

Welcome to North Bay Speech & Myofunctional Therapy
1321 South. Eliseo Dr, 1st Floor, Greenbrae
Jill Cochrane, MA, CCC-SLP, COM

Dear Valued Client,

Welcome to your treatment program to address your speech and/or orofacial myofunctional disorder. I would like to lay out the expectation for a successful relationship and excellent progress with your therapeutic goals to ensure things run smoothly without surprises.

1. **RATES-** Payment is due at the time of service. Superbill receipts may be requested at the end of each calendar month for all sessions paid in full with coding. Your insurance company will reimburse you, not North Bay Speech. You must keep a credit card (encrypted) on file to begin services with North Bay Speech. You will receive a link through my EMR “Jane” to accept payment. If you do not pay, North Bay Speech will run your card at the end of the month. You may use your HSA card.

Comprehensive evaluations \$400 w/written report

30 minute sessions \$100

45 minute sessions \$150

60 minute sessions \$175

Additional report writing to other providers \$175

2. **Cancellation Policy-** You must cancel 24 hours prior to your appointment or you will be charged for your missed session. If you or your child has a cold, we can do our therapy on Zoom as an option. Please consider using Zoom if family members are not feeling well in order to keep the clinic healthy. I do work with some medically fragile clients and do my best to prevent the spread of illness. Just email Jill at jill@northbayspeech.com if you need to move to Zoom therapy that day due to an illness. “Afterschool” regular therapy slots are highly sought after with a waitlist. If you miss multiple appointments (separate of a vacation), North Bay Speech can cancel your regular time slot and move you back to the waitlist. Please let Jill know when you will be away on vacation in advance.
3. **Vacation-** NBS closes annually during the week of Thanksgiving and week of Christmas-New Years. Otherwise, Jill will let you know in advance when she is taking vacation throughout the year. School vacations are “approved” time off (Ski Week, Spring Break, Thanksgiving, Winter Break) for all clients.
4. **After School Time Slots-** These highly sought over slots are yours once scheduled. We maintain a strict schedule for those time slots from August 15-June 15 (school year). During summer, due to camps and vacations the schedule is considered flexible (June 15-Aug 15) in regards to scheduling. This means you may have a different therapy time on varying weeks. We schedule the next session at the time of the appointment during summer sessions-no designated time slots.
5. **Adult Therapy-** Adult engage in bimonthly therapy for the most part. Sessions typically are scheduled during the hours of 9:00 am-2:30 pm or 6:00-7:00pm.
6. **Materials-** We use tools for some of the exercises in Myofunctional therapy. Jill will supply you with starter tools if you are doing in person sessions, For clients out of the region, Jill

can supply you with a list of materials to have on hand for the sessions. You are expected to bring your materials to each session.

www.myomadeeasy.com for extra myofunctional tools

7. **Home practice-** We are training our brain to learn new complex motor patterns during our myofunctional speech therapy sessions. Neuromuscular repatterning requires DAILY practice in order to allow the new skill to be an automatic process. A little everyday is required to develop new skills based on research principles of motor learning. What you learn in your session builds on the previous session. *If you don't practice consistently, it will not work and you won't see any progress.* When children attend sessions without practicing at home, the therapy is frustrating and boring for them. Parents please observe your child practicing in a common area of the home. Don't allow them to practice independently in their rooms. I have found kids age 14 and under need monitoring from their parents to ensure carryover. Adults are clearly motivated and just need to schedule their time accordingly to engage in daily practice.
8. **Child Therapy Sessions-** A parent should attend the therapy session with the child in order to understand the home practice and to help support it. Do not drop your child off and expect him/her/they to be independent. This is a team effort and I assure you this model works best. High school students are treated like adults and may attend independently. However, even high school students need daily reminders to complete their home practice. Parents are always welcome to attend sessions.
9. **Zoom Therapy-** Please face the natural light so your mouth may be illuminated. If this is not possible, use a desk light. Please have all materials on hand. The computer should be positioned so the entire face is in view. Make sure your feet are on the floor at a 90 degree angle. For child therapy, the parent should be sitting next to the child to keep them on task.
10. **Waiting Room-** Please walk in prior to your appointment and sit in the waiting room. Jill typically has back to back sessions and will greet you when she's finished with the previous client. There's a bathroom in the office and you're welcome to use it.
11. **Masking during Therapy-** The client cannot be masked for sessions as we are working with the orofacial complex. If you are uncomfortable with this, Jill recommends you stick to Zoom therapy sessions to ensure your safety. Jill is fully vaccinated and boosted and happy to show you her vaccination card.

I look forward to working with you or your child. Feel free to email me jill@northbayspeech.com or text me directly : 917-647-9374 with any questions or if you need to cancel your appointment.

Thank you,
Jill Cochrane, MA, CCC-SLP, COM
Speech-Language Pathologist
Certified Orofacial Myologist