

Kati (interview)

started by asking friends then go through healthcare provider or pediatrician
add testimonials?

important to get on their appointment calendar
check availability button?

website: philosophy, history, experience, APPOINTMENT SCHEDULER
check availability button?
Clinicians experience
Appointment scheduler

I prefer to call if we're establishing something new
Anna *Phone # prominent*

Gender of therapist? I don't think I would have a preference to be honest

Device preference? It's a combination but I definitely start with my phone because my phone is on me.
Anna
Provide initial paperwork...

I do want to ask them questions such as where is the paperwork that we have to fill out before, how long should we allow for the appointment, where do we go
Provide initial paperwork...

I prefer in-home or office. Definitely not virtual. I just don't do virtual.
Anna

Resources- Anything simple is great. Short videos are nice, but I still like to read some of the information too. Empathetic
Video tutorials?

followed up by looking at therapist's website

Is accepted insurance helpful? Oh yes, 100%. Those are game changers
include insurance affiliates

At first, I was overwhelmed and didn't know where to start.
we went to our pediatrician who helped a lot and explained the process very well. I felt more at ease after I spoke with the clinic. They really knew what they were talking about and helped put my mind at rest.
Anna

Stef (interview)

the first process would probably be going through our insurance provider and seeing who is provided through our insurance first and foremost.

looking at their websites and trying to find other reviews about the therapist or services.

I personally like to just pick up the phone and call but I also don't mind setting something up online or looking online for a questionnaire or paperwork and then actually speaking to somebody.

Preferred device? I am on my computer a lot just for work. My phone is definitely 2nd as far as looking up stuff.

I think it's very helpful to see what the clinic is all about. See what services are actually provided. As much information that you can get from the website I think is always beneficial. Pictures are great. Video, pictures, visual stuff is always an added bonus on a website.

So if there was a video right there to remind you specifically of how to do things and what to do, like how many times and when. Yes, that would be incredibly beneficial.

Like having markers to be able to know how we're progressing, would be very helpful
Progress reports?

Andy (interview)

I first went to the pediatrician and expressed my concerns. He then referred us to a couple of clinics. I researched each one online and also looked at others from google who had good reviews.

The clinic I went with had a bunch of information about the therapists and I liked that. Pictures of the therapists? Yeah, but I don't really find that all important. I guess it helps make them more personable.

I called each of the clinics and went with who I thought was the best fit and most knowledgeable.

When I spoke to the person on the phone, they were able to provide me with details about the process, what insurance they are affiliated with, how long to expect the evaluation to take, and how they will measure her progress.

Essentially, I went with another clinic that had good reviews and their website was easy. They even had information about my concerns on the site so I sort of knew what to expect.

I was a little worried at first since I didn't know very much about speech delays and speech therapy and where to start. After looking up and talking with the clinic we ended up going with, I felt good about our decision.

Exercises to do with her at home were super helpful.

Oh and a list of insurance providers. I didn't want to waste my time calling if they weren't providers of our insurance.

Leslie (survey)

Looking for services: google, doctor, other parents, look online

Did you look at the website? Yes

Important info on the website: services offered/specialties, testimonials, therapist info, insurance, parent resources

Preferred booking: online

Types of resources: information about the speech/lang delay, video or pdf resources explaining how to work with your child at home

Poor experiences with websites: Too many clicks, and too much info to input for an appointment

Preferred therapy: in-home or office

Tracy (survey)

Looking for services: google, doctor, developmental pathways

Did you look at the website? Yes

Important info on the website: services offered/specialties, testimonials, therapist info (including pictures), insurance, parent resources

Preferred booking: phone, email, in person

Types of resources: information about the speech/lang delay, video or pdf resources explaining how to work with your child at home, community resources

Poor experiences with websites: Unable to find address and/or phone #, not enough info about staff experience or training, unable to speak with an actual person

Preferred therapy: in-home only

Sarah (survey)

Looking for services: word of mouth, teacher suggestion, agency

Did you look at the website? Yes

Important info on the website: services offered/specialties, testimonials, therapist qualifications, insurance, parent resources

Preferred booking: phone, online, email

Types of resources: information about the speech/lang delay, community resources

Poor experiences with websites: None

Preferred therapy: in-home or teletherapy

"Finding a SLP person to come to the home is very difficult"