

## **EASTERSEALS DUPAGE & FOX VALLEY CLIENT HANDBOOK**

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### **Program Locations:**

**ROSALIE DOLD CENTER**  
**830 S. Addison Ave. Villa Park, Illinois 60181**  
**630.620.4433 - Phone**  
**630.620.1148 - Fax**

**LEE DANIELS CENTER**  
**1555 Bond Street, Suite 115 Naperville, Illinois 60563**  
**630.357.9699- Phone**  
**630.357 .9908 - Fax**

**JAYNE SHOVER CENTER**  
**1135 Bowes Road, Suite B Elgin, Illinois 60123**  
**847.742.3264- Phone**  
**847.742.9436- Fax**

### **Leadership Team:**

**Theresa Forthofer, President & CEO**  
**Maureen Karwowski, V. P. of Clinical Services**  
**Gina Coulter, V. P. of Human Resources & Employee Engagement**  
**Kelly Moreland, V. P. of Development**

<b>SECTION ONE: THERAPY SESSIONS – WHAT TO EXPECT</b>
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- Please sign in at the kiosk or with Reception when you arrive and wait for your therapist in the lobby. You may also check-in from your Patient Dashboard before arriving at the Center (if a caregiver is bringing your child, please be sure you have checked in using this method).

- You will need to sign in each time you come for services and unless you opt out, you will receive an appointment reminder the day before your appointment. There is a link in your reminder message that allows you to check-in on the date of service.
- At sign-in, you are required to pay any copay that is due per your third-party payor. We require a credit/debit card on file for payment of copays.
- A parent or caregiver must remain with the client and participate in services unless prior arrangements have been made with your therapist.
- **Parent/caregiver participation in all sessions is important to understand goals and to carry over to the home.**
- We ask that you limit additional visitors to two unless you have made prior arrangements with your service provider.
- Currently, masks are optional unless you/your child are following Covid masking guidelines. If you prefer that your provider wear a mask, please ask them to do so. Our current health policy is found on our website.
- Prior to your session, your provider will note whether any symptoms of communicable disease are present. If so, you may be asked to reschedule.
- Individual therapy sessions are typically 40 - 55 minutes but may be scheduled for less/more time depending on your child's therapeutic needs and ability to manage this length of intervention. All sessions end at least 5 minutes before the next scheduled appointment time to allow for documentation, cleaning, and preparation for services. Your provider will also document throughout the session as appropriate.
- During the scheduled appointment time, your therapist will work with you and your child, discuss goals and outcomes of therapy services, answer questions, provide home carryover ideas, and complete required documentation for the session.
- If you are unable to accompany your child to therapy regularly, you will be asked to sign a Release of Information form so that the therapist may share information about the session with the adult accompanying your child. You may contact the therapist by phone or email to discuss your child's services, as well. You will also need to sign a form to authorize the caregiver to access medical care for your child if under 18 years of age. For children over 12 years of age, a consent is required for discussion of mental health services with all caregivers.
- A sibling is welcome to accompany you to your child's therapy session if they do not interfere with your child's therapy, or any other therapy being provided. Siblings are not allowed to play in empty therapy rooms.
- From time to time, we provide training opportunities for students in the health professions. You will be notified in advance if your therapist will have a student assistant. Your therapist will maintain responsibility for your child's services and will supervise all sessions the student participates in.

### **HOURS OF OPERATION AND HOLIDAYS:**

- Therapy sessions are scheduled Monday through Friday between 8am and 6pm in our Villa Park center and Monday through Thursday in Elgin and Naperville. Any exceptions to this schedule need to be made directly with your therapist.
- Center programs are closed on weekends as well as on the following holidays:

New Years Day  
 Good Friday (beginning at Noon)  
 Memorial Day  
 4<sup>th</sup> of July  
 Labor Day  
 Thanksgiving Day  
 Day after Thanksgiving  
 Week between Christmas Eve and New Year's Day

- Every attempt will be made by your therapist to reschedule appointments that would normally occur on a holiday.

### **EMERGENCY CLOSINGS:**

- In the event of an emergency closing, Easterseals DuPage & Fox Valley will notify the Emergency Closing Center and the information will be transmitted via internet at [www.emergencyclosings.com](http://www.emergencyclosings.com) and radio/television on WMAQ, WGN, WLS as well as Channels 2, 5, 9 and FOX TV.
- Additionally, we will attempt to send an email message from our RTConnect system. Every effort will be made to change the message on the Centers' voicemails, as well.
- As possible and appropriate, your provider will switch your services to teletherapy when the center must close.

<b>SECTION TWO: SCHEDULING, RESCHEDULING, AND ATTENDANCE</b>
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- A member of our Admission staff will notify you of you/your child's therapy schedule.
- We encourage you to opt-in to appointment reminders via text or email through the Patient Portal.
- Every attempt is made to schedule your child's therapy sessions at optimal times for you.
- **We require that you attend not less than 85% of scheduled appointments.** We do understand that illness and other emergencies may occur and request that you give us as much notice as possible when you need to cancel and that you work with our Schedulers to reschedule all missed appointments.
- If you fail to notify us in advance of your appointment, you will incur a No-Show fee of \$125 for each session missed.

- For same day cancels that are not rescheduled/no attempt made to reschedule, you may be charged a fee of \$75.00. You will not be charged if your child becomes ill during the night for morning sessions or through the day for afternoon sessions. Teletherapy sessions may be an option to avoid cancellation. You and your provider will determine if this is appropriate.
- Late arrival may require your session to be rescheduled or shortened. Chronic late arrival will be discussed with your provider and alternative scheduling reviewed. When reason(s) for late arrival cannot be resolved, discharge from services may be necessary.

### **TO RESCHEDULE OR CANCEL AN APPOINTMENT:**

- To cancel a therapy session, you may email us at [schedule@eastersealsdfvr.org](mailto:schedule@eastersealsdfvr.org), call Reception at your respective center or complete a Cancel Card to give to Reception while you are at the Center. Please do NOT contact your therapist directly unless you receive services through the Early Intervention system in your home.
  - Always share the following information: your child's name, date(s) you are cancelling, type(s) of therapy, therapist's name, reason for canceling, and availability to reschedule.
  - Reception phone numbers are:
    - 630.620.4433 in Villa Park
    - 630.357.9699 in Naperville
    - 847.742.3264 in Elgin
  - Email address: [schedule@eastersealsdfvr.org](mailto:schedule@eastersealsdfvr.org)
- Your child's therapist will be notified, and we will contact you to reschedule your child's therapy session. If you are unable to send an email and call before or after hours, please leave a voicemail message in the site's General Delivery Mailbox.
- **Please be aware that chronic cancellations may result in discharge from services.** If your child attends less than 85% of their scheduled therapy sessions in any three-month period, your child may be subject to discharge from our therapy program. Extenuating circumstances should be discussed with your child's Case Manager. Failure of your child to attend scheduled therapy sessions for two (2) calendar weeks or three (3) times within a calendar year **without notification of cancellation** will result in discharge from the Center (No Shows).

### **WHEN A THERAPIST NEEDS TO CANCEL A THERAPY SESSION:**

- If your therapist needs to cancel your child's therapy session, you will be notified as soon as possible. Every attempt will be made to reschedule your child's therapy session with another therapist on the same day.
- Please be aware that our therapy team prepares notes which include therapy goals, status, and appropriate activities to help each other provide services to your child in these circumstances to maintain the quality of the session.

- This is a wonderful opportunity for you/your therapist to receive consultation from another member of the department. Our therapists often leave a specific question for the covering therapist to gain another therapist's expertise.

### SECTION THREE: COORDINATION OF CARE, TEAM & SERVICES AVAILABLE

Easterseals DuPage & Fox Valley is committed to providing quality therapy services using an **interdisciplinary team approach**.

- **Your child's therapy team** consists of the client, family, your prescribing physician, and your therapists and consultants.
- One of the first members of our staff that you will work with is one of our **Admissions Coordinator**. She will explain the services available to you as well as our evaluation process, coordinate your admission paperwork, facilitate verification of your insurance benefits with our Patient Financial Representative and obtain a prescription from the referring physician, as well as work with you to schedule recommended therapy sessions.
- Once your child's needs have been identified through your input and evaluation results, your therapist(s) will be assigned.
- One of your therapists will be designated as **Case Manager** for the team. Your therapist Case Manager will be responsible for coordinating your child's therapy program with you. If you have any questions or concerns, you are encouraged to talk to your child's Case Manager. Your Case Manager's name is listed in your Confirmation of Services email. If you are unsure of who was listed, any member of your team can tell you who is assigned to this role.
- We also have a **Care Coordinator** that may assist you with a variety of needs such as working to prioritize needs based on family time and financial resource availability, helping

to contact external agencies, physicians, schools for services, and accessing our specialty clinics such as Orthopedic, Vision, Dental, Bowel and Bladder, etc.

- Our outpatient medical rehabilitation program is under the leadership of Vice President of Clinical Services, Maureen Karwowski, OTR/L.

Maureen brings valuable leadership experience to Easterseals DuPage & Fox Valley as the previous Occupational Therapy Director and now as Vice President of Clinical Services. She is a graduate of Western Michigan University's Occupational Therapy program with more than 25 years of experience working with children. Maureen has provided treatment in settings such as an early intervention program, a children's hospital, schools, as well as out-patient therapy centers. She is certified in Neurodevelopmental Treatment techniques (NDT), as a trainer in Developmental Individualized Relationship Based treatment (DIR®), and has advanced training in sensory integration, therapeutic listening, splinting and casting, autism and feeding skills. Maureen incorporates these advanced skills to children with autism spectrum disorders, sensory processing disorders and children with feeding challenges. Maureen serves on the Assistant Faculty for Profectum Foundation.

