



CLIENT

Welcome Packet



+269-203-7394



connect@risetherapyandwellness.org



8599 N. 32nd St. Suite 104
Richland, MI 49083

WELCOME

Valued Client,

We are a health, wellness, and education company that strives to enhance the lives of our clients and community. Our team has created a comprehensive resource to introduce you to our clinic, services, policies, and staff.

We believe that everyone should have access to quality healthcare, and we are committed to providing our clients with the highest standard of care. Our policies are designed to ensure that our clients receive the care they need in a safe and comfortable environment. We understand that every client is unique, and we work closely with each individual to develop a personalized treatment plan that meets their specific needs.

Our staff is made up of highly trained and experienced professionals who are passionate about helping our clients achieve their health and wellness goals. At our clinic, we believe that education is key to achieving optimal health and wellness. That's why we offer a variety of resources and educational materials.

We are committed to making a positive impact on our community, and we believe that everyone deserves to live a healthy and fulfilling life. We look forward to serving you and helping you achieve your health and wellness goals.

Respectfully,

Marie Bell, OTRL
Occupational Therapist, CEO, Owner



ABOUT US

Founded in 2020 and based in Richland, Michigan, Rise Therapy & Wellness is dedicated to enhancing health, wellness, and education outcomes for people of all ages and backgrounds in our community.

OUR MISSION

We are dedicated to increasing the accessibility of services that enrich the health, wellbeing, and quality of life of our clients and the community. We do this by: passionately focusing on caring for our clients; caring for the whole person, and investing in our team.



OUR SERVICES

- Occupational Therapy
- Wellness & Health Maintenance Services
- Rise Sports & Rise Camps
- Caregiver, School, Daycare Support
- Certified Aging in Place (CAPS) Evaluations
- Sensory Room & Policy Design
- Professional Development & Staff Trainings

OUR VALUES

Respect: learning to accept yourself and others to elicit safe and healthy relationships

Integrity: allows for intrinsic motivation to live a fulfilled, authentic, life

Safety: Feeling safe, stable, and secure is fundamental to one's well being

Empower: ourselves and others to live strong, healthy, and intentional lives

HOURS OF OPERATION

- Monday - Friday, 7:30 am - 6:00 pm
Hours may vary based on provider availability
- Saturday- 7:30 am - 3:00 pm
Hours may vary based on provider availability

CONTACT INFORMATION

- Phone: 269-203-7394
- Fax: 269-359-3710
- Email: connect@risetherapyandwellness.org
- Address: 8599 N. 32nd Street
Suite 104, Richland, MI 49083

WIFI & SOCIAL MEDIA

- Internet Network: Rise Public
Password: Rise1234
- Social media: @risetherapyandwellness
- Client Portal: Simple Practice; App available for Apple & Android - "Search Simple Practice Client Portal"
- Website: www.risetherapyandwellness.org



WHAT TO EXPECT



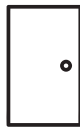
INITIAL EVALUATION/SESSION



Phone call to determine eligibility and schedule initial evaluation.



First appointment: 60 minutes with client. Clients under age 18 require a caregiver to attend initial appointment.



Therapist will greet you at the door and provide a tour of the facility. We are a shoe free facility. You may bring indoor shoes or non slip socks.



A structured discussion on strengths and areas of concern to establish therapy goals.



Clinical observations, standardized assessments, and client/caregiver collaboration to identify abilities and support goals.



- The occupational therapist will score assessments and complete an initial evaluation report and will review it with client/caregivers at the following session.



- A copy of the report will be sent to the primary care physician for signature and sign off on the plan of care



- Client's can access all relevant documentation utilizing the client portal via Simple Practice

PLAN OF CARE BASICS

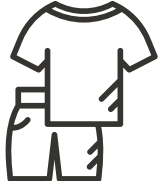
- Weekly, 45 - 60 minute sessions
- Number of visits: 12 visits or 90 days, then a re-evaluation is performed to determine progress towards goals and need for further services

WEEKLY TREATMENT SESSIONS

- There are five treatment spaces where therapists and their clients switch rooms weekly.
- Our facility is family-friendly, promoting caregiver and family engagement.
- Tailored strategies, tools, and guidance for home, school, and community settings.

