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THE HSC HEALTH CARE SYSTEM  
The HSC Outpatient Center



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# OUTPATIENT FAMILY HANDBOOK



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# NOTES


## NOTES


# THE HSC PEDIATRIC CENTER

## Mission

The HSC Health Care System provides and coordinates innovative, high quality, community based care for individuals with complex needs and their families. HSC empowers all we serve to improve the quality of their lives.

## Organizational Beliefs

HSC supports individuals and families to maximize their potential. The following beliefs drive our work:

- A culturally diverse community is a strength.
- Inclusiveness for individuals, families, and staff promotes positive outcomes.
- Everyone should be treated with compassion and empathy.
- Our skillful, dedicated, and resourceful staff is key to our success.
- We must continually adapt to the changing needs of our community.
- Increased independence is an important goal for individuals and their families

## Values

Excellence | Service | Respect | Honesty  
Fairness | Commitment | Diversity

## OUTPATIENT PROGRAMS

We are a private, nonprofit rehabilitation and transitional care pediatric hospital. All of our outpatient services are tailored to enable the success of each child. Our clients range from infants to young adults up to age 21 with complex medical conditions. We make it easier for families to receive quality care for their loved ones and take pride in fostering a nurturing environment of family based care that enables those we serve to learn, play and grow, while receiving state-of-the-art therapeutic care and support. We offer a variety of outpatient programs including:

### Physical Therapy

Physical therapy helps your child move around and be as independent as possible, working on skills like rolling, crawling, sitting, standing and walking. Our physical therapists are trained in studying movement patterns to help your child learn or relearn motor skills for everyday activities.

### Speech-Language Therapy

Speech-language pathologists use fun and creative ways to teach your child to understand, problem solve, and communicate with the world around him/her. Many children who receive speech and language therapy may also need feeding and nutrition support through our feeding clinic.

### Occupational Therapy

Occupational therapy helps your child with daily activities like feeding, dressing and playing. We use fun and creative ways to increase your child's strength and coordination for tasks at home, school or play. Our therapists will create a plan designed for your child that focuses on one-on-one activities to improve quality of life.

## HELPFUL PHONE NUMBERS

### Same Day Appointment Cancellations

Bunker Hill, DC Location: 202-635-5580  
Lanham, MD Location: 301-560-3640  
Rockville, MD Location: 301-560-2286

### Scheduling

PT/OT/SLP Individual Therapy: 202-461-3701  
Equipment/AT Clinic: 202-635-6167  
Feeding Clinic: 301-560-2285  
Developmental and Behavioral Clinic: 202-635-3700

### Faxing Orders/Referrals

Therapy Orders: 202-635-6108  
Equipment/AT Clinic: 202-461-2695

**Finance & Billing:** 301-519-9200

**Health Information/Medical Records:** 202-635-6141

**Weather Line:** 202-635-6539

For a detailed list for support services for young people with disabilities, please go to:  
<https://hschealth.org/young-people-disabilities/locate-support-services>

## DIRECTIONS

HSC offers outpatient services at three (3) different locations for your convenience:

### Rockville, MD Location

#### Address

14995 Shady Grove Road, Suite 200, Rockville, MD 20850  
301-560-2286

*The outpatient entrance is on the second floor. You can take the elevators in the main lobby area when you first come into the building.*

#### Driving

The Montgomery County HSC Outpatient Center is located at the intersection of Blackwell Road and Shady Grove Road, across the street from the Hilton Garden Inn. You may use the parking lot behind the 14995 Shady Grove Road office building.

#### Taking the Metro

The closest accessible metro transportation is the Shady Grove metro station. You can take a taxi or rideshare service from the metro to the Outpatient Center.

## OUTPATIENT PROGRAMS

### Pediatric Psychology

Our team consists of child clinical psychologists who specialize in working with children, adolescents and young adults (ages 2-21 years) with coexisting medical conditions and mental health difficulties. Emphasis is placed on evidence-based evaluations and treatment interventions, family-centered care and regular consultation with medical providers, school staff, and others to coordinate the best care for your child.

### Developmental and Behavioral Clinic

When raising a child with developmental delays, you need strategies to last a lifetime. Our passion is to help families start on the right path – right away – with individual, hands-on support. The Developmental and Behavioral Clinic at The HSC Pediatric Center provides research supported services to children and adolescents 1 to 21 years of age.