### **DESCRIPTION OF OUR PROGRAM SCOPE AND SERVICES AVAILABLE:**

We are an outpatient pediatric medical rehabilitation program that is accredited by the Commission on Accreditation of Rehabilitation Facilities (CARF). New client therapy program admissions are accepted for children aged birth through 18 years of age. Enrolled clients may continue in the program past 18 years of age until the client and clinical service team goals are achieved or a more appropriate program is identified.

Each plan of care is individualized to meet the client's and family's goals. Your clinical providers will collaborate with you to determine your child's needs and develop a plan of care (treatment plan). Our average therapy program length is 1.8 years, 21.6 months or 94 weekly visits, but this varies based on your child's needs and progress. If you or your child have any cultural, dietary or communication needs or requests, please notify your clinical providers or our Care Coordinator so that we can either meet these or make a referral to an organization that can.

Throughout your program, you and your providers will discuss progress and goals. This may occur informally during your therapy sessions or in a more formal team meeting. As your/your child's program progresses, your provider may recommend that service frequency is reduced, services are more episodic, a break taken, or to transition to one of our focused therapy programs. At all these points, as well as at discharge, our team will remain available to answer questions, provide ideas or referrals, and re-evaluate if you are concerned about your child's ability to function as well as possible at home, school, and in the community.

As a freestanding outpatient center, we do not provide services to children and young adults requiring inpatient, intensive day treatment, nursing, or other advanced medical services. We will refer clients who require services for wound care, are ventilator dependent, or are not medically stable to receive services in our outpatient environment to a more appropriate setting. Additionally, we do not provide services to clients with a primary psychiatric,

psychological, or behavioral impairment or issue that would render service provision unsafe for the client or others. As a medical rehabilitation center, we do not enroll clients requiring solely educational- or cognitive-based services.

**Referrals** for evaluation or therapy may be made by a parent, physician, therapist, or another agency. A physician's prescription is required for therapy services.

### **Physical Therapy (PT)**

Our team of physical therapists assist children with gross motor concerns and delays to better use and coordinate their muscles. Physical therapists may utilize exercises and manual therapy techniques or adaptive equipment to help your child achieve their goals. Our physical therapy services are under the leadership of Director of Physical Therapy, Laura Hellier, PT, C/NDT.

As a member of the Easterseals DuPage & Fox Valley physical therapy team since 1991, Laura is instrumental in guiding the organization's continued growth as she leads the PT department and supervises clinical services at our Naperville and Elgin sites. She has a bachelor's degree in physical therapy from the University of Illinois at Chicago and certifications in Neurodevelopmental Treatment for children and babies. She is an Early Intervention Provider and Evaluator for the state of Illinois. She is also a Schroth certified therapist for scoliosis treatment. Her speaking experience includes presentations at national and international conferences on the topics of Spinal Muscular Atrophy, aquatic therapy, intensive therapy, and community-based therapy services. Laura brings interdisciplinary management experience from her previous roles coordinating Community Based Therapy services and the highly respected Continuing Education program at Easterseals DuPage & Fox Valley. Laura plays tennis, really enjoys a good high school cross country meet, and feels lucky to lead a team of exceptionally skilled Physical Therapists in our common quest to help children reach their goals and make families' lives easier.

### **Occupational Therapy (OT)**

Our team of occupational therapists address use of the arms and hands for support and manipulation, visual-motor coordination, sensory processing, motor planning and executive functioning, daily living skills such as dressing and self-feeding, fabrication of splints and adaptive equipment, and play development. The team is under the leadership of Director of Occupational and Developmental Therapies, Andrea Sagel, MS, OTR/L.

Andrea is an occupational therapist and early Intervention specialist and evaluator with a master's degree from University of Illinois-Chicago. She is certified and trained in sensory integration and the Sensory Integration and Praxis Test, trained in the Autism Diagnostic Observation Scale (ADOS-2), The PLAY Project, DIR Level 1 Certified, and is a member of our diagnostic clinic teams. Andrea also specializes in social skills development and autism spectrum disorders. She enjoys learning from her clients, families, and co-workers daily as they work together to support the client in achieving their life-long goals.

### **Speech/Language Therapy (SLP) and Assistive Technology (AT)**

Our team of Speech-Language Pathologists, provide treatment in the areas of speech and language development, articulation disorders, oral-motor and feeding disorders,

respiratory/phonatory function, hearing impairments and assistive technology. Assistive technology services assist children who are unable to typically vocalize to learn how to communicate and express their thoughts, needs and desires in alternative ways. These services are under the leadership of Director of Speech-Language & Assistive Technology, Savannah Sunvold, MA, CCC-SLP/L.

Savannah earned a BSEd degree from the University of Virginia and an MS degree from Rush University. She has received significant continuing education and experience in the areas of pediatric feeding, AAC, and engagement/early language skills. Savannah is passionate about working with families and providing individualized support through therapy and evaluation. She holds a credential as a State of Illinois Early Intervention Provider and Initial Evaluator and is a Certified Lactation Counselor through the Academy of Lactation Policy and Practice. She has completed Profectum Level 1 Certificate in the Developmental, Individual Difference, Relationship-based (DIR) Model and is in the process of receiving her certification in Neuro Developmental Treatment (NDT).

### **Mental Health and Family Support Services**

Our team of Mental Health service providers offer evaluation and individual counseling for children and/or their parents along with support groups for siblings, teens, and parents. The team also provides community resource information and behavior management consultation. These services are under the leadership of our Director of Mental Health and Family Support Services, Brittany Wilkie, MS, LCSW.

Brittany joined the Easterseals team to continue her work within a multi-disciplinary team working with children and their families. Her experience includes direct care, support groups, reflective supervision, training, and leadership. Brittany's treatment approach to child and family care is through the use of Trauma Informed Care, Attachment and DIR philosophies. Brittany also received undergraduate and graduate degrees in Social Work from the University of Iowa and Loyola University Chicago, respectively. She is currently enrolled in the Trauma Research Foundation's Certification program in Traumatic Stress Studies led by Dr. Bessel van der Kolk. Previously, she worked at a DIR therapeutic day school serving children with Autism in addition to working privately in home sessions with children experiencing autism, sensory processing disorder, adjustment disorder and anxiety.

### **Nutrition Therapy (NT)**

Our registered licensed dietitians individually assess the nutrition status of your child and work with you and your child and the therapy team to achieve optimal nutrition goals. Nutrition services are under the leadership of our Manager of Nutrition Therapy, Cindy Baranoski, MS, RDN, LDN.

Cindy is a highly respected and widely published nutritionist and dietitian. She has extensive training in all areas of nutrition for children with special needs as well as therapy and services related to their care. She is a member of multiple academies and professional practice groups with advanced certification in nutrition, dietetics, meditation, and Ayurveda. In addition to serving as an evaluator and therapist for Early Intervention, Cindy also facilitates the Easterseals DuPage & Fox Valley feeding clinic and provides Tele-Therapy for all ages. She is



a sought-after expert and educator in her field who continually shares her knowledge by presenting and publishing on nutrition for children with special needs.

### **Audiology**

Our audiologists provide hearing evaluations, hearing screenings, hearing aid evaluations, and dispenses and repairs devices for both children and adults. The department is under the leadership of our Audiology Manager, Karyn Voels Malesevic, AuD, CCC-A.

Dr. Malesevic is an expert audiologist who joined Easterseals DuPage & Fox Valley as Audiology Manager in 2000. She holds a master's degree in audiology from the University of Wisconsin-Madison, a doctorate in audiology from the Arizona School of Health Sciences and has obtained specialty training in her work with infants and toddlers. Her previous experience spans school systems, hospitals, private practices, and ENT physician offices. She served on the Board of Directors for the Illinois Academy of Audiology and is a Fellow of the American Academy of Audiology, the Illinois Academy of Audiology, and the American Speech-Language-Hearing Association. She has held various adjunct faculty positions and currently teaches audiology courses to undergraduate and graduate students at Elmhurst University.

**Lily Garden Childcare Center** – provides full- or part-time childcare for children in our fully inclusive Child Development Center located at our Villa Park site. Please contact the Director of the Child Development Center at 630.261.6283 for information about openings and fees.

**Focused Therapy Programs** – intended to allow children to address their therapeutic needs and goals amongst peers working on similar goals. Information about current Focused Therapy offerings may be found on our website at [www.eastersealsdfvr.org](http://www.eastersealsdfvr.org) or by contacting our Admissions Coordinator for focused therapy services at 630.357.9699.

**Clinics** – contact our Villa Park center to make an appointment if your child's therapist recommends that your child attend one of the following clinics that are held at the Villa Park center: Autism Diagnostic, Medical Diagnostic, Vision, Orthopedic, Dental, Positioning and Mobility, Feeding, Bowel & Bladder, and Respiratory Clinics.

## SECTION FOUR: POLICIES & PROCEDURES

To maintain our quality of service, Easterseals DuPage & Fox Valley has set policies and procedures as below.

**Change of Contact Information** – Be sure to keep your information up to date through our secure Patient Dashboard. Please be sure your address, e-mail addresses, phone numbers and/or emergency contacts, and insurance information is correct.