APPOINTMENT DETAILS

REMINDERS



- Dress comfortable



- Shoe free facility
- Indoor shoes or nonslip socks encouraged
- Barefeet permitted



- Avoid excessive jewelry & heavily scented products



- Bring water bottle

- Family friendly
- Caregiver involvement
- Parents may join or wait in vehicle



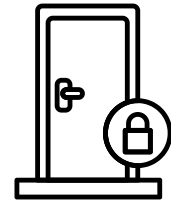
- Monitored by Ring security cameras outdoors & indoor vestibule



- Dog on duty, name: Marley
- Breed: Golden-doodle
- Hypo-allergenic
- Contact our office if you prefer dog In office



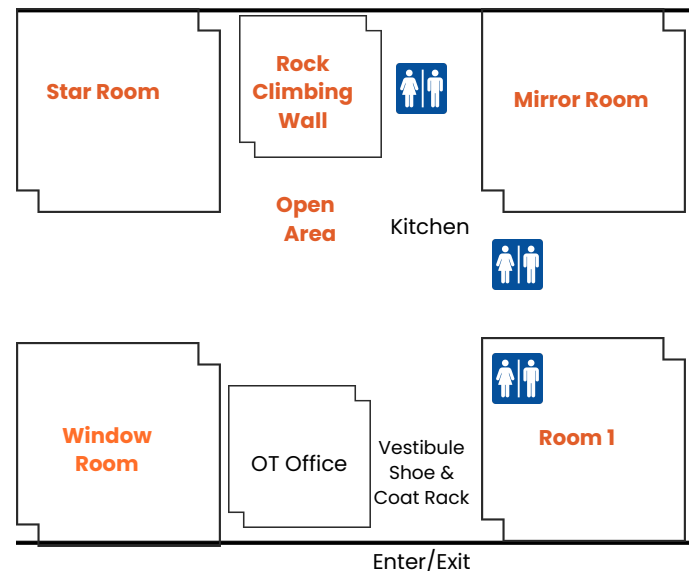
- Locked facility with Ring camera doorbell
- Therapist will greet you at front door at appointment time



WEEKLY APPOINTMENTS

- Weekly appointments scheduled for same day and time
- 45 - 60 minute sessions
- Individualized treatment sessions
- 5 treatment spaces - rotate weekly
- Caregiver involvement encouraged
- Strategies for home practice in-between sessions.
- Caregivers may join sessions or wait in their vehicle
- Caregivers, clients, and therapists can communicate outside of appointment time via HIPPA compliant messenger through the Simple Practice app or email your therapist directly.

TREATMENT SPACES



MEET OUR TEAM

All practitioners are licensed to practice in the state of Michigan and through a national accreditation. We value the diversity of our team and have established a village of talented individuals to serve our community. Each member of our team brings a unique perspective and skillset to our practice.

LEADERSHIP



Marie Bell, OTRL

Occupational Therapist, CEO, Owner
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Tina Galer, OTRL

Occupational Therapist, Manager
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Kelsey Scott

Clinic Coordinator
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OCCUPATIONAL THERAPY



Hannah Antilla, OTRL

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Cassie Jennings, OTRL

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Daneel Bowker, OTRL

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Karen Chemler, COTAL

Occupational Therapist Assistant
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Liz Eves, OTRL

Occupational Therapist
liz@risetherapyandwellness.org



Brandon Morkut, OTRL

Occupational Therapy Consultant

OTR® & COTA® = NBCOT Board Certified
OTR/L & COTA/L = Licensed by State of Michigan



BUSINESS POLICIES

Cancellation Policy

- All cancellations must be submitted 24 hours prior to your scheduled appointment.
- Clients may be responsible for a **\$50 cancellation** if cancellations are made in less than the required 24 hour advanced notice and/or without contacting the office.
- This fee will be billed directly to the client for each discretion and not their health insurance company, as medical insurance does not cover cancellation fee.

Attendance Policy

Attendance and participation in therapy along with complete compliance with any associated home programs, are essential for therapeutic success. If you fail to appear for an appointment without providing the appropriate advance notification for 2 or more appointments within 30 days, the office will reserve the right to cancel all pending appointments and/or place the client on a waiting list. The client's primary care physician will be notified of non compliance with the established plan of care.

Insurance & Billing Policy

- It is the responsibility of the client/caregiver(s) to be aware of the benefits outlined in their specific insurance plan, including coinsurance/copay and deductible amounts if applicable.
- Rise Therapy & Wellness is not accountable for these costs determined by the insurance carrier. If coverage is denied, you may be required to cover the expenses for the care, including any evaluations.
- We accept a variety of commercial and Medicaid insurance plans, as well as a cash fee for individuals without insurance or those whose benefits are depleted.
- Payments can be made online through the client portal or in person by check, cash, or credit card.

Insurances Accepted

- Medicaid
- Blue Cross Blue Shield
- Priority Health
- Priority Health Medicaid
- UMR
- Meridian Medicaid
- McLaren Medicaid
- United Health Care Medicaid
- Aetna Medicaid
- Molina Medicaid
- Meritain Health
- TriCare
- Blue Care Network
- Cigna

**Insurance is subject to change; please contact your insurance company and/ or our office to determine if services are covered.*

FREQUENTLY ASKED QUESTIONS

What is occupational therapy?

Occupational therapy is a healthcare profession focused on helping individuals achieve independence and improve their ability to perform daily activities through personalized interventions and strategies.

Who can benefit from occupational therapy?

