



300 Church Street
Unit 102
Wallingford, CT 06492
(203) 410-0974
(888) 890-7890 FAX

Welcome to Therapy for Language and Communication, LLC (TLC)!

We appreciate you choosing us for your speech therapy needs.

Our mission is to provide individuals with the highest quality of speech, language, and communication therapy in a safe and nurturing environment, thus enabling full participation at home, school, or in the community.

If at any time we are not fulfilling our mission, please inform any one of our staff. We value your business and want to ensure this experience is as positive, professional and fun as possible.

Our Staff

All TLC therapists are licensed and certified by the Connecticut Department of Public Health and Connecticut Department of Public Education. In addition, our therapists have pursued advanced degrees and training to continually enhance their skills and remain ahead of the curve in the delivery of speech therapy services to YOU, our valued patient.

Office Hours

Monday through Friday 9:00am to 7:00pm

Appointments

In most cases, your appointments will be scheduled with the same speech therapist. Due to some scheduling issues (ours and yours) you may be asked to schedule with a different speech therapist. Know that whoever provides your care is informed about your case and is highly qualified.

Policies

Therapy is scheduled in 60 minute timeframes. (i.e. 45 minute treatment, 15 minutes caregiver consultation, collection of payment, etc.). Late arrivals will not be allowed to stay over their scheduled appointments, as this will cause the next patient to start their session late. If you choose to leave the premises while therapy is being conducted, please arrive back 15 minutes prior to scheduled session end time. Please ensure that the therapist has accurate contact information in case of an emergency.

Cancellations & Missed Appointments

We are committed to delivering exceptional quality care and service throughout your entire speech therapy treatment. In order for us to do our jobs well, we ask that you make every effort to keep your scheduled appointment and to arrive on time. We understand emergency situations can occur that may prevent you from keeping a scheduled appointment. If you do need to reschedule or cancel an appointment, we ask that you please contact us 24 hours ahead. Missed appointments or appointments not cancelled in an appropriate amount of time will be recorded in the patients' chart as a "no show". Our office policy is to bill patients for these missed appointments and you will be sent a letter and/or invoice in the mail. The charge is \$75.00.

Benefits

Our front desk staff will provide you with an explanation of your speech therapy benefit coverage. In the ever changing healthcare environment, we encourage you to contact your carrier regarding your specific speech therapy coverage. If for some reason the information you get does not match our verified benefit information, please let our front desk staff know immediately. Also, please notify us if your policy changes during your treatment.

Thank you again for choosing Therapy for Language and Communications, LLC

Attachments: Speech Therapy Benefits Verification