**Consent to Release Medical Records** – Clients/legal guardians may access all records from the Patient Portal and may download and forward copies to other providers as preferred. Records are located under Records/Visit Summaries in the Patient Portal. If copies need to be sent by our staff to any individual including a parent of a child over the age of 18, an “Authorization for Release of Medical Records” must be signed and on file. All requests should be made not less than two weeks from the date needed and sent to [records@eastersealsdfvr.org](mailto:records@eastersealsdfvr.org). A fee may be charged if copious amounts of records are requested for legal proceedings, etc.

**Do Not Resuscitate Requests** – We do **NOT** accept DNR requests. Our policy requires that we provide CPR and call 911 for emergency medical services when a client requires resuscitation.

**Guardianship and Parenting Rights, Legal Proceedings** – As a pediatric healthcare provider, we must document legal guardianship and parenting rights for our clients. Please do not be offended if you are asked to provide copies of court documents establishing guardianship and parenting rights and as you receive these, please share a copy for our records. If you have questions about the process for establishing guardianship as your child ages, please consult with a member of our Mental Health and Family Support team.

Please be sure that all guardians are listed at the time of Admissions.

**Our policy is to remain neutral in the event of parenting litigation.** Please do not ask our service providers to write letters or otherwise engage in issues surrounding custody or parenting rights. Please resolve issues with your legal team and present resolution when appropriate. We reserve the right to disenroll clients that involve staff in family disputes.

**Non-violent Crisis Prevention Intervention** - To provide the best possible care and keep Easterseals DuPage & Fox Valley a safe environment for all, our staff have been trained in *Nonviolent Crisis Intervention* by the Crisis Prevention Institute. If a client and/or individual becomes escalated and is at risk of harming themselves or others, staff will use techniques to intervene, which may include the use of verbal de-escalation and disengagement skills.

**Parent/Caregiver Participation** – parents/caregivers are required to participate in child’s therapy whenever appropriate. If another adult will regularly bring your child for services, you will be asked to sign a Release of Information form so that your therapist may share basic information with them. You will also be required to sign a Consent to Treat a Minor Child form if the child is under 18 years of age. The **parent/guardian MUST remain at the center for all therapy services for your child’s safety/security and in the event of an emergency.**

**Late for Therapy Session** – Therapists make every attempt to be as punctual as possible for all therapy sessions and for this reason, punctuality is requested on the part of the client. When a client is consistently late (50% of the time), the therapist will discuss alternative scheduling options and may need to place services on hold until an alternate appointment time is identified. If the therapist is late, they will charge the client for only the time the child is being treated or offer to make up the time at the end of the therapy session, if time permits.

**Length of Therapy Session** – Your therapist will conclude the session 5 minutes before the end time to clean materials and prepare for their next session. During your session, your therapist will discuss home carryover ideas, answer questions, and complete documentation.

**Portable Health Record** – Many families find it helpful to develop a portable health record to collect important healthcare information regarding their child. These may be as simple as a folder or binder where you gather all your medical reports, physician contacts, and prescription information, all the way to an electronic record which you purchase or develop on your own. Many options and ideas are available online at no cost. Please contact our Mental Health and Family Support team with questions. You have access to your Patient Portal 24/7 and may share documentation with others as you prefer.

**Prescriptions** – A prescription from a physician (MD, DO, APN) licensed in Illinois is necessary to receive therapy services. The prescription for each service provided must include a diagnosis, including the alphanumeric diagnosis code, so we may submit for insurance reimbursement. Our staff will monitor prescription renewals; however, it is the responsibility of the parent to notify the Center of any change in doctors. Securing accurate prescriptions is your responsibility. If a current prescription is not on file, therapy services must be placed on hold until it is received.

**Insurance/Referral/Pre-authorization or Pre-certification** – As a courtesy to our client families, we will forward claims to any insurer that you request once you provide the information for us to bill. Please note the following:

- Our staff will assist you, the parent (insured member), with the **insurance verification process** as necessary to identify what, if any, specific requirements may exist so that all prior approvals are established and in order before beginning services. It is important to understand that benefit verifications are never guarantees of payment by third-party payers.
- It is the insured member's responsibility to be sure that appropriate **pre-authorizations, certifications, or referrals** required under their plan have been secured prior to the initiation of services and when renewals are necessary. Some groups will not send referrals to the provider so please be sure that you send us the referral when you receive it.
- If any **supporting paperwork** is needed from the Center, your therapist will assist you. In certain cases, the documentation required might be needed from the prescribing physician, as they are the medical professional diagnosing and prescribing the therapy, thus establishing the medical necessity for services.
- If your insurance plan requires a referral, therapy must be put on hold until the referral is received, unless you prefer to self-pay while the referral is pending. Failure to have a

referral or other required authorization may result in the Center's inability to file a claim with your insurance company; therefore, the costs will be passed along to you (the parent/client family).

- We **must** be made aware of any changes in insurance information, referral forms/numbers, or authorization forms/numbers. Failure to do so will leave the client family responsible for payment of all fees incurred. Please be sure to supply us with a copy of any new insurance cards through your Patient Dashboard within five days of receiving them.
- Remember that filing a claim with any third party does not relieve the parent/client family from financial responsibility for treatment and equipment costs.
- **Copays are** due at time of service! Please be prepared to pay at check-in. You may consult your Patient Dashboard for amounts due and securely store a payment method for your convenience. All families with a copay requirement as determined by their 3<sup>rd</sup> party payor are required to store a debit/credit card for payment. If you are not sure if you have a copay, please contact our Billing team for verification.

**Annual Renewal of Service Agreements, Privacy Notices, Releases, Medical History -- Annually**, you will receive a set of documents via our Patient Portal that must be completed and signed annually. Many of these documents are required under Federal Law or by our accrediting agencies and so must be completed by all enrolled clients; others allow us to best meet your/your child's needs. Hint: Completing these documents before arriving for services will speed up your check-in. When you log-in to the Patient Portal, you will be notified of any forms that need to be signed.

**Videotaping/Photography of Services** – we understand that families may wish to videotape or photograph their child during therapy services as a personal record of the child's development and/or for a reminder of how to complete an exercise. We **do not allow** any other clients to be included and no more than the therapy provider's hands should be seen in the record. The service provider must grant permission prior to the activity. Under no circumstances should these be posted to social media without the express knowledge and consent of the provider, and we retain the right to review all potential posts prior to their dissemination. NO outside parties may videotape services without prior approval by the therapist. Videotaping/Photography of Services for legal purposes requires a valid subpoena prior to scheduling the session.

At times, you may be asked to sign a Consent to Photograph form for therapy utilization review services (utilization review is required by our accrediting agency and promotes best practice) or by our marketing department. Your child's image will never be shared by our marketing department without your express, written consent.

## SECTION FIVE: DOCUMENTATION & TRANSITION PLANNING

- Documentation is a critical part of providing quality services to your child and family. Establishing goals, reviewing progress, and coordinating a meaningful Plan of Care/Treatment Plan for each client is particularly important. With your input, your child's

therapist will develop a Treatment Plan within one (1) calendar month of your child's first visit. This plan defines both long-term focus areas and short-term goals for therapy.

- Your child's progress is documented at the end of each therapy session and summarized in a progress note at least every six months. The treatment plan is revised as your child meets goals and as you and your therapist identify further areas for treatment. If your insurance requires an alternate documentation schedule, please notify your therapist as soon as possible.
- Progress summaries along with the Plan of Care/Treatment Plan are sent to your prescribing doctor. You may access and share your/your child's records from the secure Patient Portal. If you would like someone in addition to your doctor to receive this information and are unable to forward yourself, please contact the Medical Records Department at [records@eastersealsdfr.org](mailto:records@eastersealsdfr.org) or our receptionist to complete a Release of Information form as required by HIPAA. This release form is also available on your Patient Dashboard under Forms and Policies tab.

### **TRANSITIONS AND DISCHARGE PLANNING:**

- Transition and Discharge Planning will begin early in your child's services. Each therapy program is tailored to your child's individual needs and lengths of service will vary based on those needs, your goals, and our ability to provide services appropriate to your/your child's age and needs.
- You and your therapist will work together to identify skills needed to help your child be ready for both the small and large life transitions such as going to school, participating in social activities, etc.
- Each program is individualized to the child's needs and therefore, transition and discharge planning will happen at different times. A child may discharge for a period and then return to focus on new goals as needed. Episodes of care are designed to target specific needs as the child's needs change. Often, clients take breaks from services and then return for a re-evaluation and another episode of therapy at different times up through young adulthood when transition to adult services will often occur. Even at this point, clients that have been active in our programs in the prior 5 years, are able to access consultative services and when appropriate may participate in an episode of care.
- Our goal is to achieve maximum independence for your child. Your Case Manager, along with other designated staff such as the Care Coordinator, will assist you with the identification and arrangement of necessary transition services.
- Our Care Coordinator will contact you at key transition times to assist you with future planning. These may include around 3 years of age as children transition from the Early Intervention system as well as transitions to kindergarten, middle school, and young adulthood and to adult based services and community integration.

- Please do not hesitate to request assistance from your therapist(s), Care Coordinator, or our Mental Health team for any of life's other transitions your child may need to make. We will provide information and referral contacts when Center resource expertise is not available in the area that you request.
- Should you choose to discharge from services for any reason prior to the completion of your program, please know that we will assist you with referrals and will forward a final progress summary to your prescribing physician and any other individuals that you request.