Diagnostic and individual treatment include collaborative interaction between the interdisciplinary team (psychologists, speech-language pathologists, occupational therapists, and certified behavior analysts) to diagnose and treat concerns such as, developmental delay with behavioral concerns, intellectual disability, autism spectrum disorder, atypical speech and language development, and sensory integration/processing concerns.

# OUTPATIENT PROGRAMS

## Feeding Clinic

The Feeding Clinic combines medical, therapeutic and behavioral expertise while keeping in mind your child's sensory and nutritional needs as they develop. Our interdisciplinary feeding team works personally with you and your child to identify his/her needs and provide an individualized, comprehensive approach targeting his/her specific eating, swallowing and mealtime challenges. We provide an all-inclusive evaluation with a variety of follow-up or ongoing services.



# DIRECTIONS

HSC offers outpatient services at three (3) different locations for your convenience:

## Lanham, MD Location

### Address

4500 Forbes Boulevard, Lanham, MD 20706  
202-560-3640

*The outpatient entrance is on the first floor, to the left, when you first come into the building.*

### Driving

The Prince George's County HSC Outpatient Center is located in an office park near the intersection of Forbes Blvd and Martin Luther King, Jr. Hwy. You may use the parking lot located directly in front of the 4500 Forbes Blvd office building.

### Taking the Metro

The closest metro station to the Prince George's County HSC Outpatient Center is New Carrollton on the Orange line. From New Carrollton, take the F13 bus in the direction of Washington Business Park. Get off at the Forbes Blvd. and Senate Drive bus stop, which is located across the street from the building entrance.

## DIRECTIONS

HSC offers outpatient services at three (3) different locations for your convenience:

### Bunker Hill, DC Location

#### Address

1731 Bunker Hill Road Northeast, Washington, DC 20017  
202-635-5580

*The outpatient registration front desk area is straight forward just beyond the main lobby area of the hospital.*

#### Driving

The Bunker Hill HSC Outpatient Center is located at the intersection of South Dakota Avenue and Michigan Avenue across the street from a neighborhood park. There is limited visitor parking available in the hospital garage. There is also street parking available in front and behind the hospital as well as in the surrounding neighborhood.

#### Taking the Metro

The HSC Pediatric Center is located near the Brookland/Catholic University metro station on the Red Line. The HSC Pediatric Center has a shuttle bus running weekdays Monday through Friday approximately every 30 minutes from the Brookland/Catholic University and Fort Totten metro station from 6:15 AM to 12:40PM and 2:30PM to 7:00PM.

The R4 metro bus travels by The HSC Pediatric Center from the Brookland/Catholic University metro station. The E2 metro bus travels by The HSC Pediatric Center from the Fort Totten Metro Station, (Red Line). Take the E2 bus to the Center.

## OUTPATIENT PROGRAMS

### Constraint Induced Movement Therapy (CIMT)

Constraint Induced Movement Therapy (CIMT) is a treatment approach focusing on improving the function for a child who has limited use of one arm. Children who can benefit from CIMT include those with motor impairments resulting from neurological conditions such as: Cerebral Palsy, CVA / Stroke, Traumatic Brain Injury, or Brachial Plexus Injuries. A comprehensive evaluation will be completed prior to implementing CIMT and during therapy a child will wear a removable cast on their unaffected arm restricting the use of that arm.

### Aquatic Therapy

Also known as pool therapy, this activity provides support and helps your child gain strength and coordination in a calming and relaxing environment. If you are receiving aquatic outpatient services, your child should come to the appointment wearing his or her: bathing suit, and bring a change of clothes, a bath/beach towel, swim/waterproof diapers, a bag for wet clothing, and any special soaps and lotions your child uses. It's also encouraged to bring items your child likes to use in the pool such as goggles or water shoes.



## OUTPATIENT PROGRAMS

### Equipment Clinic

Our staff at the Equipment Clinic work to increase your child's independence through the evaluation and use of durable medical equipment (like wheelchairs) and orthotics (an artificial support or brace). Clinic staff evaluate your child's needs and bring together a team of healthcare professionals with state-of-the-art equipment vendors to offer one-stop support and services suited to your child. We also work closely with assistive technology and mobility staff to make sure your child gets the right mobility devices and technology to best fit the needs of your family.

