

**St. Luke's Hospital  
Children's Specialty Services  
Parent Information and Frequently Asked Questions**

**How do I reach the program staff if I have a question or concern?**

<b>Children's Treatment Program</b>	<b>369-8728</b>
<b>Adolescent Life Program</b>	<b>369-8535</b>

Our typical program hours are 10:00 am – 5:30 pm. If we do not answer the phone please leave a message on our confidential voicemail.

**My child is going to start in one of the programs soon. What can I expect?**

While in the program you can expect to be a part of the program team. Your child will bring home a home sheet every day. This will provide you with the opportunity to give the staff feedback on how your child has done at home. For our younger children there is also a space for their classroom teacher to give feedback. You can also call us and talk to us directly about any questions or concerns.

Our program runs Monday through Friday from 2:30-5:30 pm (except during the summer and school breaks when we run our program from 9:30 am -12:30 pm). Typically kids are in our program for about 6-8 weeks.

We expect that all children are picked up by 5:30 pm each day. If for some reason you are unable to pick your child up in time please contact us so that we can assist you in finding other means of transportation.

**What if my child is out of control at home?**

If you feel your child is at risk of harming him/herself or others you should follow these steps:

- If during our normal operating hours you may call the program staff for help or advice on how to proceed.
- If the crisis occurs before or after program hours you may call the Juvenile and Family Assistance and Stabilization Track (J-FAST) at 319-362-2174. A flyer with more information is attached in the packet.
- If you feel there is an imminent safety risk, you may take your child to St. Luke's Emergency Department for an evaluation to determine if they need to be admitted to our inpatient Child/Adolescent Unit.
  - If you need assistance transporting your child, because of a safety concern, you may contact the police department for assistance.

## Tell me about confidentiality while in the program.

It is important that we have a safe and trusting environment. Information that is shared in the Children's Specialty Services needs to remain confidential. Outside of the program, communication between participants is discouraged and discussion of specific issues is prohibited.

While in the program the following must be followed:

- No exchange of phone numbers
- No social networking or email (this includes Facebook, Twitter, MySpace, texting, email, cell phones, land lines etc.)
- If we find that your child is communicating with fellow participants the following will occur:
  - Staff will meet with the youth and the parent and review the policy.
  - If it happens a second time dismissal may occur.
- All electronic devices must be turned off or turned in each day.

## Will my insurance pay for this program?

Most insurance companies will pay for our programs under the Mental Health benefits. Medicaid/Title 19 also pays for the programs. It is important for all parents to realize that although we will check the benefits of your insurance, it is your primary responsibility to monitor your coverage and verify the benefits. Please be advised that certifications and benefits disclosures are not a guarantee of payment from your insurance company.

## How will I know if the program is cancelled as a result of bad weather?

**If Cedar Rapids School District cancels or dismisses early for *weather related reasons*, then we will NOT have programming.**

Always use discretion before traveling with or sending your child to programming. If you have any reservations please contact us and we can make the best determination together given your situation. Please make sure that your child is dressed appropriately for the weather.

## What if my child is sick or unable to attend program?

Please do not send your child if they are experiencing fever or if they are ill. We prefer that your child be symptom free for 24 hours before returning to group. Please contact us to let us know that your child is ill and will not be attending programming.

We expect that your child will attend the program on the days they are scheduled. If they are unable to attend programming please call the staff to excuse them. If a child has frequent absences staff will meet with parents to determine if this is the appropriate placement for your child.

## What if my child has a school activity while they are attending a Children's Specialty Services program?

If your child has a special event or school activity that conflicts with our program, please let us know. We do not want your child to miss out on these special events.

## What if my child needs to take medication during program hours?

We have nurses on staff who can administer medications during program hours. It is very important to us that a parent or legal guardian bring in the medications in to the program. We will contact the administering doctor to verify the prescription. **We do not keep over the counter medications such as Advil or Tylenol in our programs.**

## What if I have a grievance or complaint about the program?

If you have any type of question or concern about the program we want you to feel comfortable contacting us so that we can correct the problem. If you have discussed the issue with the program staff and you still do not feel you have the problem resolved, you may contact Carol Meade, Manager, at 368-5587 or [meadecs@crstlukes.com](mailto:meadecs@crstlukes.com) . If you continue to have concerns you may contact the patient relations office at 369-7710.

## I still have questions. Who do I call?

<b>Children's Treatment Program</b>	<b>369-8728</b>
<b>Adolescent Life Program</b>	<b>369-8535</b>
<b>Craig Meskimen, Manager</b>	<b>558-4900</b>