## **TRANSITION TO ADULT SERVICES**

As a team of pediatric experts, with specialized knowledge, and equipment designed to serve children, most clients will transition to providers with the knowledge, skills, and equipment to support adult rehabilitation needs. However, we are committed to helping young adults that have participated in our programs toward their therapy goals when our skills are the best match for their needs. Services available into adulthood may include:

### **Clinical Check-Ins**

Our staff may assist in troubleshooting concerns or identifying and addressing a decline in function or abilities.

### **Episodes of Care**

Short, episodes of care to target a specific goal or set of goals due to a functional setback or concern, change in health status, need to modify of a home program, and/or problem-solving a challenge, daily living routines, managing new or existing equipment, and/or safe transfer strategies.

### **Specialized Clinics**

Our specialty clinics take a multi-disciplinary approach and provide specific and individual care to best suit your individual needs. Some of these include orthotic clinic, assistive technology clinic, and the positioning and mobility clinic. Clinics are accessed by contacting our Admissions Department.

### **Audiology and Hearing Services for All Ages and All Abilities**

Audiologists at Easterseals DuPage & Fox Valley help solve hearing problems with a supportive rehabilitative approach, one that works to accommodate families' unique needs.

### **D'Arcy Center for Family Services – Support and Resources for the Future**

We are here to ensure you have the information and support required to make informed decisions through each phase of life. Our Care Coordinator is available to point you to resources, people, and partner organizations that can help. We can connect you to other Easterseals families who have shared similar experiences, and provide information on important topics including navigating PUNS, employment agencies, adapted equipment and home modifications, transportation, and more.

Please contact our Admissions Department to request services.

## SECTION SIX: ADDITIONAL INFORMATION

**ACCESS and SECURITY** – All programs must be entered and exited through the front main lobby entrance. All other doors are locked from the outside and are used as emergency exits only. Surveillance cameras are in use throughout our sites.

**BUGS and BUTTERFLIES** – You are invited to express your satisfaction or concern about any aspect of our Centers. “Butterflies” and “Bugs” forms and suggestion boxes are located at Reception.

You may also use this link or QR code to share compliments/concerns.

<https://www.surveymonkey.com/r/ESDFVcomments>



**BULLETIN BOARDS** – Center and community information is available to you on the bulletin boards. If you would like to post a notice or article on one of the bulletin boards, please date it and give it to the Receptionist for review and approval by Center management.

**CAR SEAT SAFETY** – Please contact your local fire department for assistance with safe use of your child’s car seat.

**CENTER NEWSLETTER** – The Center publishes an electronic newsletter through email and, on our website. If you are not receiving these and would like to be included, please notify our Development Department or sign-up at: <https://lp.constantcontactpages.com/su/8ZGTuA8/news>

**CLIENT CONCERNS** – Whenever possible, we encourage families to attempt to work through issues with their therapist(s). Recognizing that this is not always possible, please ask to speak to your therapist’s manager or our Vice President of Clinical Services to discuss your concerns.

**FREE HEARING SCREENINGS** – Hearing screenings are available to anyone age 21 and over at no charge at the Villa Park and Elgin Centers.

**INSURANCE and BILLING** – Initial insurance claims for covered services with contracted health plans are filed by the Client Services (billing) Department. Follow-up filings and claims for denied/non-covered services and/or non-contracted health plans require communication between the family and Easterseals DuPage & Fox Valley (ESDFV). Denied claims are transferred to the client/family balance due. ESDFV will perform the first follow-up on denied claims but if the denial continues, client/family payment and intervention is required.

Co-payments must be paid at the kiosk, on the portal, online, or to the Receptionist, prior to each therapy session. A credit/debit card must be securely stored for all co-pays. Additionally, all unpaid balances must be paid by the due date on the monthly statement to avoid disruption of services.

Questions regarding insurance and/or billing should be directed to the Client Services Department which is located at the Villa Park Center. The Client Services Department phone number is 630.620.4433.

If you are at the Villa Park Center and wish to speak to someone in the Client Services (Billing) Department, please contact the Receptionist to learn if a member of the staff is available to see you in person. If not, please leave your name and telephone number so that a member of the Client Services Department may contact you as soon as possible.

**INTERDISCIPLINARY STAFFINGS (IDS)** – Interdisciplinary Staffings are scheduled per client/family request or at the recommendation of the therapy team. If you would like to meet with your therapy team at any time, please contact your Case Manager or the Center’s Care Coordinator. There may be a fee for this service.

**LOST and FOUND** – A “lost and found” box is located at Reception. Please remember to never leave your personal belongings unattended.

**NO-SHOW FEE** - Failure to contact the Center **prior to the scheduled start time of an appointment** will result in a charge of \$125 for each occurrence. This charge is the responsibility of the client/family and will not be submitted to any third-party payor.

**Opting OUT** – In an effort to keep you informed regarding our programs, services, and events, we will send you emailed and mailed materials from time to time. If you prefer not to receive information to either your email and/or home address, please send us a message from your Patient Dashboard, notify us at Reception, through our Admissions Department, or by emailing [portalhelp@eastersealsdfvr.org](mailto:portalhelp@eastersealsdfvr.org) and we will mark your files accordingly.

**PATIENT DASHBOARD/PORTAL** - at Intake, families receive a Welcome Letter which opens access to the Patient Dashboard/Portal. This allows you to update your personal information, pay fees, check-in for services, and view/print and forward all signed documentation. In addition, you may securely upload reports and other documents that may support your care. If you do not have access to the Patient Dashboard, please send an email to [portalhelp@eastersealsdfvr.org](mailto:portalhelp@eastersealsdfvr.org) and we will assist you. The Patient Dashboard/Portal may be accessed through this link: <https://esdupage.raintreeinc.com/dat/PatientDashboard>. Helpful instructions are available at the end of this handbook.

**PETS** – For the safety and security of our clients, staff, and visitors, only service animals (as defined by the Americans with Disabilities Act) are allowed in our buildings. Service animals are allowed because they are not pets and are trained to provide a specific service or set of services for a person with a disability.

**PHONE CALLS** – If you need to make a phone call from any of the Center phones, please contact the Receptionist. Please refrain from cell phone use in the lobby and treatment rooms except in an emergency.



**POP/SOFT DRINK and SNACK MACHINES** – At the Villa Park Center, there are soft drink and snack machines located directly across from the kitchen. No food or drink, other than water in a no-spill container, is allowed in the treatment rooms. At times, coffee is available in the Villa Park kitchen. Please do not leave the kitchen with a cup without a lid on it and do not bring hot beverages into the treatment room.

**SAFETY** – To safeguard against injury, cuts, bruises, etc., we require shoes be always worn on Center property. EXCEPTION: No shoes should be worn on therapy mats unless you are directed to do so by your therapist. Socks must be always worn.

**SECURITY** – Please do not leave children or other valuables unattended at any time. You must remain onsite during all therapy services and be available in the event of an emergency. Report any security concerns to Reception immediately.

**SERVICE ANIMALS** – The Americans with Disabilities Act defines a service animal as “any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability.” In accordance with the ADA, Service Animals are permitted to accompany individuals while at the Center for services. Therapy and Emotional Support Animals are not Service Animals under the ADA.

Care and behavior management of the Service Animal remains the responsibility of the handler and at no time may the Service Animal be left unattended. Please see policies and procedures posted at the Center for specific infection control, licensing, and vaccination requirements.

**SOCIAL MEDIA** – Follow us on Facebook, Instagram, and LinkedIn to stay up to date on the latest news, resources and events at Easterseals DuPage & Fox Valley: @eastersealsdfvr

**SPECIAL EVENTS & ACTIVITIES** - Our Organization offers a range of inclusive events and activities throughout the year. As a non-profit organization, we depend on the support of families, friends, and community partners. Participation provides opportunities to connect with other Easterseals families and help raise funds and awareness for our programs. Be sure to opt-in to email communications, follow @eastersealsdfvr on social media, and keep an eye on materials posted in the lobby. Clients and families are welcome and encouraged to join us. For more details about upcoming events, please contact the Special Events Manager at 630.282.2031, email [info@eastersealsdfvr.org](mailto:info@eastersealsdfvr.org) or visit [eastersealsdfvr.org/events](http://eastersealsdfvr.org/events)

Examples of Easterseals events include a Superhero Hustle 5K Run/2 Mile Walk, Benefit Gala, Bike for the Kids cycling event, Trunk-or-Treat, adapted field day, egg hunt, and more! There are many ways to participate as a guest, sponsor, fundraiser, volunteer, or committee member.

**STUDENTS** – Our Centers value education both in continuing education opportunities for our service providers and supervising graduate students completing their fieldwork or capstone placements. Your therapist may supervise a graduate student from their field at during your child’s therapy. Student participation ranges from observation of sessions to planning and delivering treatment activities under the therapist’s supervision. You will be informed by your therapist of this opportunity ahead of time, and while you are encouraged to support students

and staff by allowing a student to temporarily join your child's therapy team, this is voluntary and will not impact your child's care if you decline.

**TELEPHONE ACCESS FOR CLIENTS WITH HEARING IMPAIRMENT** - Please use the Illinois Dual Relay service to contact us (1.800.526.0844).

**TRANSLATING/INTERPRETING SERVICES** – please contact our Admissions Department for assistance in setting up services.

**VOICEMAIL** – Confidential voicemail is provided for all staff members. **Please leave messages regarding canceling an appointment in the General Delivery Mailbox if you are unable to email [schedule@eastersealsdfvr.org](mailto:schedule@eastersealsdfvr.org).** Please contact the Center as early as possible if you need to cancel a therapy session.