### Orthotics and Prosthetics

Orthotics and prosthetics support or replace body parts that are not working well. Orthotics are devices, like braces or splints, that support or correct a part of the body. Leg braces and shoe inserts are examples of orthotics. Prosthetics replace missing body parts. Some prosthetics, like a prosthetic leg, are removable. Our specialists work closely with you every step of the way. We evaluate your child and together with you, create goals to increase your child's ability to function in everyday life.

### Assistive Technology and Power Mobility

Our healthcare team uses technology to help your child communicate, learn, play and interact with the people around them. We work with your child to identify the best mobility devices and technology to improve independence in the home, school and community. We begin with an evaluation to identify the devices that may be most useful for your child. After the evaluation, we may have your child come back to try different devices or for training. During that time your child can practice and we can make sure that we have made the best selection for your family.

## CONFIDENTIALITY AND ADVOCACY

### Confidentiality

As a patient/client of the HSC Health Care system, you have the right to have all personal and medical information treated in a confidential manner. HSC requires your informed and written consent prior to releasing any written or verbal information regarding your child/family to another outside agency or person. You have the right to look at and/or copy any of your medical records. HSC requests that you please respect the other individuals who attend our programs. Please refrain from discussing other individuals while you are in our lobbies, hallways, or other common areas.

### Witnessing Documents

It is HSC Pediatric Center's practice not to provide a witness to the execution of any legally binding documents.

### Ethics and Family Advocacy Procedure

The staff at HSC value and celebrate the unique dignity, differences and needs of each member and family which we serve. We work hard to ensure that quality of care is delivered according to our own high ethical and professional standards. If your child experiences a situation that is not resolved in talks with your treatment team, you have the right to file a complaint with our office. Contact the HSC Privacy Officer at 202-466-2145. By law, you will not be penalized for filing a complaint.

If you believe that privacy rights have been violated, you may file a complaint with our office or with the Secretary of the Department of Health and Human Services. To file a complaint with the Secretary, write to: 200 Independence Avenue, S.E., Washington, D.C. 20201, or call 1-877-696-6775.



# PATIENT/FAMILY RIGHTS AND RESPONSIBILITIES

- Request restrictions or limitations on the health information we use or give someone else about the patient/member/client for treatment, payment or health care operations;
- Request restrictions of sharing health information with your health insurer or for payment purposes when the service has been paid for in cash;
- Be informed of the option of organ/tissue/eye donation by Washington Regional Transplant Consortium.

## Patients and Caregivers/Families have the responsibilities to:

- Comfort and support the patient in the special way that only families can provide;
- Join with the healthcare team to ensure the best possible care, rehabilitation and discharge planning;
- Provide accurate information and to be available to the health care team either personally or by telephone;
- Voice any concerns to staff about the patient/member/client's care;
- Inform staff if you do not understand or cannot follow care instructions;
- Treat staff and other families in a considerate, courteous and cooperative manner;
- Take care your personal property and valuables;
- Arrange payment for all expenses not covered by the patient's insurance while receiving care by the HSC Health Care System.

# OUTPATIENT PROGRAMS

## Kids in Action

Kids in Action is an avenue for children with special needs to participate in structured social and physical activities in the community. Kids in Action provides athletic, social, and health based services, while continuing to focus on each child's goals and strengths. The program offers year-round adaptive sports and social events for kids with special needs, ages 4 and up in the DC area. The program is entirely free to all participants, and siblings are encouraged to participate in these events to increase sibling bonding. Kids in Action programs cater to any and all diagnoses/abilities, as necessary adaptations are made to accommodate specialized needs. Kids in Action sports include baseball, bowling, kickball, fishing, basketball, and soccer.

*For more information about Kids in Action, contact Robyn Winston-Cohen, CTRS, at [rwinston@hschealth.org](mailto:rwinston@hschealth.org) or 202-832-4400, x1448.*



## WHAT TO EXPECT

### Initial Visit

Your doctor has referred your child for services due to a concern with his/her development and sees potential for improvement. Our therapists will work with your child to assess his/her abilities and limitations. The results will determine the need and length of time for therapy. With these results and your input, the goals and frequency for therapy will be established for a specific amount of time before your child is discharged from services. This is called Episodic Care. A initial episode of care is approximately 12-16 weeks in length.

