provided.

Policy on Payments for appointment No Shows

Clients will be charged 50% of the appointment fee for No Shows

Policy on Health Care Plan Coverage

Clinic services are not covered by health care funding from the Ontario Health Insurance Plan (OHIP). However, clients with extended (supplemental) health care plans or receiving Workplace Safety Insurance Board (WSIB) benefits may have partial or full coverage for speech and language services. Clients are encouraged to check with their benefit plan(s) for coverage. It is the client's responsibility to pay for services and to forward all receipts for reimbursement to the insurance company directly.

For more information on our speech and language services call the Clinic's front desk office by phone at 519.661.2001. To inquire or request a fee adjustment or installment plan contact Kim Spylo, Clinic Manager, 519.661.2111 Ext. 88214 or by email at kjspylo@uwo.ca.