**INDIVIDUAL & GROUP VOLUNTEER OPPORTUNITIES** - Connect with us to learn more about volunteer opportunities with Easterseals DuPage & Fox Valley. There are many ways to get involved by sharing your skills, time, and talent. We offer a range of volunteer projects and events throughout the year for individuals, groups, and corporate team building. Learn more at [eastersealsdfvr.org/volunteer](http://eastersealsdfvr.org/volunteer)

## **CLIENT APPEALS POLICY/PROCESS**

This policy exists to provide all persons receiving non-contract services an avenue to appeal the decision of one or more members of the Center's staff.

Persons served at contract sites must follow the appeal policy of the organization that is contracting services from the Center.

Unless Center management feels there is a well-documented safety concern, the client may continue Center services during the appeals process. Easterseals DuPage & Fox Valley personnel are prohibited from retaliatory behaviors or actions toward a client/family in response to client family request for appeal.

## **PROCESS FOR APPEAL OF THERAPY OR CHILD-CARE RELATED ISSUES**

### **General Guidelines**

- All appeals are to be held **confidential** by all parties involved.
- All requests should be made in writing with a copy of the letter of request to the staff member involved and the member of Center management identified in each step of the process.
- Families may request assistance with this process from their Case Manager, the Care Coordinator, or a Social Worker.
- Families may invite an advocate to participate in any step of this process.

Prior to the formal appeals process, we encourage that an informal discussion/meeting between the service provider and client family occur to discuss options/solutions to the current conflicts.

If informal discussion does not result in client family satisfaction, a formal appeal may be requested.

### **Step One: Client Family Meeting with Center Service Provider and Service Provider Manager**

- As requested, a parent/client conference will be scheduled with the Center service provider, the service provider's manager, and the client family to discuss concerns.
- The treating therapist is responsible for scheduling the meeting.
  - Conferences will occur within two weeks following receipt of the written request.
  - The requesting family will be contacted within two business days of receipt of the written request to obtain scheduling availability.
- Following the conference, staff member(s) will:
  - Complete meeting documentation in the Notes/Contacts section of the electronic medical record.
  - Notify the client's Case Manager regarding the conference outcome.

***If parent/client is not satisfied with the outcome of the meeting, move to Step Two.***

### **Step Two: Client Family Meeting with Center Service Provider, Manager and Vice President of Clinical Services**

- Parent/client requests a conference by notifying the service provider's Department Manager, preferably in writing.
- The Department Manager will ensure that a conference is scheduled with the service provider, Department Manager, Vice President of Clinical Services, and the client family.
  - Conferences will occur within two weeks following receipt of written request.

- The requesting family will be contacted within two business days of receipt of the written request to obtain scheduling availability.
- Following the conference, the service provider will:
  - Complete meeting documentation in the Notes/Contacts section of the electronic medical record.
  - Notify the client's Case Manager regarding conference outcome.

***If parent/client is not satisfied with the outcome of the meeting, move to Step Three.***

**Step Three: Client Family Meeting with Center Service Provider, Manager, Vice President of Clinical Services or Programs, and President/CEO**

- Parent/client completes an "Appeal Request Form" and formally requests a conference with the service provider, Department Manager, Vice President of Clinical Services and President/CEO. Forms are available from the Receptionist.
- The confidential "Appeal Request Form" is returned to the office of the Vice President of Clinical Services.
  - The Vice President of Clinical Services will contact the family to obtain scheduling availability within two business days.
  - The Vice President of Clinical Services, with support from the Assistant to Executive Management, will schedule the meeting which is to occur within two weeks of receipt of that written request.
- Following the conference, the service provider will:
  - Complete meeting documentation in the Notes/Contacts section of the electronic medical record.
  - Provide family with a copy of the meeting documentation and record disclosure in Notes/Contacts section of the electronic medical record.
  - Notify the client's Case Manager regarding conference outcome.

If the client family remains dissatisfied with conference outcome regarding patient care decisions, external review is offered through review by a subcommittee of the Medical Advisory Board (MAB).

**Step Four: Review of Case by Medical Advisory Board (MAB) Subcommittee**

- Client family should notify the Vice President of Clinical Services in writing of a request for review by the MAB.
- The Vice President of Clinical Services is responsible for convening a subcommittee of the Medical Advisory Board to review the client family appeal.
  - The client family is contacted within two business days of receipt of the written request for MAB review to advise the client family of the date of the next regularly scheduled MAB meeting.
  - The subcommittee will meet at the end of a regularly scheduled MAB meeting. No Center staff will participate in the meeting.

- Prior to the meeting, MAB subcommittee members are provided with a copy of the client family's Appeal Request Form, pertinent Treatment Plans and Progress Summaries, and notes from previous conferences for review.
- After reviewing documentation, the subcommittee will discuss the case and generate recommendations.
- Recommendations are presented to the Vice President of Clinical Services following the discussion.
- The Vice President of Clinical Services will document MAB recommendations in the Notes/Contacts section of the electronic medical record and will notify the service provider, Department Manager, and Case Manager of meeting outcome.
- The Vice President of Clinical Services will notify the President/CEO of the MAB recommendations and generate a letter to the client family summarizing the recommendations of the MAB. A copy of the letter will be forwarded to the Clinical Services professional for scanning into the electronic medical record.
- Decisions of the Medical Advisory Board Subcommittee are final.

#### PROCESS FOR APPEAL OF FINANCIAL ISSUES

- All parties must make every effort to keep appeals confidential.
- Client family completes an Appeal Request Form (available from the Receptionist) and formally requests that the Finance Committee review their concern. The confidential form is returned to the President/CEO's office and forward to the Chair of the Finance Committee.
- **Prior to the Meeting:** Client family and Center personnel present relevant information in writing on the Appeal Request form.
- The Finance Committee reviews documentation, consults appropriate Center policies, and discusses case. If requested by the client family or personnel, an opportunity to offer further information in person is afforded.
- **Following the Meeting:** The decision of the Committee is discussed with the family as soon after the meeting as possible but not more than ten (10) business days later. The decision of the Finance Committee is final.
- A meeting report is completed by the Chair of the Finance Committee, or designee, and scanned in the client's file.

## **INVOLUNTARY DISCHARGE POLICY**

A critical element for successful service outcomes is the trust that is shared between the provider of these services and the client/family. Various issues can affect this trust in a negative manner. These elements include, but are not limited to, the following:

- Lack of respect for the service provider, other clients, and/or the facility.
- Failure to respect the rights to privacy and confidentiality of other clients and staff.
- Failure to follow the rules that enable the facility to be a healthy, safe, secure, and accessible environment.
- Failure to attend scheduled therapy services in accordance with attendance policies.
- Disagreement regarding goals and procedures for the services provided.
- Lack of responsibility to ensure payment for services being provided.
- Abuse, in any form, of the facility, its staff members, visitors, or clients.
- Fraudulent acts which may put the facility or its service providers at legal risk.
- Involving service providers and support staff in family matters, discussing family/marital issues during sessions, arguing with or threatening family members on premises.

It is the policy of Easterseals DuPage & Fox Valley to discharge a client when one or more of the above behaviors occur and are viewed by Easterseals DuPage & Fox Valley Administration (i.e. President/CEO, V.P. of Clinical Services, V.P. of Human Resources, V.P. of Development) as having a negative effect between the service provider and the client.

In such an event, Easterseals DuPage & Fox Valley Administration has the right to discontinue the provision of services and may make suggestions in the identification of alternative services for the client. The client has the right to use the Appeal procedures should they disagree with a decision of ESDFV staff.

## **ACCIDENT, ILLNESS, ABUSE/NEGLECT REPORTING**

### **State of Illinois Abused and Neglected Child Reporting Act**

Easterseals DuPage & Fox Valley complies with State requirements in acknowledging that staff, employees, and volunteers are mandated to immediately report all instances of suspected child abuse or neglect to authorities as required by the State of Illinois Abused and Neglected Child Reporting Act. This confidential report is filed with the Department of Children and Family Services (DCFS) and needs only to indicate suspicion, not proof of harm.

#### **Reporting of Accidents and/or Illnesses**

In cases of communicable diseases, the Center must comply with the DuPage and Kane County Health Department regulations regarding the reporting of communicable diseases.

All questions related to issues of communicable disease are directed to the DuPage or Kane County Health Department, Nursing Department.

All accidents or illnesses occurring while a client is attending a Center Program must be documented in the client's case record using an Incident Report.

An oral report must be given to the client's parent/legal guardian as soon as possible after the incident.

Copies of all Incident Reports are reviewed by Clinical Department Leadership and appropriate action then taken. All Incident Reports are also reviewed by the Center's Director of Quality Services and Education to look for trends, recommend staff training and develop action plans, when appropriate.

## CONTROL OF INFECTIOUS AND COMMUNICABLE DISEASES

The Center has an infection control program designed to minimize the possibility of infection through control and recognition of environmental infection hazards. The following are key steps in this disease control program:

### **Routine Pre-treatment Assessment:**

All clients and family participate in a pre-service health screening during check-in.

Therapists will not treat clients with the following conditions and therapists should not treat patients if they have any of the following conditions:

- Symptoms of viral disease such as COVID-19, influenza, norovirus, RSV, etcetera
- Open or infected wounds (not under treatment)
- Severe upper-respiratory infection, cough, or sore throat
- Gastro-intestinal upset evidenced by abdominal pain, nausea, vomiting or diarrhea (in the past 12 hours)
- Temperature over 100° (in the past 24 hours)
- Rash or skin eruptions (until diagnosis)
- Head or body lice
- Any infections not under treatment

Center staff will cancel the treatment of a client exhibiting any of the above conditions and discuss concerns/rationale with the client's parents. The therapist will encourage the client family to make an appointment with their family physician, if appropriate.