People of all ages with physical, sensory, or cognitive challenges can benefit from OT. This includes children with developmental delays, individuals recovering from injuries, people with chronic illnesses, and elderly individuals experiencing age-related issues.

What does an occupational therapist do?

Occupational therapists assess individuals' needs, develop personalized intervention plans, and work with clients to improve their abilities to perform daily activities. They may use exercises, activities, adaptive equipment, and environmental modifications.

How is occupational therapy different than physical therapy?

While both OT and physical therapy (PT) aim to improve individuals' health, OT focuses on helping people perform daily activities and tasks, while PT primarily focuses on improving movement and physical function.

What type of activities are involved in occupational therapy?

OT activities can include exercises to improve strength and coordination, training in the use of adaptive equipment, strategies for managing daily tasks, cognitive exercises, and activities to enhance social participation.

What conditions or diagnoses benefit from occupational therapy?

OT can help with a wide range of conditions, including stroke, arthritis, autism, cerebral palsy, spinal cord injuries, mental health issues, developmental delays, and more.

FREQUENTLY ASKED QUESTIONS

Do I need a referral for occupational therapy?

A referral from a doctor or healthcare provider is necessary. Most insurance companies mandate referrals, and all care plans are approved by the referring provider.

How often and how long are my appointments?

Sessions are 45 minutes and typically occur weekly, at the same day and time each week.

What should I expect during my first occupational therapy session?

During the first session, the occupational therapist will conduct an assessment to understand your needs, challenges, and goals. This may involve interviews, observations, and standardized assessments. The therapist will then develop a personalized intervention plan.

Do caregivers sit in on sessions?

A caregiver is required for the initial session. You have the option to either join the session or relax in the car – choose what suits you and your child best, based on the goals in occupational therapy.

Can siblings and extended family members join the session?

At Rise, we aim to prioritize family and inclusivity, allowing you to bring other children along. Please be mindful that extra people might cause distractions and add complexity to the session. Trust your judgment as you know your children and what suits them best.

How long will I be in occupational therapy?

The duration of OT varies based on the individual's needs and goals. Some may need short-term therapy to recover from an injury, while others with chronic conditions may require long-term support. Progress notes are completed every 12 sessions or 90 days to determine continued plan of care.

FREQUENTLY ASKED QUESTIONS

Does insurance cover my occupational therapy sessions?

Many insurance plans cover occupational therapy services, but coverage can vary. It's important to check with your insurance provider to understand the specifics of your plan and any requirements for coverage.

Is there a private pay or cash option to pay for sessions?

Certainly, there is a private payment option available for evaluations, weekly treatment sessions, and consultative services. For further details, please refer to our billing and payment document or reach out to our office.

How does occupational therapy support mental health?

OT can support mental health by helping individuals develop coping strategies, improve time management and organization skills, engage in meaningful activities, and enhance social participation.

Why is my child playing?

Play is a child's primary occupation. Occupational Therapists (OTs) promote child-led play to foster internal motivation for learning and acquiring new abilities. Engaging in sensory play is crucial for a child's growth, enabling them to interact with and understand their surroundings. Play may seem chaotic and disorganized, yet it imparts essential life skills and the capacity to start and finish meaningful activities.

What can I be doing at home?

Occupational therapy goals met in the clinic, aim for safe, independent living at home and within the community. To enhance outcomes, clients and caregivers should engage in additional reading and research, practice at home, and actively participate in the care plan.

INCLUSION POLICIES



DIVERSITY & INCLUSION STATEMENT

At Rise Therapy & Wellness, we believe that diversity and inclusion are fundamental values that drive our success and shape our culture. We are committed to fostering an environment where everyone feels valued, respected, and empowered to bring their authentic selves to work.

We embrace diversity in all its forms, including but not limited to race, ethnicity, gender, age, sexual orientation, religion, disability, and socioeconomic background. We recognize that our differences make us stronger, fuel innovation, and enable us to better serve our customers and communities.

We are dedicated to cultivating a culture of respect, empathy, and understanding. We reject discrimination, bias, and prejudice in any form and are committed to providing a safe and inclusive space for all. We continuously educate ourselves, challenge our own biases, and hold ourselves accountable for creating an environment that celebrates diversity.

LGBTQ AFFIRMING PRACTICE

Our goal is to establish a welcoming atmosphere where you can be yourself, love who you love, and live without the fear of discrimination, violence, or harassment based on your gender identity or sexual orientation. We strive to provide a secure space where everyone feels valued and respected.

NEURO AFFIRMING PRACTICE

Our practice places importance on neurodiversity, recognizing that people possess exceptional skills and ways of engaging with the world that are not regarded as shortcomings. We embrace this diversity and believe that it is a natural and essential aspect of humanity. Our team understands that everyone possesses distinct strengths, needs, and abilities, which we celebrate and incorporate into our practice.