### Episodic Care

**Intensive:** (3-5 times per week)

recommended for a limited length of time and is best for children with immediate and complex needs.

**Frequent:** (1-2 visits per week or every other week)

recommended for children who need frequent therapy and are making continuous, steady progress and are at a critical period for skill acquisition.

**Periodic:** (1 visit per month or less)

recommended for children who show slower progress toward their goals, who do not lose skills and caregivers are able to safely carry out an established home program.

**Consultation:** (scheduled as needed)

recommended for children who achieve a functional skill slowly and need minimal direct intervention to address a NEW, immediate need.

Progress towards your goals is critical for your child to continue therapy. How long he/she receives therapy depends on progress. Discharge planning starts that first session with your therapist. Please refer to page 12 for more information on the discharge process.

## PATIENT/FAMILY RIGHTS AND RESPONSIBILITIES

The HSC Health Care System will ensure that all HSC patients/members/clients, and their families have their rights protected and are aware of their rights as well as their responsibilities. Patients/members/clients over the age of 18 years, who are mentally competent are considered to be decision-makers for themselves, but may seek parental guidance.

### Patients, Caregivers/Families have the right to:

- The most appropriate, planned and coordinated care that can be provided;
- Be treated with dignity, respect and courtesy;
- Receive care that supports your emotional, educational, and developmental needs;
- Receive all information necessary to make informed choices;
- Be told the names of the health care providers involved in your family's care;
- Receive clear answers to your questions and full explanation about all aspects of care and care coordination;
- Confidentiality;
- Receive services in a culturally sensitive environment;
- Expect appropriate quality care and services regardless of sex, race, religion, color, creed, ethnic origin, disability, sexual preference, gender identify or source payment;
- Participate in planning of care and/or refuse care;
- The assessment and effective management of pain;
- Have access to information in the health record;
- Request an electronic copy of the medical record;
- An accounting of disclosures;
- Request a change to the record;
- Be informed, in a timely fashion, of all expenses not covered by the patient/member/client's insurance that will be incurred by the patient/member/client's healthcare;

## GENERAL INFORMATION

### ~ CAFETERIA / FOOD LOCATIONS ~

#### Bunker Hill Outpatient Center

The cafeteria is located on the “B/P1” level of the hospital. Both cash and credit cards are accepted as payment methods. The cafeteria is open Monday through Friday for the following mealtimes:

- Breakfast from 7:30 - 9:00AM
- Lunch from 11:30 -1:30PM

#### Lanham Outpatient Center

There are no food establishments on site. Nearby restaurants on Martin Luther King Boulevard include Chic Fil A, Chipotle, Buffalo Wild Wings, Starbucks, and Panera Bread.

#### Montgomery County Outpatient Center

There are no food establishments on site. Nearby restaurants on Shady Grove Road include Chipotle, Cheeburger, Mamma Lucia, Dunkin Donuts, Starbucks, and Smoothie King.

## WHAT TO EXPECT

### Plan of Care

A plan of care and goals are developed for every person receiving therapy services and is based on the results of the evaluation with your input. Your feedback and participation in the plan is very important. If your child is receiving more than one service, he/she will be assigned a primary therapist to help you communicate with the team and team goals will be created. Your physician will receive progress reports and you will receive feedback on your child’s progress on a regular basis.

### What You Can Expect

You and your child can expect professional, courteous, and respectful behaviors from all HSC staff. Activities and exercise instructions for home will be created to help your child progress as quickly as possible and can be provided in a written and/or verbal format.



# DISCHARGING FROM SERVICES

## What can I expect from the discharge process?

We will begin discussing discharge on your very first visit to HSC. Your child's discharge will be part of a process of planning that includes providing you with activities to maintain skills, resources in the community, and connections to other agencies or services as needed. You can expect a discharge report with a summary of progress towards the goals that were developed.