This should be done as soon as possible to prevent illness from spreading to other children. In most cases, a written release to return to therapy should be obtained from the physician, if possible.

Any therapy staff member should seek the advice of their manager, the V.P. of Clinical Services, or Director of Quality Services, if unsure of the client's health or uncertain as to the best method for managing the situation.

In cases of communicable diseases, the Center must comply with the DuPage and Kane County Health Department regulations regarding the reports of such diseases.



**Routine Hygiene:**

All personnel must wash their hands thoroughly between clients and following contact with any bodily fluid. Clients and visitors are asked to follow the same precautions. Masking requirements will be based on the current guidelines from the CDC and/or county health department.

**Diaper Disposal**

Soiled diapers must be sealed in a plastic bag (available in restrooms) before disposal in restroom trash cans. Diapers should not be disposed of in other areas of the buildings.

**Disinfection of Therapy Toys and Equipment:**

Therapy equipment (mats, balls, bolsters, etc.) is cleaned and sanitized on a routine basis. Feeding equipment and small toys that clients place in their mouth are thoroughly washed and sanitized between clients. Please notify your therapist if you have a concern that equipment needs care. In addition, equipment is sanitized using a Zono machine on an appropriate schedule to maintain a healthy and safe environment.

Please do NOT allow client siblings to play with or on therapy equipment. Clients should not be allowed to play with or on therapy equipment outside of their treatment session under supervision of their therapist.

**RESPIRATORY VIRUS PROTOCOL, updated March 2023**

When sick with a respiratory virus, the updated CDC guidance recommends:

1. Stay home and away from others while symptomatic.
2. Return to normal activities **when, for at least 24 hours**, symptoms are improving overall, and if a fever was present, it has been gone without use of a fever-reducing medication.

When resuming normal activities, please take additional prevention strategies for the next 5 days to curb disease spread, including:

1. Enhancing hygiene practices (hand washing, disinfecting high touch surfaces).
2. Wearing a well-fitting mask.
3. Keeping a distance from others in public spaces, when possible.
4. Getting tested for respiratory viruses.
5. Opening windows and/or using an air filter.

While masking is no longer required, we do support and respect the use of masks. Clients and staff may request the use of a mask by the other during services.

If a client or visitor is symptomatic, Easterseals DuPage & Fox Valley staff will request to reschedule to teletherapy for that session and until symptoms meet the above CDC guidance designed to reduce the spread of respiratory illness.

## **CLIENTS' RIGHTS AND RESPONSIBILITIES**

**These rights and responsibilities apply to clients, their families and/or guardians served by Easterseals DuPage & Fox Valley.**

**YOU HAVE THE RIGHT:**

- Not to be denied participation in services based on the grounds of race, color, creed, sex, national origin, disability, religion, or age.
- To respectful and considerate care, and to ask questions when you do not understand or would like additional information.
- To expect complete and current information concerning your condition from staff members responsible for your care and welfare.
- To have communication aids and services to communicate effectively with us regarding your condition and services provided at no charge. This may include provision of a qualified sign language interpreter, written information in alternate formats or languages, language interpretation services for individuals whose primary language is not English.
- To know by name and specialty, the staff members responsible for your care.
- To consideration of your privacy and individuality, and to be treated with consideration, respect and full recognition of your dignity and individuality.
- To respect and privacy as it relates to your treatment program.
- To expect a reasonable response to your requests.
- To expect reasonable safety as far as Center practices and environments are concerned.
- To be informed, prior to or at the time of service, of all services available at Easterseals DuPage & Fox Valley and the related charges.
- To be afforded the opportunity to participate in planning your treatment program and to refuse to participate in any treatment.
- To the maintenance of confidentiality.
- To request consultation at your own expense or to request an in-Center review of your treatment plan.
- To have your rights explained to you in a language that you understand.

**YOU HAVE THE RESPONSIBILITY:**

- To be honest about matters that relate to you as a client, including health-related concerns.
- To attempt to communicate and participate in the therapy process to understand your/your child's needs.
- To attempt to follow the directions and advice offered by the staff.

- To report changes in your condition to those responsible for your care and welfare.
- To be considerate and respectful of the rights of both fellow clients and staff.
- To honor the confidentiality and privacy of other clients.
- To notify the Human Rights Committee via the President's office if you feel your rights are/have been violated.
- To assure that the financial obligations of your healthcare are fulfilled as promptly as possible.
- To follow Center policies and procedures affecting your care and conduct.

### **RIGHTS OF MINORS**

Easterseals DuPage & Fox Valley employees are classified as mandated reporters in Illinois. In all cases where there is an unresolved concern regarding the rights or treatment of a child and the rights of their parents and/or guardian, Easterseals DuPage & Fox Valley must consult with the Illinois Department of Children & Family Services.

<b>Section Seven: Patient Dashboard (portal) access</b>
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**To access the Patient Dashboard:**

**Click on the link below:**

**<https://esdupage.raintreeinc.com/dat/PatientDashboard>**

or follow this QR code:



Your username is the email you used when you registered. If you forgot your password, click on the forgot password button to reset it. If you need help accessing the Patient Dashboard (Portal), please email [portalhelp@eastersealsdfvr.org](mailto:portalhelp@eastersealsdfvr.org). Please include the client's name and date of birth, and your relationship to the client.

If you (or the client's other parent/legal guardian) do not have a log-in, please email the [portalHelp@eastersealsdfvr.org](mailto:portalHelp@eastersealsdfvr.org) email with your name and relationship to the client so that we may send a Welcome Letter.

**To update your personal information such as address, phone, emergency contacts:**

**Click the Profile Button** on the Left and **review/update** your Personal Information, Contacts Information, and Insurance Information on file. If you have more than one child, please be sure you are in the correct account.

**To access the reports** (called Visit Summaries on the Patient Dashboard):

Log-in to your Patient Dashboard <https://esdupage.raintreeinc.com/dat/PatientDashboard>, click on Records, then click on Visit Summaries. A list will open of all the signed reports (sometimes this takes a few minutes to load depending on your browser and the number of records in your file).

Next, select the report you need, and you can either view or save as a pdf.

This is a screenshot of what you will see when you open Records and then Visit Summaries tabs:

**Easterseals DuPageFoxVal Patient Portal**

Welcome!!! Please see the Notices and Policies tab for Center forms, updates and upcoming events.

Portal Test (Logged in as J Timm)

Change Account: Portal Test Time: 08:01:38

Buttons: Cambiar a Español, Logout

Listed below are the list of your Visit Summaries. Select from list to view/print it.

From: mm-dd-yy To:

Edit	Date	Time	Description	Case Name	Provider Name	Loc
	09-26-18	10:36a	Initial Evaluation	Physical Therapy	Any Therapist, OT	Test - East...

Taskbar: Type here to search, 8:01 AM 1/18/2022

**To upload or share documents:**

**Click on Records and select Upload Documents.**

**Easterseals DuPageFoxVal Patient Dashboard**

Welcome!!! Please see the Notices and Policies tab for Center forms, updates and upcoming events.

Jana Test (Logged in as Jana Test)

Change Account: Jana Test Time: 12:05:52

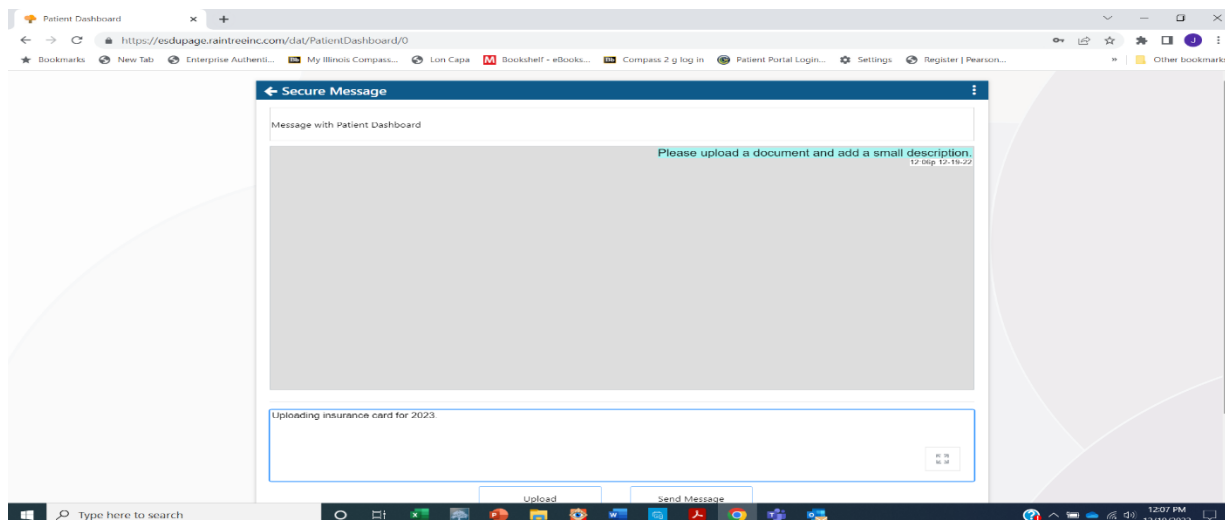
Buttons: Cambiar a Español, Logout

Please click on "Open Secure Message and Upload Documents"

