

# The Well Spoken Way

What can a patient or family expect working with Well Spoken?





## WHAT HAPPENS

Your medical or dental specialist referred you

Your medical or dental specialist

may fax, or send us a referral with your contact details. When we receive it, we will be in touch with you. However, many patients contact us before the referral arrives, as they are keen to get the ball rolling.

Tell Us About Your Problem

You email us: [admin@wellspoken.com.au](mailto:admin@wellspoken.com.au)

Once Well Spoken has your referral or you have emailed us, we offer you an IC-A (Initial assessment consultation) as soon as we can, ensuring we are in a position to also offer you treatment soon after your assessment. Well Spoken Health Support Team will contact you and provide you with links for making an online booking, our fee schedule and copy of terms and conditions and privacy policy..

Tell Us About it in Detail

Before your ICA

Once you are booked in for your first consultation, you will be sent links to fill out 3 documents online;

- contact details
- sleep questionnaires
- detailed questionnaire that helps us to understand as much as possible about you and your challenges. By providing detail, your Speech Pathologist can prepare thoroughly for your appointment.

You will also be asked to provide any relevant medical, dental or allied health reports to help us learn more about your medical background. Please note that all appointments are pre-paid, and this serves as your appointment confirmation.

Come See Us

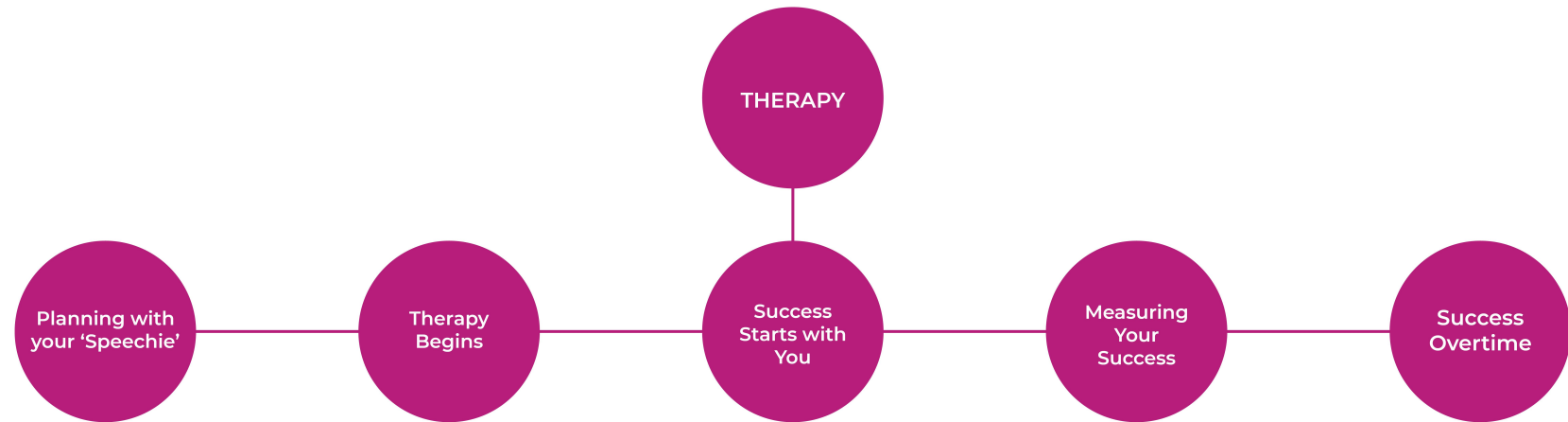
The ICA arrives!

Make sure you arrive to the clinic on time. Your Speech Pathologist will spend 60-90 minutes with you in an interview & assessment. The process will vary depending on your challenges, and may involve taking: measurements, photos, videos, speech voice sample and invariably, quite a lot of talking. Bring along some favourite food as you may be asked to chew and swallow! Make sure you advise us about any food allergies.

Receive a Diagnosis

After the Appointment

Your Speech pathologist spends 1-2 hours collating assessment results to arrive at a diagnosis, prepares a report which is sent to your referring medical or dental specialist. The Speech Pathologist thinks carefully about your diagnosis and treatment recommendations.



Therapy Planning

Your Speech Pathologist thinks carefully about your diagnosis and your personal goals deciding what kind of therapy program you will be best suited to. An estimation is made, how long the treatment process is likely to take. This can vary anywhere from a one-off session to 30 sessions over a year, or more. e.g many voice problems resolve in 4 - 6 sessions. However, issues like low tone, or pronunciation problems like 'Dyspraxia' will take many more sessions. Your Speech Pathologist will also decide if you are suited to one-on-one or group sessions, online programs. Be rest-assured we are planning for the best results in the shortest

4 Stages of Therapy Success

Once there is agreement about how therapy will proceed, you may be participating in one on one for 30 or 60 minutes sessions, which are pre-scheduled in quarterly blocks throughout the year. We rarely offer a full year of sessions because your needs may change over time. We usually offer blocks of 4 therapy sessions weekly or fortnightly and adjust as needed. You may also be recommended for groups (see our BLOG Groups are great!) the benefits of which are endless. These also run in blocks of 4 weekly or fortnightly sessions. Keep in mind when developing new skills and creating new habits, consistent practice is the key to success. In fact our motto is "chip away a little everyday" and we work hard to support you in this process.

Tips for Therapy Success

Success in therapy depends on many things, but mostly you and your motivation. And how well you do your recommended practice. Be rest assured we work hard to set up programs to suit your age your problem and your circumstances and we work hard to help you set up the best conditions for success. (See our BLOG "tips for success in therapy)

1. Your Speech Pathologist sets up a great therapy program
2. Your job is to bring energy, commitment and motivation for consistent practice

Review Assessment

Generally we do a formal progress review after 4 or 8 therapy sessions. A progress review will be recommended by your speech pathologist. Depending on your results you may be recommended for more therapy or discharged!! We may also write a progress report to your referring medical specialist.

***Our aim is for success in therapy!***

Success Follow Up

After you have completed therapy we will contact you and may recommend you attend a review at 6, 9 or 12 months to ensure your results are stable.

For your convenience, we also offer online therapy.