## A client may be discharged from therapy services for the following reasons:

- All goals are met
- The client moves away
- The client or caregivers refuse all or part of the plan of care
- The services required cannot be provided by HSC
- Progress towards goals is no longer being made
- The referring physician no longer wants services to continue
- Excessive absences
- Changes to your insurance coverage

# GENERAL INFORMATION

## Personal Possessions

Please keep your personal property with you at all times. The HSC Pediatric Center is not responsible for lost items. If you feel you have lost an item after a therapy appointment, please call the front desk at the location you receive services.

## Restrooms

Restrooms are available at each location. Please ask the front desk staff or your therapist to guide you to the nearest available one.

## Smoking

Smoking is not permitted on the grounds of any HSC facility.



## GENERAL INFORMATION

### Pay My Bill

HSC accepts most insurance plans and Medicaid, as well as private payment. We provide care to our patients and families regardless of their ability to pay. If a patient does not have insurance, we can help get coverage or financial support. We offer payment options by phone or mail, and can accept cash, checks, money orders or Visa and MasterCard credit cards.

**To pay your bill by phone:** For this payment option, speak with our patient accounting representatives, Monday through Friday, 8am to 4pm, EST, by calling 301-519-9200.

**To pay your bill by mail:** Checks or money orders should be addressed to The HSC Pediatric Center and mailed to the address stated on the bill. Please include the account number or the guarantor number on your check or money order.

### Financial Assistance

HSC offers a financial assistance program to persons that have healthcare needs and are not able to pay for healthcare services. Patients are encouraged to communicate with the business office if they do not have healthcare benefits or qualify for government programs that would cover the cost of medically necessary services.

If you think you may be eligible for financial assistance, application forms are available at the registration areas or you may download at the website [www.hschealth.org/medical-programs-therapy/financial-assistance-program](http://www.hschealth.org/medical-programs-therapy/financial-assistance-program). Eligibility for assistance is based upon income and resource verification. If you have questions, please call 202-635-6544. If you need help in another language, please call 1-877-715-0110.

## YOUR TEAM

**Primary Therapist:**

**Occupational Therapist:**

**Physical Therapist:**

**Speech-Language Pathologist:**

**Dietician:**

**Psychologist/ABA Therapist:**

**Durable Medical Equipment Provider/ Orthoptists:**

**Clinic Therapist:**

## GENERAL INFORMATION

### Attendance and Cancellation Policy

Progress towards your child's goals is very important and depends on consistent attendance and follow through. If your child is unable to attend his/her regularly scheduled appointment, please call the front desk at the location you receive services (see page 25 for phone numbers). Inconsistent attendance and/or poor timeliness to treatment sessions may result in being discharged from services at HSC.

### Emergency Situations/ Advance Directives

HSC Outpatient Clinics do not honor "no code" or "do not resuscitate" orders. If there is an emergency, 911 will be called and CPR performed by certified individuals. Only pertinent information will be provided to the EMT responding to the call. Please let us know if you have questions regarding our policy.

### Changes to Information

If you or your family experience changes to the following, please let us know immediately so we can keep your services running smoothly:

- Address/phone number
- Emergency information (phone numbers, contact person)
- Family status
- Insurance information
- Medical information (allergies, surgeries, illness, etc.)

### Personal Portable Health Information

Portable health profiles are typically offered by your insurance company and are a way for you to access and organize the personal health information for you and your family.

## GENERAL INFORMATION

### Fees/Insurance

All therapy services are provided by qualified, licensed therapists. Insurance companies or other agencies are billed for therapy services. During the registration, you will sign consent to allow HSC to release necessary forms to your insurance company or other payers to justify payment for services. Patients/caregivers should verify with their insurance if an authorization and/or referral is necessary to access services at The HSC Pediatric Center. If required by insurance, patients will need the authorization and/or referral *before* their scheduled appointment. If you have questions about your insurance, please call 301-519-9200 to speak with our Billing office.

The HSC Pediatric Center accepts the following health plans:

- Aetna
- Amerigroup
- AmeriHealth Caritas District of Columbia
- Blue Cross Blue Shield
- District of Columbia Medicaid
- Health Services for Children with Special Needs, Inc. (HSCSN)
- Kaiser Permanente
- Maryland Medicaid
- MedStar Family Choice DC
- TRICARE
- Trusted Health Plan
- UnitedHealthcare