Button: Open Secure Message and Upload Documents

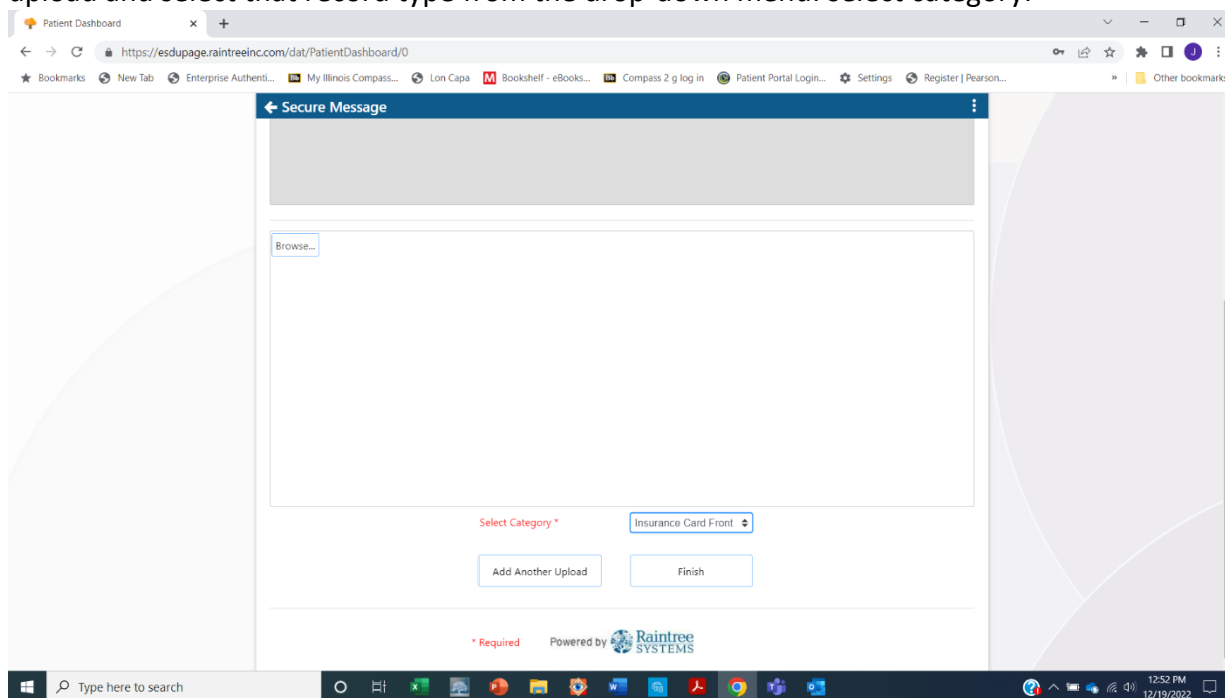
Taskbar: Type here to search, 12:06 PM 12/19/2022

**Then, select Open Secure Message and Upload Documents.**

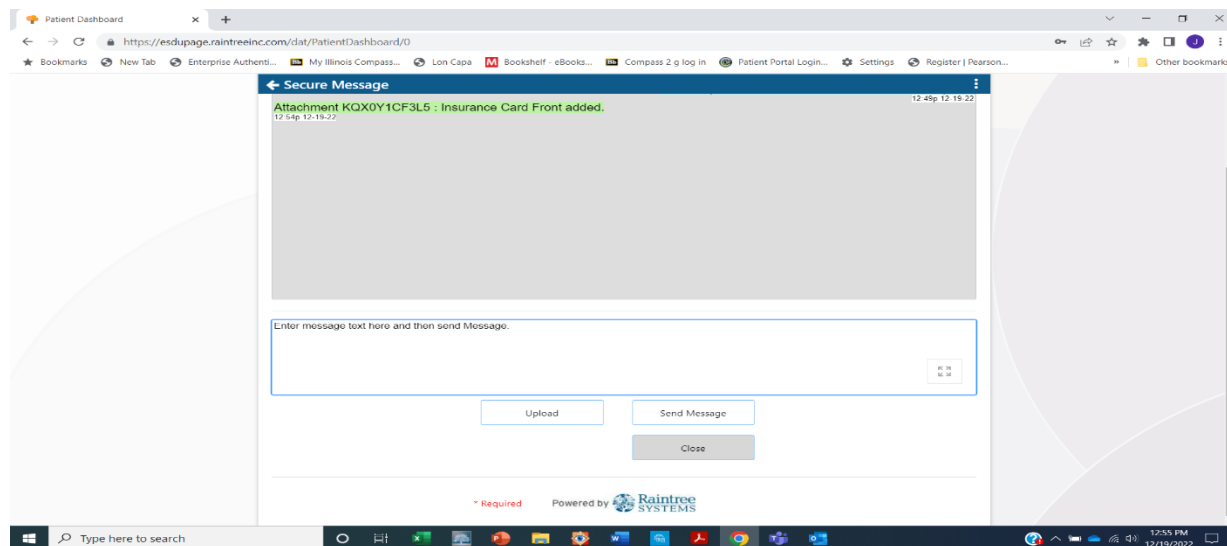


Click the **Upload Button** at the bottom after entering a brief message in the white box above it.

Then, **click the browse button in the top left** and select the saved document or picture you wish to upload and select that record type from the drop-down menu: select category.

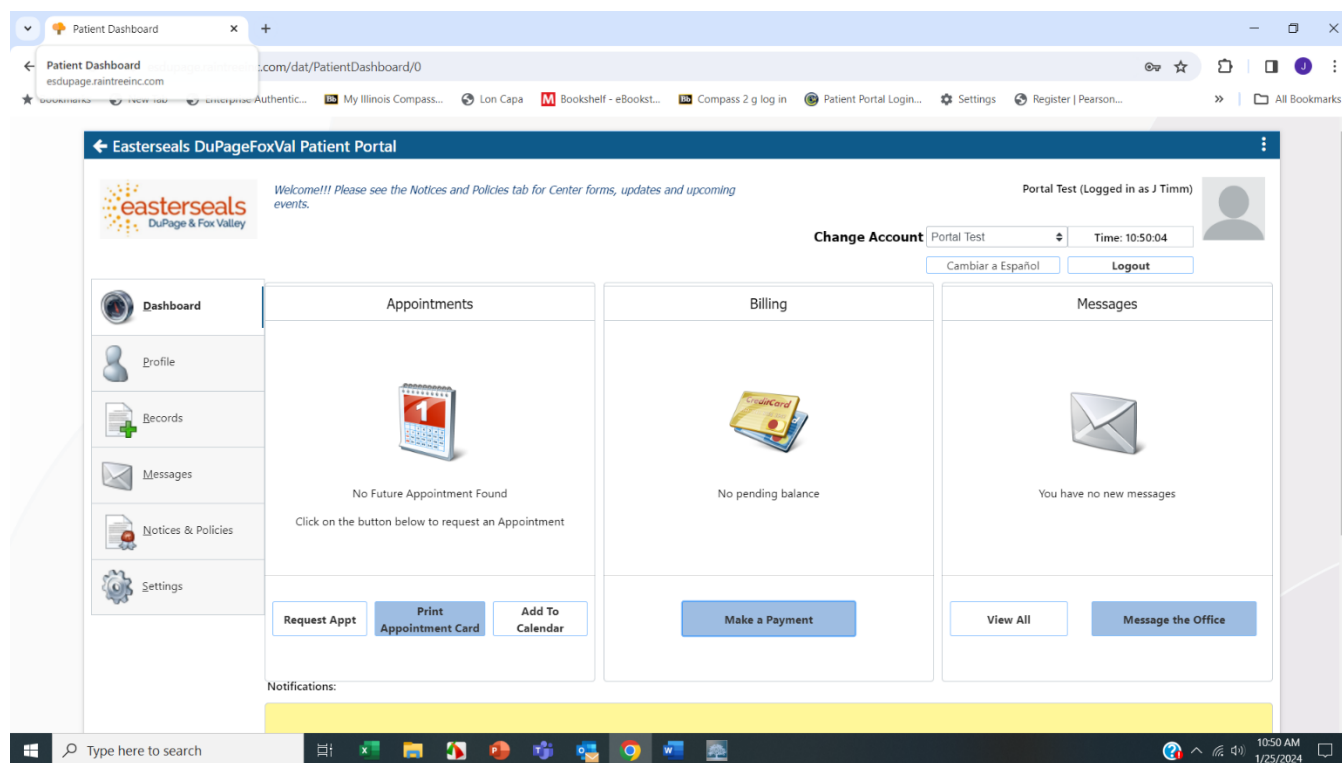


Next, **click add another upload** if you have more documents to add or **finish**, then **send message**.



**To pay your bill or add a securely stored payment method:**

Go to the patient dashboard and click on Make a Payment.



Your statement summary will open. You can click on the show details for more information.



The screenshot shows a web browser window with the URL `esdupage.raintreinc.com/dat/PatientDashboard/0`. The page title is "Statement for Test, Portal". A modal window displays a "Statement Summary" table:

Statement Summary	
Total Charges	0.00
Insurance Paid	0.00
Insurance Adjustments	0.00
You Paid	0.00
Your Discounts	0.00
<b>No Outstanding Balance</b>	

Below the table, there is a "Pay Now" button and a "Log Out and Exit" link. A "Show Details" link is also visible at the bottom left of the modal.

To make a payment, click on Pay Now. From this screen, you can update your payment method, add a new option which will be securely stored and pay any balance due (including co-pay).

