



Please remember that we would like you to call us as soon as you know your child will **not** be able to attend their scheduled therapy appointment. We would like 24 hour advance notice, but understand that emergencies and illnesses happen at any time. We also appreciate notice if you will be late to your appointment.

Below are the numbers to our therapy office by location. Please contact the office that you are scheduled at if your child is unable to make their therapy appointment

Ankeny: 515-963-7924

Des Moines:
515-241-8550

West Des Moines:
515-225-6212

The friendly front office staff will be more than happy to assist you with cancelling your child's appt.

Read All About It!

This issue of Connections contains many important reminders. There's even a chance to win a gas card! Please keep reading for this helpful information!

Winter Weather Policy

Winter is approaching and we know the weather can be crazy here in Iowa at times. We would like to remind you of our winter weather policy for Blank Pediatric Therapy.

Our Blank Pediatric Therapy Clinics (Ankeny, Des Moines, and West Des Moines) will remain open regardless of weather related school closings, late starts or early outs. In the rare event of extreme weather, please check local TV channels and the Blank Children's Hospital Facebook page. Please make the best decision for you and your family depending on weather and driving conditions in your area regarding coming to therapy sessions. Please call the clinic to cancel your appointment if you are unable to make your appointment. We want to provide the best care for our patients and families, while making sure everyone is safe during these winter months.

Enjoy this winter season!

Blank Children's Hospital Pediatric Therapy Holiday Closings

Blank Pediatric Therapy will be closed for the following holidays this season. We hope you enjoy the time with your family and friends.

Happy Holidays!



Thursday, November 24-Thanksgiving Day
Friday, November 25
Monday, December 26th
Monday, January 2nd, 2017

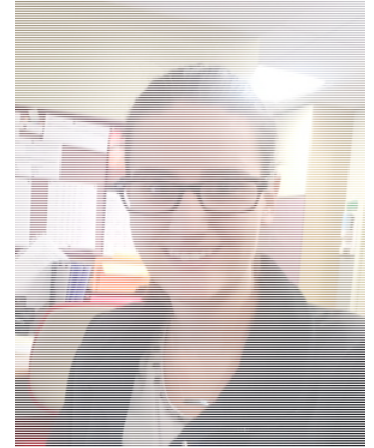




Laura is the newest member of our scheduling team. She works at our downtown office. Prior to joining our team, Laura worked at Iowa Bankers Insurance and Services. She lives in Des Moines and has 2 grown children and 4 grandchildren. Laura enjoys spending time with her family, grandchildren, and traveling.

Cindy is a financial counselor and scheduler who currently works in our downtown office. She has enjoyed working in the Blank Pediatric Therapy department at our Des Moines and West Des Moines clinics for 12 years now. Cindy lives with her husband, Bob, in Urbandale. They have 3 grown children and 6 grandchildren. Cindy and her husband enjoy every moment of being a grandparent.

Tess is our financial advocate in our downtown office. She is a huge Hawkeye fan and graduated from the University of Iowa in May. Tess plans to go back to school to become a speech language pathologist. She has two brothers, two sisters and a sister-in-law. Tess enjoys spending time with her family and cheering on her younger sister at her swim meets. Tess ran her first half marathon this fall at the Des Moines Half Marathon as a fundraising opportunity for Blank Children's Hospital.



Kristen is a financial advocate at our West Des Moines office. She joined our staff at the beginning of 2016. Kristen graduated from Buena Vista University with a degree in Human Services/Psychology. She currently lives with her husband in West Des Moines. Kristen enjoys reading, rock climbing at Climb Iowa, hiking, ice skating, painting and spending time with her family and friends.

Mollie is a financial advocate in our Ankeny office. She recently graduated from Iowa State University with a Bachelors in Biology and minor in Kinesiology. She plans to attend school in the next year to receive a degree in physical therapy with interest in women's health. In her spare time, Mollie enjoys playing softball, volunteering in the community, skiing, hiking, and traveling. She also enjoys running and just finished her first half marathon this fall.



Should I keep my child home or send them to therapy?

Cold and flu season is upon us. We know there are times when you or your child(ren) may be sick or catch a cold. You may wonder if you should send your child to therapy or keep them home. We appreciate your dedication to therapy, however we understand there are days that it may be best for you, your child, or other children to stay home, recover, and cancel therapy for the day. Therapy can be hard work, and when your child is not feeling well, they may not participate or benefit as much from the therapy session. We want everyone to stay as healthy as possibly.

Please call to cancel therapy if your child has any of the following symptoms:

- * a fever or has had a fever over 100.3 degrees within the last 24 hours
- * was kept home from school that day or has a doctor's appointment for illness scheduled
- * has had diarrhea or vomiting within the last 24 hours
- * has tonsillitis or strep and it has been less than 24 hours since starting antibiotics
- * Please do not bring a sibling or adult to the clinic with any of the above symptoms
- * See our *Return to Therapy* policy for other illness and answers for when to return to therapy

Thank you again for your dedication to therapy and helping us to keep everyone safe and healthy this winter season!

Check In and Check Out Policy

As you may have noticed, we have a new check in and check out policy. You may be wondering why we started this.

It is important that you check in each time you arrive to your therapy appointment so that staff knows you are present. This will help your therapy session start on time.

As part of the check in process front desk staff are verifying your address, phone numbers and insurance information at the beginning of each month.

We have started the check out procedure to ensure that your child's therapy schedule is up to date. This is a time you can cancel your next appointment if you know you will not be able to attend and reschedule if possible.

This ensures that we have all of your information correct. Thank you for your participation.