The screenshot shows the same web browser window, but the modal window is now titled "Online Payment for Test, Portal". It has two tabs: "Make a Payment" (selected) and "Payment Plan". The "Make a Payment" tab shows:

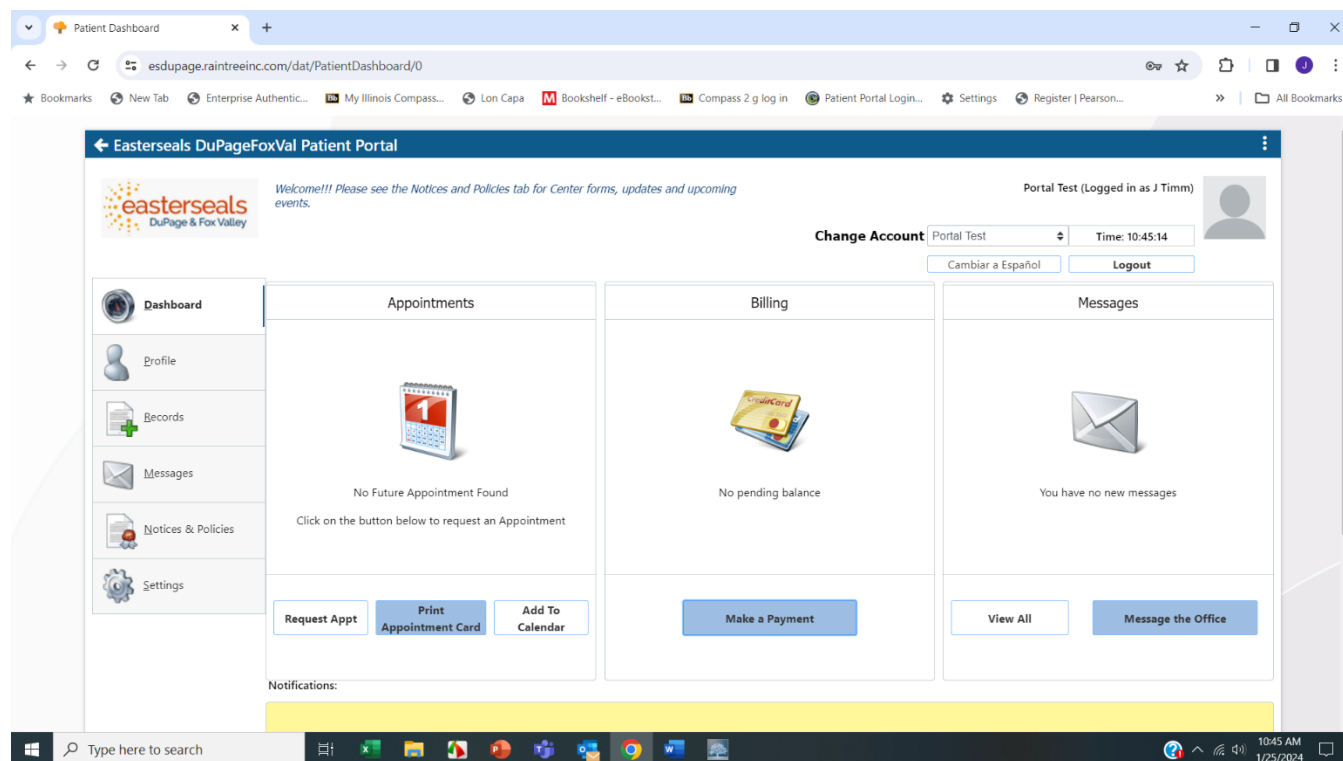
- Payment Amount: **0.00**
- Payment Method: A dropdown menu.
- Radio button selection:  Use a new payment method
- Text: Call Yolanda DeLuna for payment options 630-282-2028
- Pay Now button
- Manage Payment Methods link

The "Pay Now" button from the previous screen is still visible on the right side of the modal.

There is also a feature to set up a payment plan. Please NOTE: your plan must be approved by our Financial Services (Billing) Department after review of your proposal. Please contact Yolanda DeLuna at [ydeluna@eastersealsdfvr.org](mailto:ydeluna@eastersealsdfvr.org) with any questions.

### To send a secure message:

Go to the patient dashboard and click on Message the Office. (Please do not use this feature for urgent messages such as same day cancels.)



The screenshot displays the Easterseals DuPageFoxVal Patient Portal interface. The browser address bar shows the URL [esdupage.raintreinc.com/dat/PatientDashboard/0](http://esdupage.raintreinc.com/dat/PatientDashboard/0). The portal header includes the Easterseals logo, a welcome message, and the user's name "Portal Test (Logged in as J Timm)". The main content area is divided into three columns: "Appointments", "Billing", and "Messages". The "Messages" column shows "You have no new messages" and a "Message the Office" button. The "Appointments" column shows "No Future Appointment Found" and a "Request Appt" button. The "Billing" column shows "No pending balance" and a "Make a Payment" button. The left sidebar contains navigation links for Dashboard, Profile, Records, Messages, Notices & Policies, and Settings. The Windows taskbar at the bottom shows the time as 10:45 AM on 1/25/2024.

Next, type your message and then, Send.

The screenshot displays a web browser window with the URL [esdupage.raintreinc.com/dat/PatientDashboard/0](http://esdupage.raintreinc.com/dat/PatientDashboard/0). The page title is "Easterseals DuPageFoxVal Patient Portal". The user is logged in as "Portal Test (Logged in as J Timm)". The interface includes a navigation menu on the left with options: Dashboard, Profile, Records, Messages, Notices & Policies, and Settings. The main content area shows a "Message" composition screen with a text input field containing the placeholder text "Type your non-urgent message here! Thank you." and a "Send" button. The top right corner features a "Change Account" dropdown menu set to "Portal Test", a "Time: 10:47:34" display, and a "Logout" button. The Windows taskbar at the bottom shows the search bar and various application icons, with the system tray displaying the time "10:47 AM" and date "1/25/2024".

## **To access commonly needed forms and Center updates:**

From the home page of the Patient Dashboard, click on Notices and Policies. Select the information you want to view or print, and the document will open. These files are updated from time to time and include information regarding Special Events and Activities.

The screenshot displays a web browser window with the URL `esdupage.raintreinc.com/dat/PatientDashboard/0`. The page title is "Easterseals DuPageFoxVal Patient Portal". On the left, there is a navigation sidebar with options: Dashboard, Profile, Records, Messages, Notices & Policies (selected), and Settings. The main content area features a table titled "Notice and Privacy Policy Forms" with a column for "Edit" (represented by a wrench icon) and a column for the form names. The forms listed are: Attendance Policy, 2023 Giving Tuesday, Dashboard Introduction, 2022 Client Survey and Therapy Outcomes, Release of Information Form, Consent to Treat Minor Patient without Parent/Guardian Present, Client Family Handbook, Statement of Non-Discrimination, and 2024 Calendar of Events. A message at the top of the table area says "To open a form double click on entry in the list below." The Windows taskbar at the bottom shows the search bar and various application icons, with the system clock indicating 1:06 PM on 1/25/2024.

Edit	Notice and Privacy Policy Forms
	Attendance Policy
	2023 Giving Tuesday
	Dashboard Introduction
	2022 Client Survey and Therapy Outcomes
	Release of Information Form
	Consent to Treat Minor Patient without Parent/Guardian Present
	Client Family Handbook
	Statement of Non-Discrimination
	2024 Calendar of Events

## WE ARE PROUD OF OUR OUTCOMES!

According to our Client Family Survey conducted in Fall 2023:

Ninety-six percent of our clients are satisfied with the services they receive!

95.3% of our clients agreed that they will recommend us!

And, most importantly, 98.7% agreed that services resulted in positive changes or progress!

The average length of therapy programs is 1.8 years or ninety-four visits; variation by service type and diagnosis are shared below.

Diagnosis:	OT	PT	AT/ST
Cerebral Palsy	6.18 yrs. 320 visits	3.04 yrs. 158 visits	3.59 yrs. 187 visits
Sensory System and/or Attention Disorder	1.45 yrs. 75 visits	1.36 yrs. 71 visits	1.12 yrs. 58 visits
Congenital Malformation, Genetic syndrome, or chromosomal anomaly	2.31 yrs. 120 visits	2.12 yrs. 110 visits	2.54 yrs. 132 visits
Autism Spectrum Disorder	2.01 yrs. 105 visits	1.94 yrs. 101 visits	1.76 yrs. 92 visits
Developmental Delay	1.38 yrs. 72 visits	1.54 yrs. 80 visits	1.27 yrs. 66 visits
Speech-Language, Hearing and Feeding Disorder/Delay	.77 years 40 visits	--	0.98 years 51 visits
Neurological Disorder, including seizures	5.47 yrs. 284 visits	3.37 yrs. 175 visits	3.59 yrs. 187 visits
Musculoskeletal, Neuromuscular Disorder	0.69 yrs. 36 visits	1.77 yrs. 92 visits	--
Orthopedic condition/injury:	--	0.23 yrs. 12 visits	--
ALL:	1.77 yrs. 92 visits	1.95 yrs. 101 visits	1.58 yrs. 82 visits

Most clients continue to live at home, attend school, and participate in community activities while enrolled in our services. Our goal is to coordinate schedules and services to support participation and success in the child's natural environment both during the program and upon discharge.

Revised 8/06; Revised 1/07; Revised 6/07; Revised 11/08; Revised 9/09; Revised 3/10; Revised 7/10; Reviewed 8/11.  
Revised 4/13; Revised 1/15; 10/15; 8/2018; Revised 4/19; Revised 02/2022; Revised 08/23, 12/2023, 1/2024; 2/2025